



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V830

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: Dec 08, 2025

NHTSA Recall No.: 25V830

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Mercedes-Benz USA, LLC

Address: 13470 International
Parkway
Jacksonville FL, 32218

Total number of potentially involved: 1,899

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2024-2025 MERCEDES-BENZ AMG EQE SUV 4MATIC

Product Category: Light Vehicles

Product Type: Passenger Car

Fuel / Propulsion: Electric Battery Power

Production Dates: Dec 08, 2022 - Jun 15, 2025

Number of potentially involved: 1,899

Descriptive Information:

Mercedes-Benz MY24-25 AMG EQE SUV 4MATIC 1,899 vehicles. The recall population was determined through potentially affected software versions. Vehicles outside the recall population have software that corresponds to current production specifications.

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") 2024-2025 EQE SUV (294 platform) vehicles, the software for the Acoustic Vehicle Alerting System might not meet current production specifications.

FMVSS1: 141 - Minimum Sound Requirements for Hybrid and Electric Vehicles

FMVSS2:

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

While the required absolute volume is met at all times, the volume over the individual speed levels might not increase continuously as required. As a result, regulatory requirements might not be met.

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FMVSS 141. S5.4 requires that the minimum relative volume change over the individual speed levels be continuous by ≥ 3 dB(A). A vehicle that emits a sound with a non-continuous minimum relative volume change over the individual speed levels may fail to alert pedestrians of a vehicle in the manner anticipated by the standard, increasing the risk of injury to nearby pedestrians.

Description of the cause:

Due to a deviation in the development process, potentially affected vehicles might have been equipped with a software version for the Acoustic Vehicle Alerting System where the volume may fail to rise continuously with increasing speed as required by FMVSS 141 S5.4.

Identification of any warning that can occur:

The driver will not receive a warning due to the nature of the non-compliance.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: MBAG

Address:

Country:

Involved Components

Component Name 1: PMD SOUND GENERATOR

Component Description: PMD SOUND GENERATOR

Component Part Number: A2949032100

Component Name 2: PMD SOUND GENERATOR

Component Description: PMD SOUND GENERATOR

Component Part Number: A2979035101

Chronology

In March 2025, a deviation was identified in a routine Conformity of Production test. The deviation was reported and MBAG began to analyze the nature and root cause of the issue.

Root cause analyses were conducted through August, including reference measurements with comparable vehicles equipped with software versions of the Acoustic Vehicle Alerting System for the U.S. and other markets, and varying loudspeaker influences and model years. These analyses showed that, although the software met each of the minimum sound requirement at the specified speed levels,

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the relative sound difference between the specified speed levels might not be met on a continuous basis with the respective version of the Acoustic Vehicle Alerting System sound software.

Through September to October 2025, the potential safety implications of this deviation were further analyzed, including whether the potentially affected vehicles would be perceived as clearly audible by pedestrians and cyclists in every speed range and whether pedestrians might perceive any difference in vehicle movement.

On November 21, 2025, MBAG determined that, while the deviation might not impact a pedestrian's perception of the presence or direction of the vehicle, a potential noncompliance with FMVSS 141 cannot be ruled out. A decision was made to conduct a recall to update the software on the potentially affected vehicles.

MBAG can confirm there are no warranty claims, field or service reports, and other information related to this noncompliance 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 software of the Acoustic Vehicle Alerting System on the potentially affected vehicles.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How remedy component differs from recalled component:

Vehicles outside the recall population have software that corresponds to current production specifications.

Remedy Part No:
PMD SOUND GENERATOR A2949036700

Identify how/when recall condition was corrected in production:

A change in the development process ensures that this issue can no longer occur from June 16, 2025 onwards.

Reimbursement Plan

Description of reimbursement program:

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Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

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 December 5, 2025. Owners will be notified of the voluntary recall campaign before January 30, 2026. A copy of all communications will be provided when available.

Planned Dealer Notification Date: Dec 05, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Jan 30, 2026

☐ Phased Recall

Date when VIN will be searchable: Dec 05, 2025