

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification</b> <b>Update Battery Management System Software</b> <b>MY23-25 EQE and EQS (294, 295, 296, and 297)</b>	DATE: June 3, 2024

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			June 3, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Battery Management System Software
TBA	24V372	24P2195414	
This is to notify you of the <b>new Recall Campaign</b> to update the Battery management System software on <b>14,896</b> Model Year (“MY”) 2023-2025 EQE and EQS (294, 295, 296, and 297 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>June 3, 2024</b> .			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023-2025 EQE (294 and 295 platform) and EQS (296 and 297 platform) vehicles, the monitoring software of the Battery Management System ("BMS") might not meet current production specifications and may lead to a shutdown of the high-voltage system in specific situations. The contactors of the high-voltage battery might open, potentially resulting in a loss of propulsion without warning. As a consequence, the risk of a crash might increase. When the vehicle comes to a standstill it can be restarted.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the BMS software on the potentially affected vehicles.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2023-2025		
Vehicle Model	EQE and EQS		
Vehicle Populations			
Total Recall Population	14,896		
Total Vehicles in Dealer Inventory	3,623		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</b></p> <p><b>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.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before July 23, 2024.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.		
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 Assistance Center at 1-800-FOR-MERCEDES.			

