

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification</b> <b>Update Battery Management System Software</b> <b>MY22-24 EQB (243 platform)</b>	DATE: February 7, 2025

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			February 7, 2025
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Update Battery Management System Software</b>
2025020001	25V050	25P2195448	
This is to notify you of the <b>new Recall Campaign</b> to update the Battery Management System Software in <b>7,358</b> Model Year (“MY”) 2022-2024 EQB SUV (243 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>February 7, 2025</b> .			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2024 EQB SUV (243 platform) vehicles, the high voltage battery might not be sufficiently robust at a high state of charge. Due to a combination of battery production and vehicle use conditions, an internal short circuit of a battery cell in the high-voltage battery could occur. Therefore, the risk of a fire cannot be ruled out.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the Battery Management System Software in the affected vehicles. The software is not yet available. Until this remedy becomes available, customers will be instructed to only charge their vehicle's high voltage battery to a maximum of 80% state of charge (please see attached Q&A below for further instructions).		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2022-2024		
Vehicle Model	EQB SUV		
<b>Vehicle Populations</b>			
Total Recall Population	7,358		
Total Vehicles in Dealer Inventory	4		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on or before April 1, 2025.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<b>Customer Reimbursement</b>	Customer reimbursement is not being offered for this campaign.		
While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.			



## Q&A

**Q: What is this recall about?**

A: The vehicle's high-voltage battery might not be sufficiently robust when at a high state of charge. Due to a combination of the battery production along with local external influencing factors (e.g charging infrastructure irregularities and mechanical damage to the battery case), an internal short circuit of a battery cell in the high-voltage battery might occur, which could lead to a fire risk within the high-voltage battery.

**Q. What is the remedy?**

A: An authorized Mercedes-Benz dealer will update the battery management software on the affected vehicles.

**Q: Is the remedy available?**

A: Currently the remedy is not available, but customers can continue to drive their vehicles. Once the remedy is available, customers will be notified via First Class mail, and an authorized Mercedes-Benz dealer will update the battery management system software.

Until the repair is completed, we recommend customers reduce the maximum allowable state of charge of the high voltage battery to 80% (see steps below via the Mercedes Me App or MBUX Menu).

**Q: Can the customer continue to drive the vehicle?**

A: Yes, but as a precaution we recommend customers reduce the maximum allowable state of charge to their vehicle's high-voltage battery to 80% until the remedy is made available.

Since customers can continue to drive their vehicles, there is no reason for dealers to ground customer vehicles at their workshops while awaiting the remedy. Under no circumstance should dealers note down days on a Repair Order prior to the remedy being available.

**Q: Will the dealer provide a loaner vehicle?**

A: Should a customer need a loaner vehicle after the remedy becomes available, the dealer will be in the best position to answer and may provide one following its normal service processes.

**Q: Is there any advanced warning of the failure?**

A: If a thermal incident were to occur during driving, the customer would be made aware of the issue by a high-voltage battery warning malfunction message in the instrument cluster.

