



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

August 05, 2025

25V487

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

Subject: Loss of Drive Power

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/EQB 300 4MATIC/2022-2023
MERCEDES-BENZ/EQB 350 4MATIC/2022-2023

Mfr's Report Date: July 25, 2025

NHTSA Campaign Number: 25V487

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION BATTERY

Potential Number of Units Affected: 660

Problem Description:

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2022-2023 EQB 350 4MATIC, and EQB 300 4MATIC vehicles. The bus bar in the high voltage battery may be secured with incorrect screws, which can cause the system to have a sudden loss of drive power without warning.

Consequence:

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

Remedy:

Dealers will inspect and replace the high-voltage battery as necessary, free of charge. Owner notification letters are expected to be mailed September 23, 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 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).

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

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