

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

## Safety Recall Initial Notification

August 1, 2025

Campaign #	NHTSA ID	Description	<h1>Replace High Voltage Battery</h1>
2025070009	25V487	25P2195478	

### Campaign Details

Total Recall Population	660	<b>Model(s)/ Platform(s)</b>	EQB (243 platform)
Vehicles in Dealer Inventory	0		
Model Year(s)	2022-2023		
<b>Issue</b>	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.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. The high-voltage battery on the affected vehicles may be replaced, if necessary.		
<b>Remedy</b>	The remedy part(s) is not available at this time.		
<b>Pending Date</b>	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.		
<b>Approximate Customer Notification Date</b>	Tuesday, September 23, 2025 Final customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
<b>Warranty Claim Notice</b>	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.