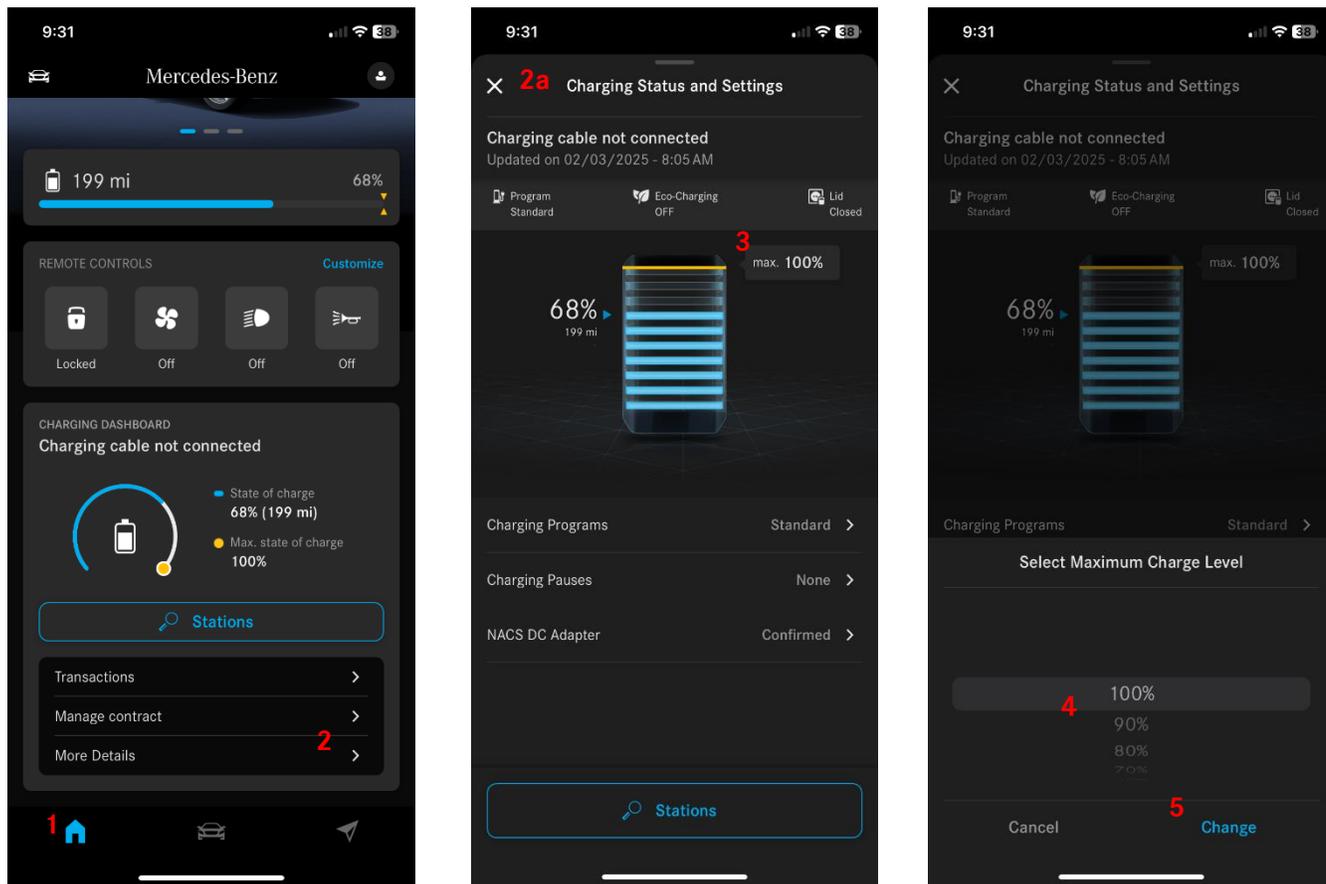
Should the thermal incident occur while the vehicle is parked, the customer would not receive a warning due to the nature of the failure.

**Q: How can customers verify that their vehicle is included in this recall?**

A: A VIN-based recall lookup tool on the MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall. See <https://www.mbusa.com/en/recall> or <https://www.nhtsa.gov/recalls> to confirm that the customer vehicle is included in this recall.



## HOW TO CHANGE STATE OF CHARGE (MERCEDDES ME APP):



- 1) Select the “Home” icon at the bottom of the home screen of your Mercedes Me App
- 2) Select “More Details”
  - a. The “Charging Status and Settings” submenu should open automatically.
- 3) Press the “max. charge percentage” seen on the battery charge level indicator image.
- 4) Scroll down and select the Maximum Charge Level 80%
- 5) Select “Change”
  - a. The message “Updating – Request Sent” and a loading circle should appear at the top, when complete, the state of charge should now read “max 80%.”



## HOW TO CHANGE STATE OF CHARGE (MBUX):



- 1) On the multimedia system, select the “Home” icon, then “EQ”, to navigate to the “Charging” screen.
- 2) Tap and drag the “max. percentage” icon to the right of the battery state of charge display to read “max. 80%.”

