

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

## Safety Recall Initial Notification

February 13, 2026

Campaign #	NHTSA ID	Description	<h1>Replace High Voltage Battery</h1>
2026020004	26V073	26P2195500	

### Campaign Details

Total Recall Population	11,425	<b>Model(s)/ Platform(s)</b>	EQB SUV (243 platform)
Vehicles in Dealer Inventory	3		
Model Year(s)	2022-2024		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the high voltage battery might not be sufficiently robust at a high state of charge (above 80%). Due to a combination of battery production and vehicle use conditions, an internal short circuit of a battery cell in the high-voltage battery could occur. Therefore, the risk of a fire cannot be ruled out.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the battery on the affected vehicles. <b>Customers are being advised not to charge the battery to a State of Charge above 80% and when not in use, the affected vehicles should be parked outside until the remedy is performed. Once the battery is replaced on the vehicle, the customer can once again charge the vehicle's battery to greater than 80% State of Charge, with no parking limitations.</b>		
<b>Remedy</b>	The remedy part(s) is not available at this time.		
<b>Launch Date</b>	Affected VINs will be flagged in VMI as "PENDING" on Friday, February 13, 2026. The campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers.		
<b>Approximate Customer Notification Date</b>	Friday, February 27, 2026 Final customer letter can be found at <a href="http://MBUSA.com/recall">MBUSA.com/recall</a> or <a href="http://NHTSA.gov">NHTSA.gov</a> 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.



## Q&A

### **Q: What is this recall about?**

A: The vehicle's high-voltage battery might not be sufficiently robust at a high state of charge. Due to a combination of the battery production along with external influencing factors (e.g. charging infrastructure irregularities and mechanical damage to the battery case), an internal short circuit of a battery cell could occur, which can lead to a risk of fire within the high-voltage battery.

### **Q: What is the remedy?**

A: An authorized Mercedes-Benz dealer will replace the high voltage battery, free of charge.

### **Q: What if the customer's vehicle was repaired under the previous NHTSA recall(s) 25V050 and/or 25V894?**

A: MBAG determined that all vehicles which were included in the above recalls will need to have the new remedy performed under NHTSA Recall 26V073.

### **Q: Is the remedy available?**

A: Currently the remedy is not available, but customers can continue to drive their vehicles. Once the remedy is available, customers will be notified via First Class mail, and an authorized Mercedes-Benz dealer will replace the high voltage battery. Until the repair is completed, customers should reduce the maximum allowable state of charge of the high voltage battery to 80% (see steps below via the Mercedes-Benz App or MBUX Menu). When not in use, MBUSA recommends that affected vehicles be parked outside until the remedy is made available.

### **Q: Can the customer continue to drive the vehicle?**

A: Yes, provided that customers reduce their vehicle's high-voltage battery to a maximum allowable state of charge of 80%. When not in use, MBUSA recommends that affected vehicles be parked outside until the remedy is made available.

### **Q: What does 'park outside' mean?**

A: While customers can continue to drive their vehicles, due to the nature of the failure mechanism, when vehicles are not in use, affected vehicles should be parked outside, away from enclosed structures and not in any garage, enclosed parking deck, underground lot, residential garage, and/or attached carport.

### **Q: Customers may not have the ability to park outside. What should they do?**

A: Please have customers contact the CCC at 1-800-FOR-MERC to discuss potential options.

### **Q: The recall says customers can continue to drive their vehicles, but have concerns. What should they do?**

A: Yes, there is no reason for customers to stop driving their vehicles if the vehicle battery's state of charge is below 80%, but if customers have additional concerns, they can contact the CCC at 1-800-FOR-MERC.

### **Q: Will the dealer provide a loaner vehicle?**

A: Customers can continue to drive their vehicles, so there should be no need for a loaner vehicle until the remedy arrives.

