Part 573 Safety Recall Report 25V-050

Manufacturer Name : Mercedes-Benz USA, LLC
Submission Date : JAN 31, 2025
NHTSA Recall No. : 25V-050
Manufacturer Recall No. : NR

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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 : 7,362
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2024 Mercedes Benz EQB 250
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : HYBRID ELECTRIC
Descriptive Information : Mercedes Benz Model Year 2022-2025 EQB250 2,636 vehicles. The recall population was determined through production records. The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge.
Production Dates : DEC 13, 2021 - JAN 23, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2022-2024 Mercedes-Benz EQB 300 4MATIC
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : HYBRID ELECTRIC
Descriptive Information : Mercedes Benz Model Year 2022-2025 EQB300 4MATIC 3,311 vehicles. The recall population was determined through production records. The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge.
Production Dates : DEC 13, 2021 - JAN 23, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 :	2022-2024 Mercedes-Benz EQB 350 4MATIC
Vehicle Type :	LIGHT VEHICLES
Body Style :	SUV
Power Train :	HYBRID ELECTRIC
Descriptive Information :	Mercedes Benz Model Year 2022-2025 EQB350 4MATIC 1,415 vehicles. The recall population was determined through production records. The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge.
Production Dates :	DEC 13, 2021 - JAN 23, 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”) 2022-2024 EQB (243 platform) vehicles, a risk of fire with the high-voltage battery (EB330) cannot be ruled out.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	Due to the combination of certain production and vehicle use conditions, an internal short circuit of a battery cell in the high-voltage battery might occur, which could lead to the risk of a fire.
Description of the Cause :	Due to variations during an early stage production period at the supplier, combined with local external influencing factors (such as occurrence of electric current ripples in the charging infrastructure or potential mechanical damage to the high-voltage battery), individual high-voltage battery might be insufficiently robust at high state of charge.
Identification of Any Warning that can Occur :	If a thermal incident were to occur during driving, the driver would be made aware of the issue by a high-voltage battery warning malfunction message in the instrument cluster. Should the thermal incident occur while the vehicle is parked, the driver would not receive a warning

Involved Components :

Component Name 1 :	Battery Management Software
Component Description :	Battery Management Software
Component Part Number :	A2439025607

Component Name 2 :	Battery Management Software
Component Description :	Battery Management Software
Component Part Number :	A2439022303

Component Name 3 :	Battery Management Software
Component Description :	Battery Management Software
Component Part Number :	A2439028104

Component Name 4 :	Battery Management Software
Component Description :	Battery Management Software
Component Part Number :	A2439030105

Supplier Identification :

Component Manufacturer

Name :	Farasis Energy(Ganzhou) Co. Ltd.
Address :	Jinling West Road, Economic Development Ganzhou, Jiangxi Province Foreign States 341000
Country :	China

Chronology :

Beginning in 2023 and into 2024, MBAG received reports of fire incidents occurring outside the US. MBAG investigated and evaluated each incident when it was reported to identify the particular cause or causes of the fire. In mid-2024, MBAG also began an investigation to determine any common root cause underlying the incidents.

From June 2024 onwards, MBAG conducted various analysis in coordination with the Chinese authority, as the incidents were reported from the Chinese market. In parallel, MBAG initiated a taskforce and conducted several investigations. Beyond that, MBAG initiated analysis together with the battery supplier to identify potential deviations in the battery production process.

As a result of those analysis, MBAG's understanding was that, while no specific root cause was found, factors arising from certain EB330 production issues, combined with external conditions in the local market, could lead to the thermal events.

In October and November 2024, further local inspections took place in coordination with the Chinese authority.

In January 2025, MBAG reviewed its investigations and considered whether the incidents were likely limited to the local conditions that seemed to only occur in China or could potentially occur elsewhere. While the analysis

did not identify any specific combination of factors in another market, MBAG could not rule out the possibility that the combination of factors allowing for the thermal events of the EB330 may not occur in other environments.
Therefore, out of an abundance of caution, on January 24, 2025, MBAG decided to conduct a global safety recall campaign to enhance the battery management system software for the high-voltage batteries.

MBAG can confirm there are no warranty claims, field or service reports, and other information related to this defect in the US.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer, will update the battery management system software on the affected vehicles. Until this remedy becomes available, customers will be instructed to charge their vehicle's battery to a maximum of 80% state of charge. Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described
How Remedy Component Differs from Recalled Component :	The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge. Remedy Part No: A2439027408 - Battery Management Software
Identify How/When Recall Condition was Corrected in Production :	Due to optimizations in the production process of the supplier, this issue can no longer occur from January 24, 2024 onwards

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on February 7, 2025. Owners will be notified of the voluntary recall campaign before April 1, 2025. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	FEB 07, 2025 - NR
Planned Owner Notification Date :	APR 01, 2025 - NR

* NR - Not Reported