



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V050

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: May 27, 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: 7,362

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:

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 250

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

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

Number of potentially involved:

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.

Part 573 Safety Recall Report**25V050****Vehicle 3:** 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:****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.

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:**

Part 573 Safety Recall Report

25V050

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

Part 573 Safety Recall Report

25V050

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.

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 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

Reimbursement Plan

Description of reimbursement program:

Period of reimbursement:

Costs to be reimbursed:

Part 573 Safety Recall Report**25V050**

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.

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**Date when VIN will be searchable:**