



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V366

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: Jun 05, 2025

NHTSA Recall No.: 25V366

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Mercedes-Benz USA, LLC

Address: 13470 International
Parkway
Jacksonville FL, 32218

Total number of potentially involved: 94

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2024 MERCEDES-BENZ EQS 580 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 4

Descriptive Information:

MY22-24 Mercedes-Benz EQS 580 4MATIC 4 Vehicles. The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 2: 2023-2025 MERCEDES-BENZ EQE SUV 350+

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 13

Descriptive Information:

MY23-25 Mercedes-Benz EQE 350+ SUV 12 Vehicles

The recall population was determined through potentially affected software versions.

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Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 3: 2025-2025 MERCEDES-BENZ S 580 E 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Hybrid Electric Vehicle

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 1

Descriptive Information:

MY25 Mercedes-Benz S 580 e 4MATIC 1 Vehicle

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 4: 2023-2025 MERCEDES-BENZ EQE SUV 350 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 15

Descriptive Information:

MY23-25 Mercedes-Benz EQE 350 4MATIC SUV 18 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 5: 2023-2025 MERCEDES-BENZ EQE SUV 500 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

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Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 8

Descriptive Information:

MY23-25 Mercedes-Benz EQE 500 4MATIC SUV 7 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 6: 2023-2024 MERCEDES-BENZ EQS 450 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 2

Descriptive Information:

MY23-24 Mercedes-Benz EQS 450 4MATIC 2 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 7: 2022-2024 MERCEDES-BENZ EQS 450+

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 10

Descriptive Information:

MY22-24 Mercedes-Benz EQS 450+ 11 Vehicles

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The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 8: 2023-2024 MERCEDES-BENZ EQE 500 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 3

Descriptive Information:

MY23-24 Mercedes-Benz EQE 500 4MATIC 2 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 9: 2023-2025 MERCEDES-BENZ EQS SUV 450+

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 11

Descriptive Information:

MY23-25 Mercedes-Benz EQS 450+ SUV 11 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 10: 2023-2025 MERCEDES-BENZ EQS SUV 450 4MATIC

Product Category:

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MY23-25 Mercedes-Benz EQS 450 4MATIC SUV 8 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 11: 2025-2025 MERCEDES-BENZ AMG EQE 53 4MATIC**Product Category:****Product Type:****Fuel / Propulsion:** Electric Battery Power**Production Dates:** Feb 21, 2022 - Oct 22, 2024**Number of potentially involved:** 2**Descriptive Information:**

MY25 Mercedes-Benz AMG EQE 53 4MATIC SUV 2 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 12: 2023-2024 MERCEDES-BENZ EQE 350+**Product Category:****Product Type:****Fuel / Propulsion:** Electric Battery Power**Production Dates:** Feb 21, 2022 - Oct 22, 2024**Number of potentially involved:** 3**Descriptive Information:**

MY23-24 Mercedes-Benz EQE 350+ 3 Vehicles

The recall population was determined through potentially affected software versions.

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Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 13: 2024-2025 MERCEDES-MAYBACH EQS SUV 680 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 5

Descriptive Information:

MY24-25 Mercedes-Benz Maybach EQS 680 4MATIC SUV 5 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Vehicle 14: 2023-2025 MERCEDES-BENZ EQS SUV 580 4MATIC

Product Category:

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: Feb 21, 2022 - Oct 22, 2024

Number of potentially involved: 9

Descriptive Information:

MY23-25 Mercedes-Benz EQS 580 4MATIC SUV 9 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Defect / Noncompliance Description

Description of the defect or noncompliance:

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Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022-2025 S-Class (223 platform), EQE SUV (294 platform), EQE (295 platform), EQS SUV (296 platform) and EQS (297 platform) vehicles, the reversing sound of the Acoustic Vehicle Alerting System (AVAS) might not be consistent within a model year.

FMVSS1:

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

The pedestrian alert sound might be played at the required volume during reverse driving, however, a noise tone might be emitted rather than the intended beep tone. Subsequently, local legal requirements might not be met.

FMVSS 141 Section 5.5 requires that vehicles within the same make, model, model year, body type, and trim level provide the same pedestrian alert.

Although the alert provided meets the required volume requirements, emitting a sound other than that intended as a pedestrian alert theoretically might increase the risk of a crash.

Description of the cause:

Due to a deviation in the documentation process, potentially affected vehicles might have been equipped with a software version for the Acoustic Vehicle Alerting System that emits a noise tone as opposed to the beep tone intended for vehicles of the same make, model, model year, body type, and trim level.

Identification of any warning that can occur:

The driver will not receive a warning due to the nature of the non-compliance.

Component Manufacturer

Tier of Supplier:

Supplier Type: OEM

Name: MBAG

Address:

Country:

Involved Components

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Chronology

Mercedes-Benz AG initiated an investigation in August 2024, upon receiving an isolated field complaint from outside the US, alleging that the Acoustic Vehicle Alerting System (AVAS) sound of the vehicle might be too quiet. In September 2024, MBAG conducted an inspection of the vehicle. Acoustic measurements and comparative drives showed that the AVAS sound met all volume specifications. The design volume specifications are designed to meet regulatory requirements.

In a subsequent review initiated at the end of 2024, MBAG discovered that the initial complaint vehicle might have received software on the AVAS control unit that, although meeting the volume specification, might emit a sound other than that intended for that vehicle. The pedestrian alert sound could be a noise tone rather than a beep tone. MBAG then began reviewing worldwide requirements regarding the tone provided. In April 2025, MBAG identified potentially impacted vehicles in the US market that might have received the suspect software.

On May 23, 2025, MBAG determined that a potential noncompliance with FMVSS 141 cannot be ruled out. A decision was made to conduct a recall to update the software on the potentially affected vehicles.

MBAG can confirm there are no warranty claims, field or service reports, and other information related to this noncompliance in the US.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside**Description of remedy program:**

An authorized Mercedes-Benz dealer, will update the software of the Acoustic Vehicle Alerting System on the potentially affected vehicles.

How remedy component differs from recalled component:

Vehicles outside the recall population have software that corresponds to the correct regulatory requirements.

Remedy Part No: SW SOUND GENERATOR A2979022906
SW SOUND GENERATOR A2969025301
PMD SOUND GENERATOR A2979031602

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PMD SOUND GENERATOR A2979032002
 PMD SOUND GENERATOR A2969039100
 PMD SOUND GENERATOR A2969039800
 PMD SOUND GENERATOR A2949031500
 PMD SOUND GENERATOR A2149031501
 PMD SOUND GENERATOR A2969033800
 FL SOUND GENERATOR A2979044600
 FL SOUNDGENERATOR A2969041000

Identify how/when recall condition was corrected in production:

A change in the documentation process ensures that this issue can no longer occur from October 23, 2024 onwards.

Reimbursement Plan

Description of reimbursement program:

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Dealers will be notified of the pending voluntary recall campaign on June 09, 2025. Owners will be notified of the voluntary recall campaign before August 1, 2025. A copy of all communications will be provided when available.

Planned Dealer Notification Date:

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date:

☐ Phased Recall

Date when VIN will be searchable: Jun 09, 2025