

# Part 573 Safety Recall Report

# 24V-372

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** MAY 24, 2024**NHTSA Recall No. :** 24V-372**Manufacturer Recall No. :** NR**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 : 14,912

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Mercedes-Benz EQE 350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 EQE 350 4MATIC 1705 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2025 Mercedes-Benz EQE SUV 350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2023-2025 EQE SUV 350 4MATIC 3599 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2024-2024 Mercedes-Benz EQE 350+

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 EQE 350+ 1359 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2023-2025 Mercedes-Benz EQE SUV 350+

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2023-2025 EQE SUV 350+ 1340 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2024-2024 Mercedes-Benz EQE 500 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 EQE 500 4MATIC 349 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2023-2025 Mercedes-Benz EQE SUV 500 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2023-2025 EQE SUV 500 4MATIC 876 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2024-2024 Mercedes-Benz EQS 450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 EQS 450 4MATIC 667 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2023-2025 Mercedes-Benz EQS SUV 450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2023-2025 EQS SUV 450 4MATIC 683 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 9 : 2024-2024 Mercedes-Benz EQS 450+

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 EQS 450+ 509 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 10 : 2023-2025 Mercedes-Benz EQS SUV 450+

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2023-2025 EQS SUV 450+ 551 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 11 : 2024-2024 Mercedes-Benz EQS 580 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 EQS 580 4MATIC 417 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 12 : 2023-2025 Mercedes-Benz EQS SUV 580 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2023-2025 EQS SUV 580 4MATIC 1131 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 13 : 2024-2025 Mercedes-Benz Maybach EQS SUV 680 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2024-2025 Maybach EQS SUV 680 4MATIC 409 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 11, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 14 : 2024-2024 Mercedes-Benz Mercedes-AMG EQE 53 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 Mercedes-AMG EQE 53 4MATIC 131 vehicles, The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 15 : 2024-2025 Mercedes-Benz Mercedes-AMG EQE SUV 53 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 Mercedes-AMG EQE SUV 53 4MATIC 958 vehicles, The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 16 : 2024-2024 Mercedes-Benz Mercedes-AMG EQS 53 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Mercedes-Benz 2024 Mercedes-AMG EQS 53 4MATIC 228 vehicles, The recall population was determined through production records. Vehicles outside of the recall population have battery management system software that meets current production specifications.

Production Dates : FEB 01, 2023 - MAY 11, 2024

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 EQE SUV (294 platform), EQE (295 platform), EQS SUV (296 platform) and EQS (297 platform) vehicles, the battery management system software might not meet current production specifications and may lead to a shutdown of the high-voltage system in specific situations.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the contactors of the high-voltage battery might open, potentially resulting in a loss of propulsion without prior warning. As a consequence the risk of a crash might increase. When the vehicle comes to a standstill it can be restarted.

Description of the Cause : Due to a deviation in the software development process, continuous diagnostic requests from other control units might overload the memory capacity of the battery management system.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

**Involved Components :**

Component Name 1 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899021705

Component Name 2 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899023905

Component Name 3 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899024005

Component Name 4 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899024605

Component Name 5 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899024705

Component Name 6 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899024805

Component Name 7 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899025405

Component Name 8 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899025505

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Component Name 9 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899027104

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Component Name 10 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899028604

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Component Name 11 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899028704

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Component Name 12 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899028804

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Component Name 13 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899029104

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Component Name 14 : SW BAT.MGMT

Component Description : SW BAT.MGMT

Component Part Number : A7899029204

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## Supplier Identification :

### Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

## Chronology :

In October 2023, MBAG investigated a single field report from a Mercedes-Benz dealership in Denmark describing a warning message in the new vehicle's instrument cluster related to the high voltage battery system that appeared prior to delivery of the vehicle to the customer. In November 2023, MBAG received a report alleging reduced drive power with a similar warning message in the US. In parallel, MBAG conducted further investigations of the described occurrences. MBAG initially hypothesized that the reported occurrences might stem from a fault in the battery management system of the high-voltage battery. However, further analyses showed that if the battery management system in certain vehicle models received an extraordinarily high volume of diagnostic requests from the vehicle's control units, the module's memory could be overloaded. In that event, the battery control module would re-set, in accordance with the design specifications. Between December 2023 and April 2024, MBAG conducted further investigations to determine the conditions and circumstances that might trigger a high volume of diagnostic requests from the control modules. This investigation has not identified any initial functional defect in software of those control units. However further testing indicated that a diagnostic data overflow to the battery management system could result in reduced power output or, in rare circumstances, a loss of propulsion.

The cause was narrowed down to various control units that were installed starting with change year 2023/1. Based on this knowledge, the known field cases were re-examined in April 2024. According to the results of the analysis the vehicles from all known field cases were produced after the referenced change year. Based on this finding, in May 2024 MBAG reviewed production records to determine the potentially affected vehicle population. See chronology supplement

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the battery management system software on 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 of the recall population have battery management system software that meets current production specifications.

Remedy Part No:

SW BAT.MGMTA7899021906  
SW BAT.MGMTA7899026305  
SW BAT.MGMTA7899026405  
SW BAT.MGMTA7899027005  
SW BAT.MGMTA7899027105  
SW BAT.MGMTA7899027205  
SW BAT.MGMTA7899022006  
SW BAT.MGMTA7899022106  
SW BAT.MGMTA7899026305  
SW BAT.MGMTA7899027005  
SW BAT.MGMTA7899027105  
SW BAT.MGMTA7899026005  
SW BAT.MGMTA7899026705  
SW BAT.MGMTA7899026805

Identify How/When Recall Condition was Corrected in Production : A change in the development process ensures that this issue can no longer occur from May 13, 2024 onwards.

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on June 3, 2024. Owners will be notified of the voluntary recall campaign before July 23, 2024. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUN 03, 2024 - NR

Planned Owner Notification Date : JUL 23, 2024 - NR

\* NR - Not Reported