

## 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: Replace High Voltage Battery  
NHTSA Recall ID: 26V073

[REDACTED]

March, 2026

Dear Mercedes-Benz Owner:

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

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain model year 2022-2024 EQB vehicles. **Our records indicate that your vehicle is included in the affected population.**



### What is the issue?

We previously contacted you regarding recall campaign number 25V050 and/or 25V894 in order to advise you of a needed software update for the high voltage battery in your EQB vehicle. After ongoing field monitoring and comprehensive analysis, MBAG found that the software update that was carried out as part of the prior recall does not completely eliminate the fire risk associated with the recall.

MBAG found that 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.

For this reason, the high voltage battery in your vehicle will need to be replaced as part of a renewed recall campaign. **Unfortunately, the battery replacement remedy is not yet available.** Until the remedy is performed on your vehicle, **the maximum state of charge for your vehicle's high-voltage battery must not exceed 80%.** This is an important measure to help protect the high-voltage battery in your vehicle until the remedy is performed. Out of an abundance of caution, **customers are additionally advised to park their vehicles outside.** Please be advised that you may continue to drive your vehicle, provided that the maximum state-of-charge does not exceed 80% and the affected vehicle(s) is parked outside when not in use.



### Additional Information

If your vehicle has not yet been remedied under 25V050 and/or 25V894, please contact your preferred authorized Mercedes-Benz dealership to have it completed, free of charge. This software update is an important measure to help protect the high-voltage battery in your vehicle until the battery replacement remedy is performed.

Vehicles that were previously repaired under either recall 25V050 or 25V894 will still need to have the new remedy completed under this recall 26V073 .

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.

Should you have any questions or concerns regarding your vehicle before you receive the next letter when the remedy becomes available, please contact the MBUSA Customer Care Center at 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

Don't wait. Find an authorized Mercedes-Benz dealer near you at  
[www.mbusa.com/recall](http://www.mbusa.com/recall) and schedule the recall repair right away.



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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](http://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](http://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.

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 1-888-275-9171); or go to <https://www.nhtsa.gov>.

Don't wait. Find an authorized Mercedes-Benz dealer near you at [www.mbusa.com/recall](http://www.mbusa.com/recall) and schedule the recall repair right away.

