

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

Safety Recall Launch Notification

August 22, 2025

Campaign #	NHTSA ID	Description	Rework Steering Coupling Bolt Connection
2025080006	25V533	25P4691007	

Campaign Details

Total Recall Population	3,749	Model(s)/ Platform(s)	GLC, EQE (254, 295 platforms)
Vehicles in Dealer Inventory	217		
Model Year(s)	2023-2026		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that a defect exists on certain subject vehicles. The bolt securing the steering coupling might not be tightened to production specifications. As a result, the connection between the steering coupling and steering rack could loosen over time. This could lead to a loss of steering control and increase the risk of a crash.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the bolt connection of the steering coupling on the affected vehicles.		
Remedy	The remedy does not require ordering new parts; existing parts will be reworked to address the issue.		
Launch Date	Affected VINs will be flagged in VMI as "OPEN" on Friday, August 22, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, October 17, 2025 Final customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
Warranty Claim Notice	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 vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.

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

August 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025080006
CAMPAIGN DESC.	25P4691007
NHTSA ID	25V533
SUBJECT	Check Steering Coupling Bolting
MODEL(S)	GLC and EQE (254 and 295 platform)
MODEL YEAR(S)	2023 – 2026
CAMPAIGN POPULATION	3,749

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.

Order No. P-RC-2025080006

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Model(s): 254 and 295

Primary Parts Information:

i NOTE: Parts should not be required for this campaign. Order only as needed after check.

Qty.	Part Name	Part Number
As needed (1)	Screw*	A 210 990 06 04
As needed (1)	Flat head screw*	A 011 990 64 04
As needed (1)	Hexagon nut*	A 140 990 09 58

* The replacement part number must be determined according to the equipment variant for the vehicle identification number (VIN) via the parts process in the XENTRY Parts Information.

Additional Repair Information

Operation Step	Document Number
Step 1	AR61.20-P-1105WT
Step 1	AR61.20-P-1105EQS

Work Procedure

- Remove rear and center lower engine compartment lining.
 - i** For basic data on model 254, see AR61.20-P-1105WT.
 - i** For basic data on model 295, see AR61.20-P-1105EQS.
- Check torque of screw connection (**Figure 1, A**) from steering coupling to steering gear and retighten if necessary.
 - i** If damage is visible on the screw or nut, replace screw and nut.
 - Nm** Torque specification: **24Nm**

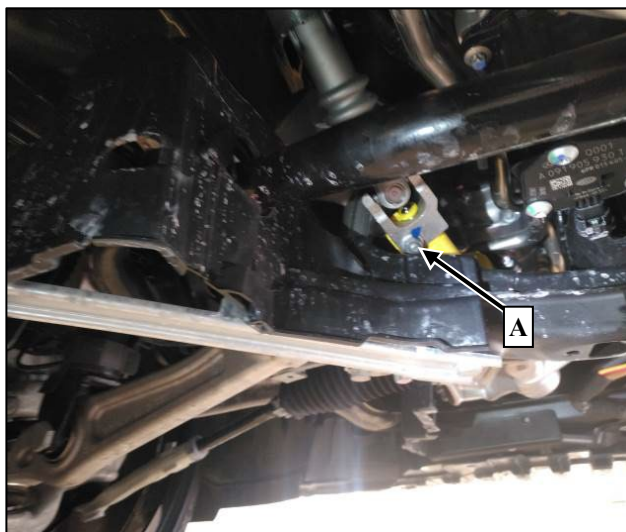
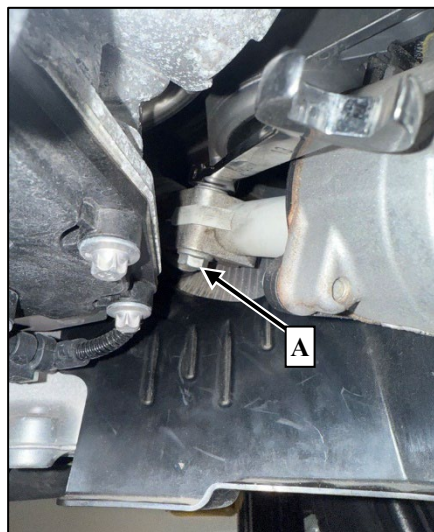


Figure 1 – looking towards front of vehicle



– looking towards rear of vehicle

Warranty Information

i **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.)
46 910 07	11-0030	Check screw connection of steering coupling to steering gear	0.5
	11-0031	Replace screw connection from steering coupling to steering gear (after check)	0.1

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

i **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.*