

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: [REDACTED]  
Update Electric Drivetrain Software  
NHTSA Recall ID: 23V405

July, 2023



Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles has decided that a defect, which relates to motor vehicle safety exists in certain model year 2022–2023 EQS, EQS SUV and EQE vehicles. Our records indicate that your vehicle is included in the affected population.

### What is the concern?

Due a software error in the electric drivetrain, inadequate reactions in the fault management may occur, resulting in the deactivation of the electric drivetrain. A loss of drive power could increase the risk of a crash.



**Unfortunately, the remedy is not yet available.** When the electric drivetrain software becomes available, we will send you another letter informing you to take your vehicle to an authorized Mercedes-Benz dealership to have the recall completed **free of charge**.

**Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when the remedy is available, please contact an authorized Mercedes-Benz dealership.** If for any reason the dealership is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit [www.MBUSA.com/recall](http://www.MBUSA.com/recall).

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,  
Mercedes-Benz USA



**What if I no longer own or drive the vehicle or would like to update my contact information?** In the event you need to update your contact information or have updates concerning the vehicle, please visit [mbusa.com/recalls](http://mbusa.com/recalls) (or scan the QR Code to the left) and submit your VIN using the VIN recall lookup tool and fill out the “Recall Contact Information” section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

