

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

Safety Recall Initial Notification

December 5, 2025

Campaign #	NHTSA ID	Description	
2025120001	25V830	25P5496617	Acoustic Vehicle Alerting System Software Update

Campaign Details

Total Recall Population	1,899	Model(s)/ Platform(s)	AMG EQE SUV (X294)
Vehicles in Dealer Inventory	54		
Model Year(s)	2024-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software of the Acoustic Vehicle Alerting System (“AVAS”) might not correspond with the requirements of FMVSS 141 S5.4. The AVAS volume might not increase continuously with vehicle speed as required by FMVSS 141. As a result, pedestrians might not be alerted as required by the standard, which could increase the risk of injury.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the AVAS software.		
Remedy	The remedy software is not available at this time.		
Pending Date	Affected VINs will be flagged in VMI as “PENDING” on Friday, December 5, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, January 30, 2026 Final customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		

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 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.

