

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

Safety Recall Launch Notification

May 9, 2025

Campaign #	NHTSA ID	Description	Update Battery Management System Software
2025040005	25V050	25P5496507	

Campaign Details

Total Recall Population	7,358	Model(s)/ Platform(s)	EQB SUV (243 platform)
Vehicles in Dealer Inventory	3		
Model Year(s)	2022-2024		
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 (above 80%). 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 on the affected vehicles. Customers are being advised not to charge the battery to a State of Charge above 80% until the remedy is performed. Once the software update is performed on the vehicle, the customer can once again charge the vehicle's battery to greater than 80% State of Charge.		
Remedy	The remedy software is available, and the update can be performed at this time.		
Launch Date	Affected VINs will be flagged in VMI as “OPEN” on Friday, May 9, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, May 16, 2025 Final 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.

