

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.



Recall Campaign Bulletin



Mercedes-Benz

May 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025040005
CAMPAIGN DESC.	25P5496507
NHTSA ID	25V050
SUBJECT	Update Battery Management Software
MODEL(S)	EQB SUV (243 platform)
MODEL YEAR(S)	2022 – 2024
CAMPAIGN POPULATION	7,358

Campaign Technical Instructions

Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-RC-2025040005

Recall Campaign Bulletin

Recall Campaign Bulletin

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Recall Campaign Bulletin

Recall Campaign Bulletin

- Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762 and 02-5058** may be invoiced **only on one of the workshop orders**.

- i** After the software update has been completed, inform the customer about restoring the maximum state of charge of the battery to greater than 80%. This setting is possible via the Mercedes-Benz app linked to the vehicle or the MBUX system directly in the vehicle. See attached NCU Q&A for detailed information.

NOTE: Once this recall software is applied, the previous software version is no longer accessible.

- i** **Please inform the customer (if applicable):** This software update will not impact the charging time when using AC charging (i.e., home wallbox or public station), nor will it impact the vehicle's acceleration. The software update might reduce the vehicle's driving range, and charging time might increase when using DC fast-charging stations. As stated in the customer's owner's manual, a variety of different individual factors, such as the condition of the battery, ambient temperature, available charging power, vehicle condition, road conditions, and driving style might also affect the range and charging time.
- i** **Charging times:** When charging at a DC fast charging station from 10-80% SOC (determined according to ISO 12906), charging time may increase by approximately 10 to 15 minutes, depending on vehicle mileage.
- i** **Vehicle electric range:** The decrease takes place gradually with increasing vehicle mileage. For example: The possible reduction was determined by calculation and is 5% from approximately 31,000 mi, 8% from approximately 62,000 mi, and 11% from approximately 100,000 mi.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update the **Battery management system (BMS30EB02)** control unit software.
 - i** To do this, select menu item "Quick test view → **N82/9 – Battery management system (BMS)** → Adaptations → Control unit update → Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

Warranty Information

i **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair:*

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 965 07	02-9334	Update N82/9 – Battery management system (BMS) control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Invoice operation item only once for each workshop Repair Order (RO).

i **Note:** *Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*

Q&A

Q: What is this recall about?

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

Q. What is the remedy?

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

Q: Is the remedy available?

A: The remedy software update is now available for your vehicle at an authorized Mercedes-Benz dealer

Once the software update is performed on your vehicle, you can once again charge your vehicle's battery to greater than 80% State of Charge (SOC) (see steps below via the Mercedes 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 software update is performed. Once the software update is performed on your vehicle, you can once again charge your vehicle's battery to greater than 80% SOC.

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 while the remedy software update is performed at the dealer, the dealer is 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 you set the charging limit to 80% SOC there is no risk of failure until the SW update is performed. 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: Can the vehicle be charged to 100% SOC again after the software update?

A: Yes. The software update adjusts certain operating parameters of the high-voltage battery, so it is no longer necessary to limit the state of charge to 80% afterwards.

Until the software update has been performed, we strongly recommend that the customer set the charging limit to 80% SOC.

Q: What are the results of the software update on the vehicle?

A: This software update will not impact the charging time when using *AC charging* (i.e., home wallbox or public AC charging station), nor will it impact the vehicle's acceleration, rated power output, or energy consumption

The software update will gradually reduce the vehicle's driving range as the vehicle mileage accumulates over time (e.g., the possible driving range reduction is calculated as 5% from approximately 31,000 mi, 8% from approximately 62,000 mi, and 11% from approximately 100,000 mi). Moreover, the software update might impact the charging time when using *DC fast charging* stations.

For example: If the vehicle were to charge at a 100 kW DC fast charging station from 10-80% SOC, the charging time may increase by 10 to 15 minutes, depending on the vehicle's mileage and battery condition.

