



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

**1200 New Jersey Avenue SE  
Washington, DC 20590**

August 22, 2025

25V533

Greg Gunther  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

**Subject:** Loss of Steering Control from Loose Steering Bolts

Dear Greg 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/EQE 350/2023-2025  
MERCEDES-BENZ/GLC 300/2023-2026  
MERCEDES-BENZ/EQE 350 4MATIC/2023-2025  
MERCEDES-BENZ/AMG EQE 53 4MATIC/2023-2024  
MERCEDES-BENZ/GLC 350E 4MATIC/2025  
MERCEDES-BENZ/AMG GLC 63 S E/2025  
MERCEDES-BENZ/AMG GLC 63 S E COUPE/2025  
MERCEDES-BENZ/EQE 500 4MATIC/2023-2024  
MERCEDES-BENZ/GLC 300 4MATIC/2023-2026  
MERCEDES-BENZ/AMG GLC43 4MATIC/2024-2025  
MERCEDES-BENZ/GLC 300 4MATIC COUPE/2024-2026  
MERCEDES-BENZ/AMG GLC43 4MATIC COUPE/2024-2025

**Mfr's Report Date:** August 20, 2025

**NHTSA Campaign Number:** 25V533

**Components:**  
STEERING:CRITICAL FASTENERS

**Potential Number of Units Affected:** 3,749

**Problem Description:**



Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2023-2026 EQE and GLC vehicles. Please see the recall report for a complete list of models. The steering coupling bolt may have been improperly tightened, allowing the steering coupling to loosen from the steering rack.

**Consequence:**

A loose steering coupling can cause a loss of steering control, increasing the risk of a crash.

**Remedy:**

Dealers will tighten the steering coupling bolts as necessary, free of charge. Owner notification letters are expected to be mailed October 17, 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 1-888-327-4236 (TTY 1-888-275-9171), 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*

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