



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 29, 2023

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-107ES  
23V-445

**Subject:** Loss of Drive Power from Fuel Pump Shutdown

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/AMG C43/2021-2023  
MERCEDES-BENZ/AMG C63/2021  
MERCEDES-BENZ/AMG C63 S/2021-2023  
MERCEDES-BENZ/AMG E53/2022-2023  
MERCEDES-BENZ/AMG E63 S/2023  
MERCEDES-BENZ/AMG G63/2021-2023  
MERCEDES-BENZ/AMG GLC43/2021-2023  
MERCEDES-BENZ/AMG GLC63/2021  
MERCEDES-BENZ/AMG GLC63 S/2021  
MERCEDES-BENZ/AMG GLE53/2021-2022  
MERCEDES-BENZ/AMG GLE63/2022  
MERCEDES-BENZ/AMG GLE63 S/2021-2023  
MERCEDES-BENZ/AMG GLS63/2021-2023  
MERCEDES-BENZ/AMG GT43/2022-2023  
MERCEDES-BENZ/AMG GT53/2022-2023  
MERCEDES-BENZ/AMG GT63/2023  
MERCEDES-BENZ/AMG GT63 S/2023  
MERCEDES-BENZ/AMG SL43/2023  
MERCEDES-BENZ/AMG SL55/2022-2023  
MERCEDES-BENZ/AMG SL63/2022-2023  
MERCEDES-BENZ/C300/2021-2023  
MERCEDES-BENZ/CLS450/2022-2023  
MERCEDES-BENZ/E350/2021-2023  
MERCEDES-BENZ/E450/2022-2023  
MERCEDES-BENZ/G550/2021-2022  
MERCEDES-BENZ/GLC300/2021-2023  
MERCEDES-BENZ/GLE450/2021-2022  
MERCEDES-BENZ/GLE580/2021  
MERCEDES-BENZ/GLS450/2021-2023  
MERCEDES-BENZ/GLS580/2021-2023  
MERCEDES-BENZ/S500/2022-2023

MERCEDES-BENZ/S580/2021-2023  
MERCEDES-BENZ/S580E/2023  
MERCEDES-MAYBACH/GLS600/2021-2023  
MERCEDES-MAYBACH/S580/2021-2023  
MERCEDES-MAYBACH/S680/2022-2023

**Mfr's Report Date:** June 26, 2023

**NHTSA Campaign Number:** 23V-445

**Components:**

FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

**Potential Number of Units Affected:** 143,551

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2021-2023 C-Class, E-Class, S-Class, CLS, SL, GT, GLC, GLE, GLS, and G-Class vehicles. Please refer to MBUSA's recall report for specific vehicle details. The fuel pump may shutdown, which can result in a loss of drive power.

**Consequence:**

A loss of drive power can increase the risk of a crash.

**Remedy:**

Dealers will replace the fuel pump, free of charge. Owner notification letters are expected to be mailed August 25, 2023. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Mercedes-Benz USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement