



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 5, 2025

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

NEF-107DG
25V-129

Subject: Software Error May Cause Loss of Drive Power

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 GLC 63 S E/2025
MERCEDES-BENZ/AMG GLC 63 S E COUPE/2025
MERCEDES-BENZ/AMG GT 63 S E/2025
MERCEDES-BENZ/AMG GT 63 S E COUPE/2023-2024
MERCEDES-BENZ/AMG S 63 E/2023-2025
MERCEDES-BENZ/AMG SL 63 S E/2024-2025

Mfr's Report Date: February 28, 2025

NHTSA Campaign Number: 25V-129

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM

Potential Number of Units Affected: 2,943

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2023-2024 AMG GT 63 S E Performance 4-door coupe, 2025 AMG GLC 63 S E Performance, GLC 63 S E Performance Coupe, AMG GT 63 S E Performance, 2023-2025 AMG S 63 E Performance, and 2024-2025 AMG SL 63 S E Performance vehicles with a hybrid powertrain. A software error may cause the high-voltage starter alternator control unit to fail, causing a loss of drive power.

Consequence:

A loss of drive power increases the risk of a crash.

Remedy:

Dealers will update the high-voltage starter alternator control unit software, free of charge. Owner notification letters are expected to be mailed April 29, 2025. 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 888-327-4236 (TTY 888-275-9171) or go to 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. We look forward to working with you.

Sincerely,



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