

**ATTENTION:** Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

## Recall Launch Notification

April 11, 2025

Campaign #	NHTSA ID / CA DMV #	Description	Update High-Voltage Starter Alternator Software – Wave 2 (Final Wave)
2025030012	25V129	25P5496242	

### Campaign Details

Total Recall Population	2,924 (Wave 1) + 19 (Wave 2)	<b>Model(s)/ Platform(s)</b>	AMG GT Coupe, AMG GT 4-Door Coupe, AMG S-Class, AMG SL, AMG GLC/Coupe (192, 290, 223, 232, 254)
Vehicles in Dealer Inventory	956 (Wave 1)		
Model Year(s)	2023-2025		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the control unit for the high-voltage starter alternator might experience sporadic processor overload. As a result, 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.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the software for the high-voltage starter alternator control unit.		
<b>Remedy</b>	The remedy software is available and can be performed at this time.		
<b>Launch Date</b>	Affected VINs will be flagged in VMI as "OPEN" on Friday, April 11, 2025.		
<b>Approximate Customer Notification Date</b>	Friday, April 11, 2025 Final customer letter can be found at <a href="http://MBUSA.com/recall">MBUSA.com/recall</a> or <a href="http://NHTSA.gov">NHTSA.gov</a> at the time of mailing.		
<b>Warranty Claim Notice</b>	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

**Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

**Additionally, given this notice, it is a violation of federal law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.**

**Notice to California Dealers: As required by 13 CCR 2117, a proof of correction ("POC") certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.**

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



# Recall Campaign Bulletin



Mercedes-Benz

April 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	<b>2025030012</b>
CAMPAIGN DESC.	<b>25P5496242</b>
NHTSA ID	<b>25V129</b>
SUBJECT	<b>Update High-Voltage Starter-Alternator Software – Wave 2</b>
MODEL(S)	<b>AMG GT Coupe, AMG GT 4-Door Coupe, AMG S-Class, AMG SL, and AMG GLC/Coupe (192, 290, 223, 232 and 254 platform)</b>
MODEL YEAR(S)	<b>2023 – 2025</b>
CAMPAIGN POPULATION	<b>2,924 (Wave 1) + 19 (Wave 2)</b>

## Campaign Technical Instructions

### Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

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- Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

## Work Procedure


1. Connect XENTRY Diagnosis.
2. Update software for the **High-Voltage Starter-alternator** control unit.
  -  To do so, select menu item "Quick test view → **G2/3 - Starter-alternator (SG-EM)** → Adaptations → Control units update → Updating of the control unit software".
  -  Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

## Warranty Information

 **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 962 42	02-9334	Update software for <b>G2/3 – Starter-alternator (SG-EM)</b> (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

\* Invoice operation item only once for each workshop Repair Order (RO).

 **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

**i** The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (25V129), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

**i** Note: Clean bonding surface prior to affixing label.



**Figure 1**

**i** The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (**Figure 2**), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (25V129).

**Figure 2**

**California Proof of Correction Parts Information**

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

**Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)**

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1