



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 23, 2024

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

NEF-107DG  
24V-118

**Subject:** Transmission Control Unit Software May Cause Stall

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/GLE450/2020-2023  
MERCEDES-BENZ/GLS450/2020-2023

**Mfr's Report Date:** February 16, 2024

**NHTSA Campaign Number:** 24V-118

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE:SOFTWARE

**Potential Number of Units Affected:** 105,071

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2020-2023 GLE 450 and GLS 450 vehicles. The transmission may not fully downshift in certain conditions, causing the engine to stall.

**Consequence:**

An engine stall increases the risk of a crash.

**Remedy:**

Dealers will update the transmission control unit software, free of charge. Owner notification letters are expected to be mailed April 16, 2024. 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 Dusty Gardner who may be reached by email at [dusty.gardner@dot.gov](mailto:dusty.gardner@dot.gov). We look forward to working with you.

Sincerely,



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