



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

# Part 573 Safety Recall Report

## 25V050

**Manufacturer Name:** Mercedes-Benz USA, LLC

**Submission Date:** Nov 04, 2025

**NHTSA Recall No.:** 25V050

**Manufacturer Recall No.:** 2025040005

### Manufacturer Information

### Population

**Manufacturer Name:** Mercedes-Benz USA, LLC

**Address:** 13470 International  
Parkway  
Jacksonville FL, 32218

**Total number of potentially involved:** 12,236

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2022-2024 Mercedes-Benz EQB 300 4MATIC

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Dec 13, 2021 - Jan 23, 2024

**Number of potentially involved:** 6,593

**Descriptive Information:**

Mercedes Benz Model Year 2022-2023 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.

**Vehicle 2:** 2022-2024 Mercedes-Benz EQB 350 4MATIC

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Dec 13, 2021 - Jan 23, 2024

**Number of potentially involved:** 1,936

**Descriptive Information:**

Mercedes Benz Model Year 2022-2024 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.

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**Vehicle 3:** 2022-2024 Mercedes Benz EQB 250

**Product Category:** Light Vehicles

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Dec 13, 2021 - Jan 23, 2024

**Number of potentially involved:** 3,707

**Descriptive Information:**

Mercedes Benz Model Year 2022-2023 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.

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

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.

**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

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

## Component Manufacturer

**Tier of Supplier:**

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## Supplier Type:

**Name:** Farasis Energy(Ganzhou) Co. Ltd.

**Address:** Jinling West Road, Economic Development  
Ganzhou, Jiangxi Province Foreign States, 341000

**Country:** China

## 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

## 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

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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.

## Chronology Supplemental Notice:

After the recall field action began globally in April, 2025, MBAG received reports of additional thermal events in May, 2025. Each of these incidents was outside the US.

The additional fires were not limited to the original recall scope. MBAG initiated additional investigations throughout the summer, including detailed analysis of returned high voltage batteries and cells. The investigation reconfirmed that factors arising from certain EB330 production issues combined with external conditions might have led to the thermal events.

The investigations also identified that influences from the supplier production process affecting the battery cell robustness also existed in battery cells produced after the originally established clean point. In consequence, this clean point could no longer be confirmed for the scope of vehicles included in the original recall campaign.

On September 26, 2025, MBAG decided to extend the vehicle population of the worldwide safety recall to enhance the software within the battery management system of the high-voltage batteries, consistent with the updated clean point.

MBAG is currently aware of two field reports received on January 16, 2025, and June 24, 2025. These vehicles were inspected by MBUSA on April 30, 2025, and July 9, 2025, respectively, and were confirmed to be part of the original recall scope.

## Related NHTSA Recall Number:

## Description of Remedy

**Remedy Type:** Software

**Consumer Advisories:**  Do Not Drive  Park Outside

### 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

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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 vehicle production date July 31, 2024 onwards.

## Reimbursement Plan

### Description of reimbursement program:

Pursuant to 49 C.F.R. § 577.11(e), MBUSA plans to provide notice about pre-notice reimbursement to owners since the involved vehicles would not have been previously subject to the condition described.

### Period of reimbursement:

### Costs to be reimbursed:

### Address for reimbursement claims:

## 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 May 16, 2025. A copy of all communications will be provided when available.

Dealers will be notified of the additional vehicles in the voluntary recall campaign on October 10, 2025. Owners will be notified of the voluntary recall campaign before October 31, 2025. A copy of all communications will be provided when available.

Owners will be notified of the voluntary recall campaign before November 14, 2025. A copy of all communications will be provided when available.

**Planned Dealer Notification Date:** Feb 07, 2025

No Dealers

**Planned Interim Owner Notification Date:** Mar 28, 2025

No Owners

**Planned Remedy Owner Notification Date:** May 22, 2025

Phased Recall

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**Date when VIN will be searchable:** Oct 10, 2025