



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 05, 2025

25V366

Greg Gunther
Mercedes-Benz USA, LLC
13470 International Parkway
Jacksonville, FL 32218

Subject: Incorrect Pedestrian Warning Sound/FMVSS 141

Dear Greg 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/EQE 350+/2023-2024
MERCEDES-BENZ/EQS 450+/2022-2024
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 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
MERCEDES-BENZ/EQE 500 4MATIC/2023-2024
MERCEDES-BENZ/EQS 450 4MATIC/2023-2024
MERCEDES-BENZ/EQS 580 4MATIC/2022-2023
MERCEDES-BENZ/S 580 E 4MATIC/2025
MERCEDES-BENZ/AMG EQE 53 4MATIC/2025

Mfr's Report Date: June 02, 2025

NHTSA Campaign Number: 25V366

Components:

BACK OVER PREVENTION:WARNINGS:EXTERNAL/PEDESTRIAN ALERT

Potential Number of Units Affected: 94



Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2022-2025 S-Class, EQE SUV, EQE, EQS SUV and EQS vehicles. Please see the recall report for a complete list of models. Software in the Acoustic Vehicle Alerting System (AVAS) may cause an incorrect external pedestrian warning sound while reversing. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 141, "Minimum Sound Requirements for Hybrid Electric Vehicles."

Consequence:

A vehicle that makes an incorrect sound may fail to alert pedestrians of a reversing vehicle, increasing the risk of crash.

Remedy:

Dealers will update the AVAS software, free of charge. Owner notification letters are expected to be mailed August 1, 2025. 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 1-888-275-9171), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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

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