U.S. Department of Transportation

National Highway Traffic Safety Administration

Part 573 Safety Recall Report 25V894

Manufacturer Name: Mercedes-Benz USA, LLC
Submission Date: Dec 19, 2025
NHTSA Recall No.: 25V894
Manufacturer Recall No.: 2025120005

Manufacturer Information

Manufacturer Name: Mercedes-Benz USA, LLC
Address: 13470 International Parkway
Jacksonville FL, 32218

Population

Total number of potentially involved: 169
Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2023 MERCEDES-BENZ EQB 350 4MATIC
Product Category: Light Vehicles
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates: Dec 13, 2021 - Jan 23, 2024
Number of potentially involved: 21
Descriptive Information:

3 Mercedes-Benz MY22 EQB 350 4MATIC and 18 Mercedes-Benz MY23 EQB 350 4MATIC. The recall population was determined through software update records as part of recall 25V050.

The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge and the correct variant of the battery management software.

Vehicle 2: 2022-2023 MERCEDES-BENZ EQB 300 4MATIC
Product Category: Light Vehicles
Product Type:
Fuel / Propulsion: Electric Battery Power
Production Dates: Dec 13, 2021 - Jan 23, 2024
Number of potentially involved: 100
Descriptive Information:

1 Mercedes-Benz MY22 EQB 300 4MATIC and 99 Mercedes-Benz MY23 EQB 300 4MATIC. The recall population was determined through software update records as part of recall 25V050.

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The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge and the correct variant of the battery management software.

Vehicle 3: 2023-2023 MERCEDES-BENZ EQB 250

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

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

Number of potentially involved: 48

Descriptive Information:

48 Mercedes-Benz MY23 EQB 250. The recall population was determined through software update records as part of recall 25V050.

The vehicles outside this recall population have a high-voltage battery that is sufficiently robust at high state of charge and the correct variant of the battery management software.

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”) 2022-2023 EQB (243 platform) vehicles, a risk of fire of 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 of the supplier, when combined with further local external influencing factors (such as occurrence of electric current ripples in the charging infrastructure or also mechanical damages of the high-voltage battery), individual high-voltage batteries 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

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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:
Supplier Type:
Name: MBAG
Address:
Country:

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

Involved Components

Component Name 1: BMS Software
Component Description: BMS Software
Component Part Number: A2439028104

Component Name 2: BMS Software
Component Description: BMS Software
Component Part Number: A2439022303

Component Name 3: BMS Software
Component Description: BMS Software
Component Part Number: A2439030105

Component Name 4: BMS Software

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Component Description: BMS Software

Component Part Number: A2439025607

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 analyses 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 triggered analysis together with the supplier, to identify potential deviations in the production process of the battery.

As the result of those analyses, 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 worldwide safety recall to enhance the software within the battery management system of 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 1:

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.

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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.

Chronology Supplemental Notice 2:

In November of 2025, MBAG identified that a small number of vehicles may not have been updated with the correct software version after recall 25V050 was performed and promptly initiated an investigation. The review confirmed that, although the initial software update displayed as completed/successful on the affected vehicles, they will require the software update to resolve the issue addressed with 25V050. This circumstance appears to have resulted from a brief documentation discrepancy, which was immediately corrected. By December 12, 2025, MBAG was able to determine the potentially impacted vehicles and confirmed that some are located in the US.

Related NHTSA Recall Number: 25V050

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.

Customers will be instructed to charge their vehicle's battery to a maximum of 80% state of charge until the remedy is performed.

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 and the correct variant of the battery management software.

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.

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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 voluntary recall campaign on December 23, 2025. Owners will be notified of the voluntary recall campaign before January 16, 2026. A copy of all communications will be provided when available.

Planned Dealer Notification Date: Dec 23, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Jan 16, 2026

☐ Phased Recall

Date when VIN will be searchable: Dec 23, 2025