Part 573 Safety Recall Report 25V-129

Manufacturer Name : Mercedes-Benz USA, LLC
Submission Date : MAR 03, 2025
NHTSA Recall No. : 25V-129
Manufacturer Recall No. : NR

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Mercedes-Benz USA, LLC
Address : 13470 International Parkway
Jacksonville FL 32218
Company phone : 1-877-496-3691

Population :

Number of potentially involved : 2,943
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Mercedes-AMG GT 63 S E Performance
Vehicle Type : LIGHT VEHICLES
Body Style : 2-DOOR
Power Train : HYBRID ELECTRIC
Descriptive Information : Mercedes-AMG MY25 GT 63 S E Performance 101 vehicles. The recall population was determined through production records. Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications.
Production Dates : FEB 02, 2021 - FEB 19, 2025
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2023-2024 Mercedes-AMG GT 63 S E Performance 4-Door Coupe
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : HYBRID ELECTRIC
Descriptive Information : Mercedes-AMG MY23-24 GT 63 S E Performance 4-Door Coupe 204 vehicles. The recall population was determined through production records. Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications.
Production Dates : FEB 02, 2021 - FEB 19, 2025
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2024-2025 Mercedes-AMG SL 63 S E Performance
Vehicle Type :	LIGHT VEHICLES
Body Style :	2-DOOR
Power Train :	HYBRID ELECTRIC
Descriptive Information :	Mercedes-AMG MY24-25 SL 63 S E Performance 146 vehicles. The recall population was determined through production records. Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications.
Production Dates :	FEB 02, 2021 - FEB 19, 2025
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 4 :	2025-2025 Mercedes-AMG GLC 63 S E Performance
Vehicle Type :	LIGHT VEHICLES
Body Style :	SUV
Power Train :	HYBRID ELECTRIC
Descriptive Information :	Mercedes-AMG MY25 GLC 63 S E Performance 317 vehicles. The recall population was determined through production records. Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications.
Production Dates :	FEB 02, 2021 - FEB 19, 2025
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 5 :	2025-2025 Mercedes-AMG GLC 63 S E Performance Coupe
Vehicle Type :	LIGHT VEHICLES
Body Style :	SUV
Power Train :	HYBRID ELECTRIC
Descriptive Information :	Mercedes-AMG MY25 GLC 63 S E Performance Coupe 402 vehicles. The recall population was determined through production records. Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications.
Production Dates :	FEB 02, 2021 - FEB 19, 2025
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Vehicle 6 :	2023-2025 Mercedes-AMG S 63 E Performance
Vehicle Type :	LIGHT VEHICLES
Body Style :	4-DOOR
Power Train :	HYBRID ELECTRIC
Descriptive Information :	Mercedes-AMG MY23-25 S 63 E Performance 1,773 vehicles. The recall population was determined through production records. Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications.
Production Dates :	FEB 02, 2021 - FEB 19, 2025
VIN Range 1 :	Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect :	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023-2025 AMG GT Coupe (192 platform), AMG GT 4-Door Coupe (290 platform), AMG S-Class (223 platform), AMG SL (232 platform), AMG GLC/Coupe (254 platform) vehicles with a hybrid powertrain, the control unit for the high-voltage starter alternator might experience sporadic processor overload.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	As a consequence, the monitoring function in the high-voltage starter alternator system might erroneously detect a component fault. In this case, the function of the high-voltage starter alternator could deactivate. This could lead to an unexpected loss of propulsion, which could increase the risk of crash.
Description of the Cause :	Due to a deviation in the software for the high-voltage starter alternator control unit, sporadic processor overload could occur.
Identification of Any Warning that can Occur :	Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism. When the issue occurs, the driver might notice several warning messages in the instrument cluster.

Involved Components :

Component Name 1 :	SW STARTER ALTERNATOR
Component Description :	SW STARTER ALTERNATOR
Component Part Number :	A0019022711

Component Name 2 :	PMD STARTER ALTERNATOR
Component Description :	PMD STARTER ALTERNATOR
Component Part Number :	A0009032376

Component Name 3 :	PMD STARTER ALTERNATOR
Component Description :	PMD STARTER ALTERNATOR
Component Part Number :	A0009030976

Component Name 4 :	SW STARTER ALTERNATOR
Component Description :	SW STARTER ALTERNATOR
Component Part Number :	A0019020611

Component Name 5 :	SW STARTER ALTERNATOR
Component Description :	SW STARTER ALTERNATOR
Component Part Number :	A0019020511

Component Name 6 :	PMD STARTER ALTERNATOR A0009030676
Component Description :	PMD STARTER ALTERNATOR A0009030676
Component Part Number :	A0009030676

Supplier Identification :

Component Manufacturer

Name :	MBAG
Address :	NR
	NR
Country :	NR

Chronology :

In October 2024, MBAG received an isolated field complaint from outside the US, alleging the inability to start the vehicle. From November 2024 through January 2025, MBAG received additional complaints and initiated a root cause analysis. These analyses revealed that a sporadic overload in a processor could have occurred in those cases. At the end of January 2025, MBAG conducted test drives to assess the consequences of the issue. In February 2025, MBAG identified the potentially affected vehicle population. On February 21, 2025, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a voluntary recall.
MBAG is currently aware of 5 warranty claims received on 04/23/2024,12/20/2024, 01/02/2025, 01/07/2025 and 01/31/2025 in the USA. MBAG is not aware of any cases of crash, injury or death.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will update the software for the high-voltage starter alternator control unit in the potentially affected vehicles. Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.
How Remedy Component Differs from Recalled Component :	Vehicles outside the recall population have high-voltage starter alternator software that meets current production specifications. Remedy Part No: SW STARTER ALTERNATOR A0019026620 PMD STARTER ALTERNATOR A0009035178 SW STARTER ALTERNATOR A0019026320 PMD STARTER ALTERNATOR A0009034978
Identify How/When Recall Condition was Corrected in Production :	The introduction of new software for the high-voltage starter alternator control unit ensures that this issue can no longer occur from February 20, 2025 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on March 07, 2025. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign before April 29, 2025. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	MAR 07, 2025 - NR
Planned Owner Notification Date :	APR 29, 2025 - NR

* NR - Not Reported