

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

Safety Recall Initial Notification

October 10, 2025

Campaign #	NHTSA ID	Description	Update Battery Management System Software – Additional VINs
N/A	25V050	25P2195448	

Campaign Details

Total Recall Population	19	Model(s)/ Platform(s)	EQB SUV (243 platform)
Vehicles in Dealer Inventory	0		
Model Year(s)	2024		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject 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.		
What We're Doing	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).		
Remedy	The remedy software is not available at this time.		
Launch Date	Affected VINs will be flagged in VMI as "PENDING" on Friday, October 10, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, October 31, 2025 Customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
Warranty Claim Notice	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN," and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

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. Violations of federal law may result in civil penalties.

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.

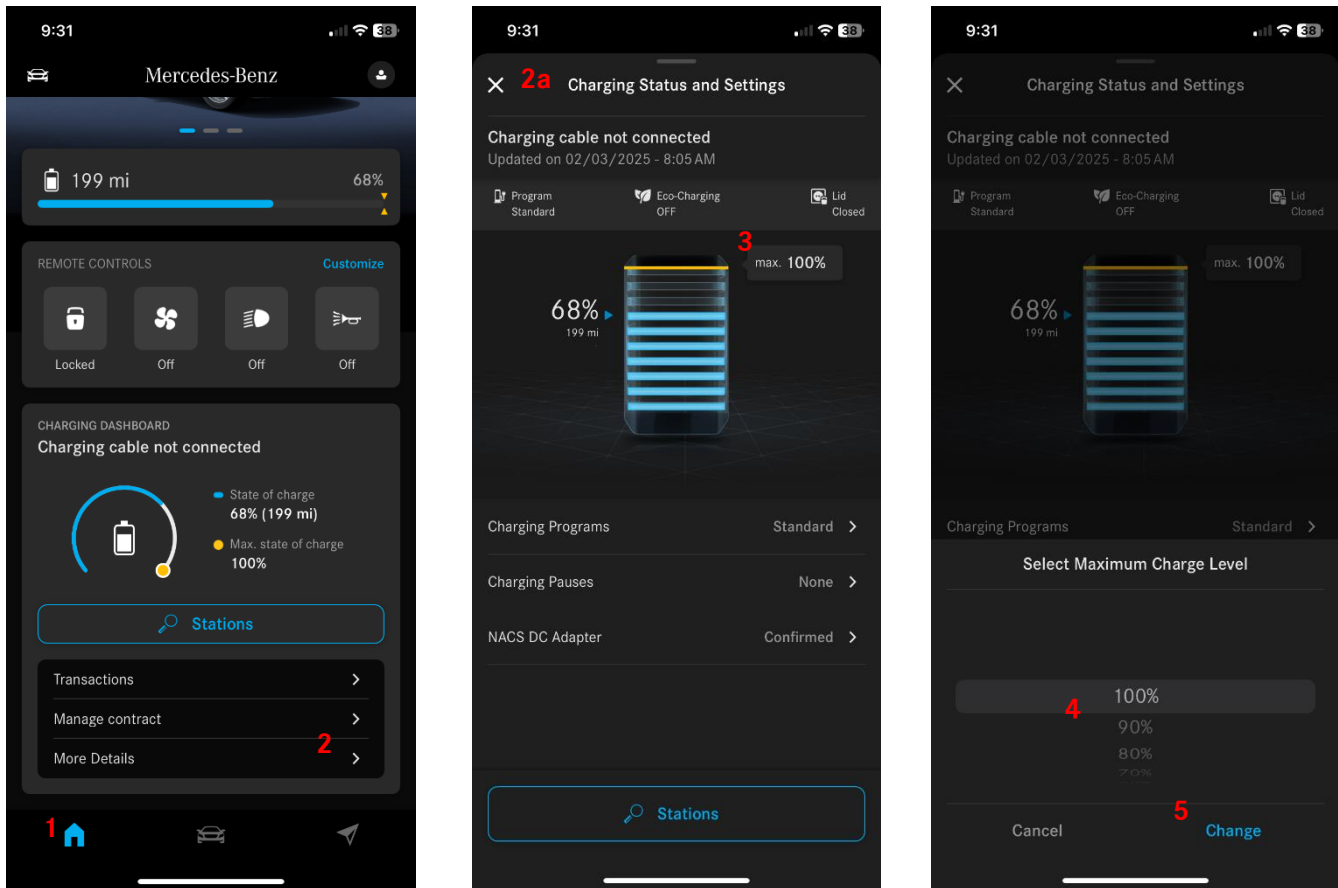
Should the thermal incident occur while the vehicle is parked, the customer would not receive a warning due to the nature of the failure.

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 (MERCEDES 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%.”