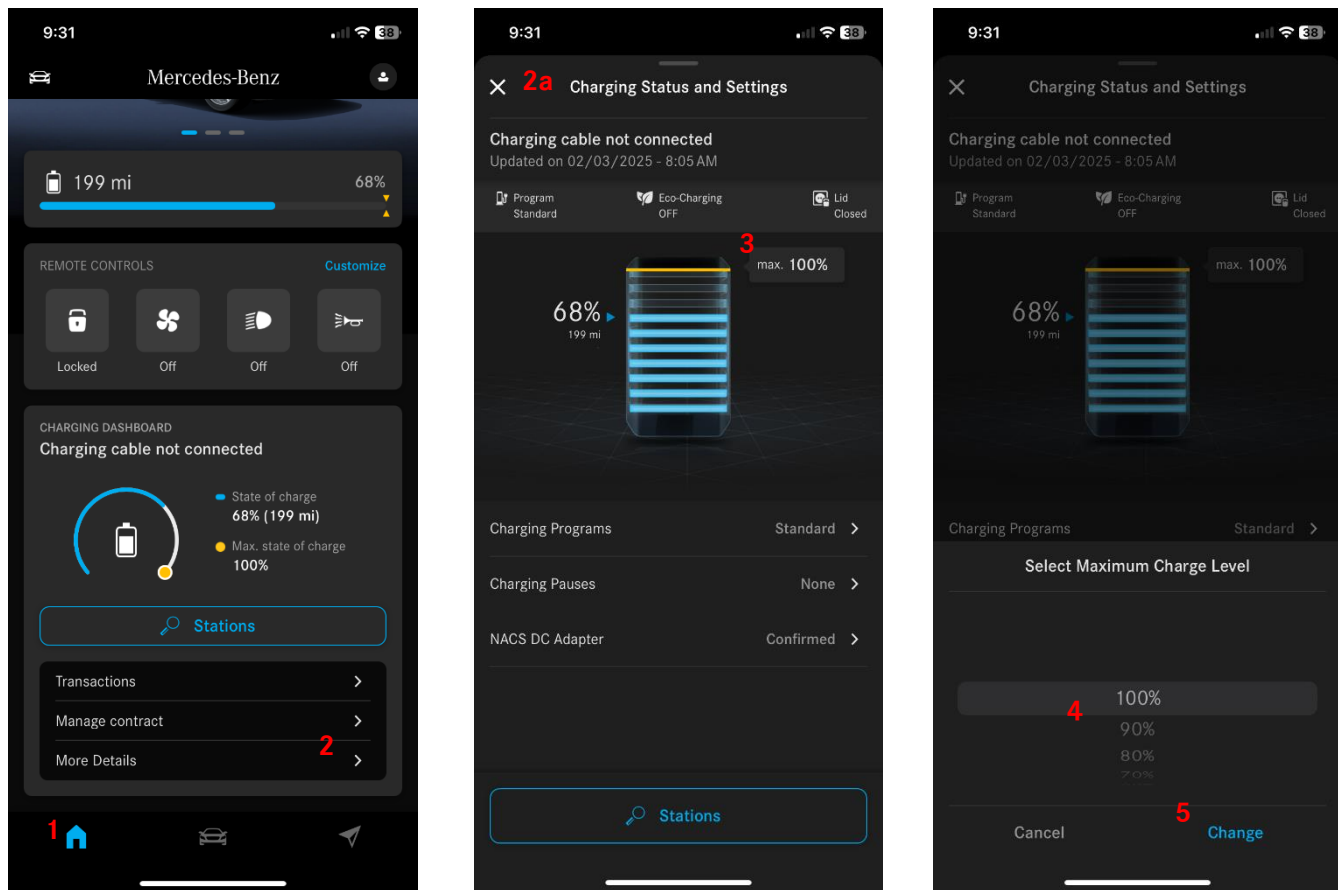
Please note that, as stated in the owner's manual, a variety of factors might also affect the range and charging.

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 APP):



- 1) Select the “Home” icon at the bottom of the home screen of your Mercedes 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%
 - a. NOTE: After software update, the Maximum Charge Level can be set to 100%
- 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%.”
 - b. NOTE: After software update, the Maximum Charge Level can be set to “max. 100%”



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%.”
 - a. NOTE: After software update, the Maximum Charge Level can be set to “max.100%”

