

IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]
Interim Letter: Update Battery Management System Software
NHTSA Recall ID: 25V050

[REDACTED]
November 2025

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain model year 2024 EQB vehicles. **Our records indicate that your vehicle is included in the affected population.**



What is the issue?

On certain vehicles, the high voltage battery may fail, due to an internal short circuit of a battery cell, which could lead to a vehicle fire while parked or driving.

Unfortunately, the battery management system software remedy is not yet available. Until the software update is performed on your vehicle, **the maximum state of charge for your vehicle's high-voltage battery must be set to 80%.** This is an important measure to help protect the high-voltage battery in your vehicle until the remedy is performed. Provided that the maximum state-of-charge does not exceed 80%, you do NOT need to ground your vehicle.



Should you need assistance with changing the maximum state of charge to 80% in the vehicle's Head Unit or via your Mercedes-Benz app on your phone, please scan the QR code to the left, or contact **1-(800) FOR-MERCEDES (1-800-367-6372)** and we will be glad to assist you.

When the remedy becomes available, we will send you another letter informing you to schedule an appointment with an authorized Mercedes-Benz dealer to have your vehicle repaired, **at no cost to you.**

Should you have any concerns or questions regarding your vehicle before you receive the next letter when the remedy becomes available, please contact 1-(800) FOR-MERCEDES (1-800-367-6372).

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,
Mercedes-Benz USA



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What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit www.mbusa.com/recall (or scan the QR Code to the left), submit your VIN using the VIN recall lookup tool, and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

Additional Information for Owners:

A VIN-based recall lookup tool is available at www.mbusa.com/recall, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall, please contact an authorized Mercedes-Benz dealer.

As a reminder, your vehicle Operator's Manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the Operator's Manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Should an authorized Mercedes-Benz dealer be unable to address your concerns, please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, Pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.nhtsa.gov>.

