



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 30, 2024

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

NEF-107DG
24V-372

Subject: High-Voltage Battery May Shutdown Unexpectedly

Dear Mr. 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/AMG EQE 53 4MATIC/2024
MERCEDES-BENZ/AMG EQE SUV 53 4MATIC/2024-2025
MERCEDES-BENZ/AMG EQS 53 4MATIC/2024
MERCEDES-BENZ/EQE 350 4MATIC/2024
MERCEDES-BENZ/EQE 350+/2024
MERCEDES-BENZ/EQE 500/2024
MERCEDES-BENZ/EQE SUV 350 4MATIC/2023-2025
MERCEDES-BENZ/EQE SUV 350+/2023-2025
MERCEDES-BENZ/EQE SUV 500 4MATIC/2023-2025
MERCEDES-BENZ/EQS 450/2024
MERCEDES-BENZ/EQS 450+/2024
MERCEDES-BENZ/EQS 580/2024
MERCEDES-BENZ/EQS SUV 450 4MATIC/2023-2025
MERCEDES-BENZ/EQS SUV 450+/2023-2025
MERCEDES-BENZ/EQS SUV 580 4MATIC/2023-2025
MERCEDES-MAYBACH/EQS SUV 680 4MATIC/2024-2025

Mfr's Report Date: May 28, 2024

NHTSA Campaign Number: 24V-372

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY:MANAGEMENT SYSTEM/
ENERGY CONTROL MODULE (BMS/BECEM):SOFTWARE

Potential Number of Units Affected: 14,912

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2024 EQE 350 4MATIC, EQE 350+, EQE 500 4MATIC, EQS 450 4MATIC, EQS 450+, EQS 580 4MATIC, AMG EQE 53 4MATIC, AMG EQS 53 4MATIC, 2023-2025 EQE SUV 350 4MATIC,



EQE SUV 350+, EQE SUV 500 4MATIC, EQS SUV 450 4MATIC, EQS SUV 450+, EQS SUV 580 4MATIC, 2024-2025 EQS SUV 680 4MATIC, and AMG EQE SUV 53 4MATIC vehicles. The battery management system software may cause the high-voltage battery to shut down, which can result in a sudden loss of drive power.

Consequence:

A sudden loss of drive power increases the risk of a crash.

Remedy:

Dealers will update the battery management system software, free of charge. Owner notification letters are expected to be mailed July 23, 2024. 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 1-800-424-9153), or go to www.safercar.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. We look forward to working with you.

Sincerely,



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