

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

Recall Launch Notification

April 11, 2025

Campaign #	NHTSA ID	Description	Check and Replace Rim Inserts
2025030016	25V150	24P4091027	

Campaign Details

Total Recall Population	4	Model(s)/ Platform(s)	EQE SUV (294 platform)
Vehicles in Dealer Inventory	0		
Model Year(s)	2023		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the rim inserts might detach from the rims while driving. Rim insert detachment can create a hazard for other road users, increasing the risk of a crash or injury.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the rim inserts on the affected vehicles and replace them, if necessary		
Remedy	The remedy part(s) is available and can be ordered at this time.		
Launch Date	Affected VINs will be flagged in VMI as "OPEN" on Friday, April 11, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, April 25, 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

April 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025030016
CAMPAIGN DESC.	24P4091027
NHTSA ID	25V150
SUBJECT	Check and Replace Rim Inserts
MODEL(S)	EQE SUV (294 platform)
MODEL YEAR(S)	2023
CAMPAIGN POPULATION	4

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-2025030016

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Primary Parts Information

Qty.	Part Name	Part Number
As needed (1 set per wheel)	Set of rim inserts	A 294 400 10 00

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Check/Test procedure

1. Check part number of rim inserts (**Figure 1, A**).

i Only **one** rim insert per wheel needs to be removed for the check.

i Rim inserts with part numbers A 294 401 **26** 00 or A 294 401 **27** 00 may **not** be installed.

NOTE: Check if the customer has an additional set of wheels or rim inserts for the vehicle!

i If there is a second set of wheels, check if the following rim design is used (**Figure 2, SA code 77R or R17**).

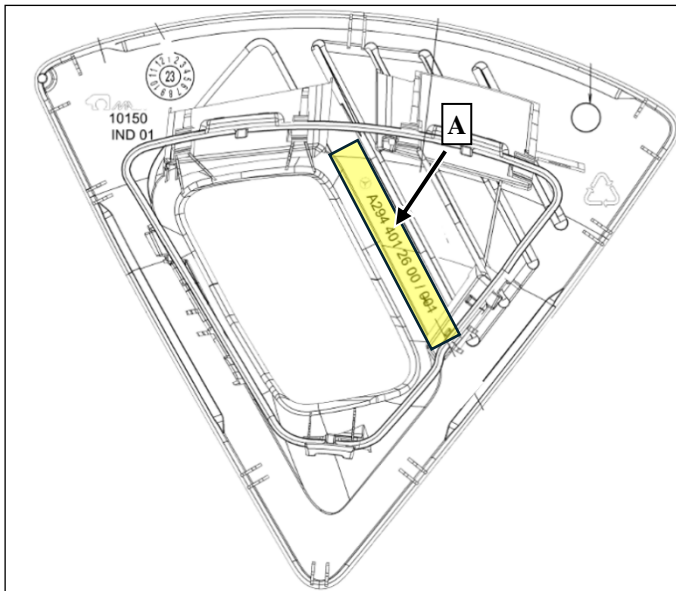


Figure 1 Image of rear side of wheel trim (**not OK**)

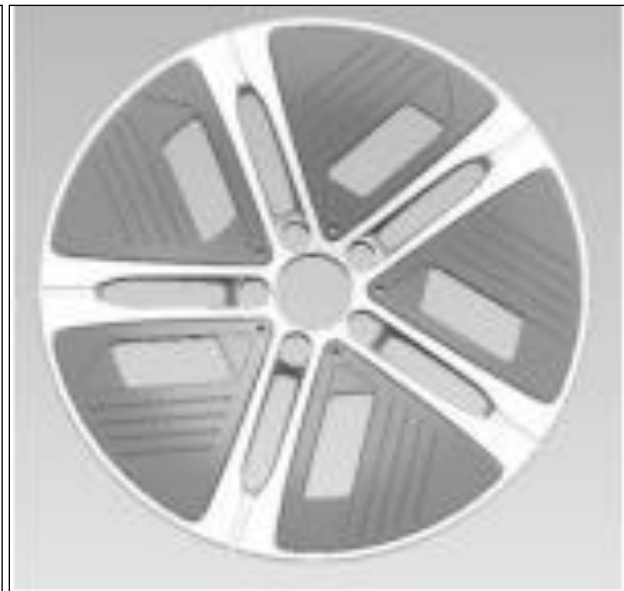


Figure 2 Rim design with SA code 77R/R17

- a. Rim inserts with part number A 294 401 **26** 00 or A 294 401 **27** 00 are installed:
Perform **Work Procedure**.
- b. Rim inserts with part number A 294 401 **26** 00 or A 294 401 **27** 00 are **not** installed:
End measure.

i This also applies to any **second** set of wheels for the vehicle.

Work Procedure

1. Replace rim inserts on affected wheels

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.)
40 910 27	12-2377	Check rim inserts	0.1
	12-2379	Check rim inserts for second set of wheels Only if the customer has a second set of wheels for this vehicle.	0.1
	12-2378*	Replace rim inserts (after check)	0.1

* Invoice operation item can be used as frequently as necessary.

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.*