

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]
Update Battery Management System Software
MBUSA ID: 2025040005, NHTSA Recall ID: 25V050

[REDACTED]
December, 2025

- The remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided **FREE** of charge.

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. Until the remedy software update is performed on your vehicle, **the maximum State Of Charge ("SOC") for your vehicle's high-voltage battery must be set to 80%**. The remedy software update is now available for your vehicle at an authorized Mercedes-Benz dealer.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will update the battery management system software on the affected vehicles. **Once the software update is performed on your vehicle, you can once again charge your vehicle's battery to greater than 80% SOC.** 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.



Additional Information

This software update will not impact the charging time when using *AC charging* (i.e., home wallbox or public AC charging stations), nor will it impact your vehicle's acceleration, rated power output, or energy consumption. The software update will gradually reduce the vehicle's driving range as the vehicle mileage accumulates over time (e.g., the possible driving range reduction is calculated as 5% from approximately 31,000 mi, 8% from approximately 62,000 mi, and 11% from approximately 100,000 mi). Moreover, the software update might impact the charging time when using *DC fast charging* stations¹.

¹ For example: If the vehicle were to charge at a 100 kW DC fast charging station from 10-80% SOC, the charging time may increase by 10 to 15 minutes, depending on the vehicle's mileage and battery condition. Please note that, as stated in your owner's manual, a variety of factors might also affect the range and charging.

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



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This vehicle repair will be provided at no cost to you. While the repair time can be less than **1 hour**, your dealer can provide you with a better estimate of the overall time for this visit. As a matter of normal service process, the authorized Mercedes-Benz dealer will also check for other repair measures that might be applicable to your vehicle, which may increase the required working time. You will not be charged for other services or repairs unless requested.



Steps to take:

- If you have not already had your vehicle repaired for this recall, find your nearest authorized Mercedes-Benz dealer at www.mbusa.com/recall to schedule your recall repair.
- Please mention you are scheduling an appointment for Mercedes-Benz recall **2025040005**
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

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.

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 and schedule the recall repair right away.