### **Q: Is there any advanced warning of the failure?**

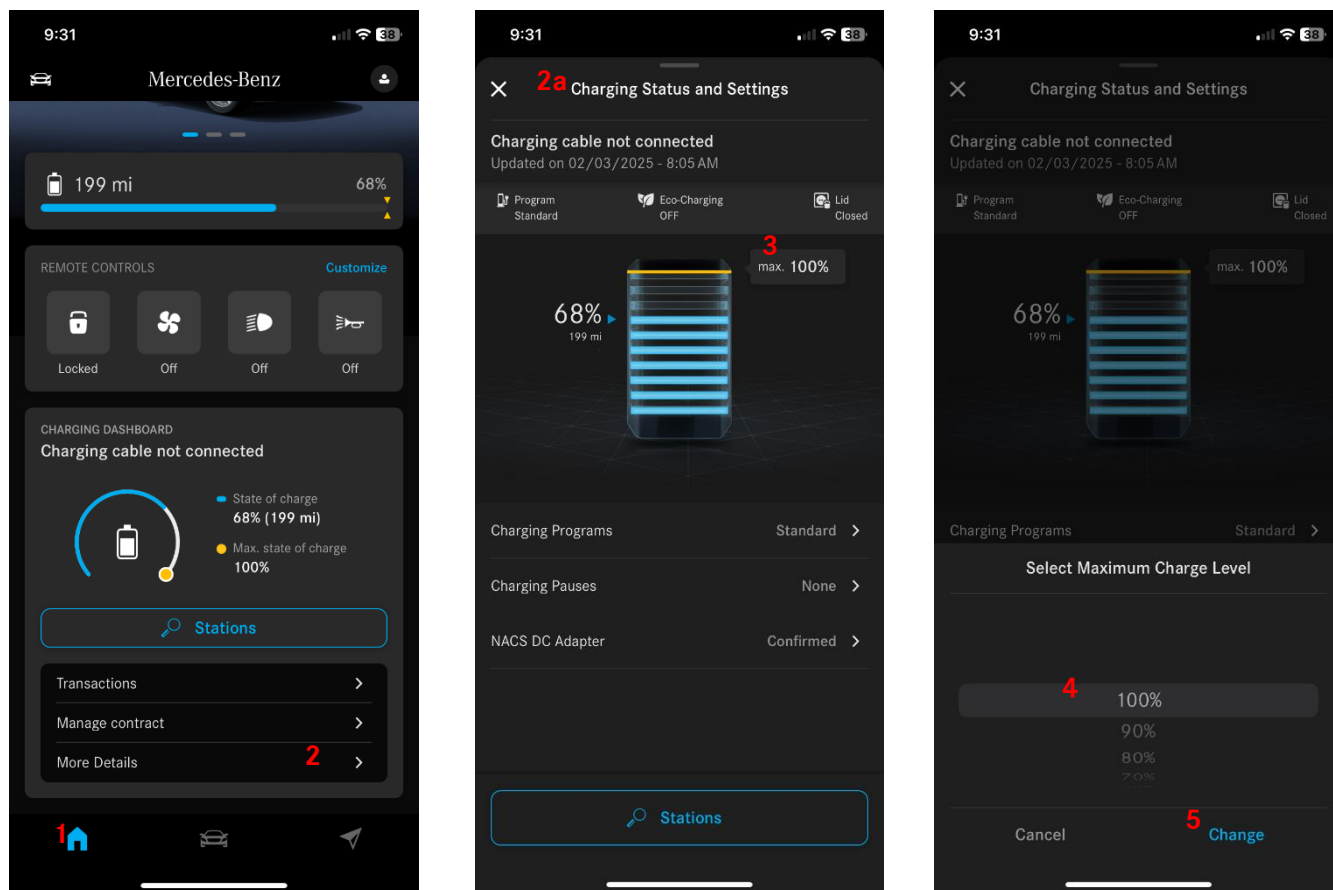
A: If a customer's high voltage battery state of charge exceeds 80% and a thermal incident were to occur during driving, the customer would be made aware of the issue by a high-voltage battery warning malfunction message in the instrument cluster. Should the thermal incident occur while the vehicle is parked, the customer would not receive a warning due to the nature of the failure.

### **Q: How can customers 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.



## HOW TO CHANGE STATE OF CHARGE (MERCEDES-BENZ APP):



- 1) Select the “Home” icon at the bottom of the home screen of your Mercedes -Benz App
- 2) Select “More Details”
  - a. The “Charging Status and Settings” submenu should open automatically.
- 3) Press the “max. charge percentage” seen on the battery charge level indicator image.
- 4) Scroll down and select the Maximum Charge Level 80%
- 5) Select “Change”
  - a. The message “Updating – Request Sent” and a loading circle should appear at the top, when complete, the state of charge should now read “max 80%.”



## HOW TO CHANGE STATE OF CHARGE (MBUX):



- 1) On the multimedia system, select the “Home” icon, then “EQ”, to navigate to the “Charging” screen.
- 2) Tap and drag the “max. percentage” icon to the right of the battery state of charge display to read “max. 80%.”

