

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers**Safety Recall Launch Notification****October 9, 2026****Campaign #****NHTSA ID****Description**

2025080004

25V487

25P5490109

Replace High Voltage Battery – Wave 7**Campaign Details****Total Recall Population**

304 (Wave 1-6) + 50 (Wave 7) = 354

Vehicles in Dealer Inventory

0

Model Year(s)

2022-2023

**Model(s)/
Platform(s)**

EQB (243 platform)

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has decided that a defect exists on certain subject vehicles. The busbar screw connection within the high-voltage battery might not meet current production specifications. In this case, the screw head might not sit flush on the busbar, which could lead to sporadic interruption of power transmission and a sudden loss of vehicle propulsion without warning. As a result, the risk of a crash might be increased.

What We're Doing

MBUSA will conduct a voluntary recall. The high-voltage battery on the affected vehicles will be replaced.

Remedy

The remedy is available and can be ordered at this time. Due to the remedy part logistics, dealers must order parts in advance of scheduled service appointments to reduce downtime for the customer. Parts provided will be VIN-specific. **Until the remedy has been performed, vehicle maximum state of charge should be reduced to 80%, and when not in use, the vehicle should be parked outside.**

Launch Date

Affected **Wave 7** VINs will be flagged in VMI as "OPEN" on Friday, October 9, 2026. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.

**Approximate Customer
Notification Date**

Friday, October 23, 2026.

Final customer letters 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 [recall](#) notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this [recall](#) 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 [recall](#) notice, it is a violation of federal law for car rental companies to rent vehicles covered by this [recall](#) 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.

