

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Check Coolant Valve MY23 GLC (254 platform)	DATE: April 19, 2024

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		April 19, 2024
Campaign No. :	Campaign Desc. :	Check Coolant Valve
2024040003	23P8390007	
<p>This is to notify you of the Service Campaign Launch to check the regulation valve in 139 Model Year (“MY”) 2023 GLC (254 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on April 19, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 23 GLC (254 platform) vehicles, the regulation valve in the low-temperature coolant circuit may become stuck. This would lead to a fault message in the instrument cluster.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the coolant valve on the affected vehicles and replace it, if necessary.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	GLC	
Vehicle Populations		
Total Campaign Population	139	
Next Steps/Notes		
Customer Notification Timeline	Customers will receive an in-vehicle notification regarding this campaign.	
AOMS/SOMS	AOMs - This campaign may generate questions from your dealers.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024040003, April 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC (254 platform)**
Model Year 2023

Check Coolant Valve

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 23 GLC (254 platform) vehicles, the regulation valve in the low-temperature coolant circuit may become stuck. This would lead to a fault message in the instrument cluster. An authorized Mercedes-Benz dealer will check the coolant valve on the affected vehicles and replace it, if necessary.

Prior to performing this Campaign:

- **VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 139 vehicles are affected.

Order No. P-SC-2024040003

Check Coolant Valve

Check/Test Procedure

1. Connect XENTRY Diagnosis.
2. Check function of **coolant directional control valve** using XENTRY Diagnosis:
 - i** Select menu item "Quick test view → **N127 – Control unit “Drivetrain” (PTCU)** → Special procedures → **CHECK of switchover valves**".
 - i** Then follow the user guidance in XENTRY Diagnosis.
 - a. Fault message on coolant directional control valve (**Y73/1**):
Disconnect XENTRY Diagnosis and **carry out Work Procedure**.
 - b. No fault message on coolant directional control valve (**Y73/1**):
Disconnect XENTRY Diagnosis and **End Measure**.

Work Procedure

1. Replace **coolant directional control valve (Y73/1)** of low-temperature circuit (**Figure 1, 1**).
i For basic information, see **AR09.41-P-0131MRV**.

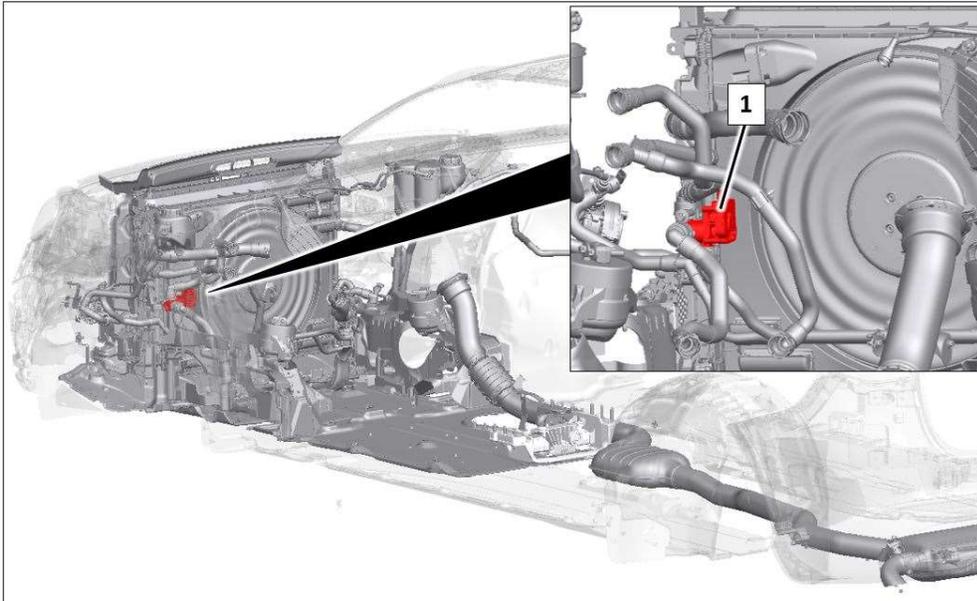


Figure 1: Coolant directional control valve (Y73/1) of low-temperature circuit (**1**)

Primary Parts Information

Qty.	Part Name	Part Number
1	Regulation valve	A 000 506 15 00

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
83 900 07	12-2043	Perform: Check coolant directional control valve (Y73/1) Includes: Connect/disconnect XENTRY Diagnosis	0.3
	12-2044	Perform: Replace coolant directional control valve (Y73/1) (after check) Includes: Remove/install lower engine compartment lining, front sections. Perform bleed routine for coolant circuit.	0.9

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.