

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

Safety Recall Initial Notification

August 29, 2025

Campaign #	NHTSA ID	Description	Replace High Voltage Battery
2025070009	25V487	25P2195478	

Campaign Details

Total Recall Population	660	Model(s)/ Platform(s)	EQB (243 platform)
Vehicles in Dealer Inventory	0		
Model Year(s)	2022-2023		
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 may be replaced, if necessary.		
Remedy	The remedy part(s) is not available at this time.		
Pending Date	Affected VINs will be flagged in VMI as "PENDING" on Friday, August 1, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Tuesday, September 23, 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.



Q&A – MY2022-2023 EQB300-4MATIC & EQB350-4MATIC**Q: What is this recall about?**

A: 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.

Q: Is the remedy available?

A: The remedy is not currently available. When the remedy becomes available, customers will be notified via first class mail to schedule the repair with their preferred authorized Mercedes-Benz dealer.

Q: What is the remedy?

A: The high-voltage battery on the affected vehicles might need to be replaced.

Q: When the remedy becomes available, how long will the vehicle need to be in the workshop?

A: The expected workshop visit is anticipated to take up to 6.5 hours.

Q: Can the customer continue to drive the vehicle?

A: Yes. The customer can continue to drive the vehicle. 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 days down 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 and can follow standard CVP protocol.

Q: Is there any advanced warning of failure?

A: Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism. Then the issue occurs, the driver may be made aware of the issue by a warning message in the instrument cluster.



Q: How can the customer 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.

