



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V487

Manufacturer Name: Mercedes-Benz USA, LLC

Submission Date: Jul 25, 2025

NHTSA Recall No.: 25V487

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Mercedes-Benz USA, LLC

Address: 13470 International
Parkway
Jacksonville FL, 32218

Total number of potentially involved: 660

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2023 MERCEDES-BENZ EQB 350 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: May 04, 2022 - Aug 16, 2023

Number of potentially involved: 179

Descriptive Information:

The recall population was determined through production records.

Vehicles outside the recall population have a busbar connection that corresponds to the correct production specifications.

Vehicle 2: 2022-2023 MERCEDES-BENZ EQB 300 4MATIC

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Electric Battery Power

Production Dates: May 04, 2022 - Aug 16, 2023

Number of potentially involved: 481

Descriptive Information:

The recall population was determined through production records.

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Vehicles outside the recall population have a busbar connection that corresponds to the correct production specifications.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022-2023 EQB 4MATIC (243 platform) vehicles, the screw connection of the busbar in the high-voltage battery might not meet current production specifications.

FMVSS1:

FMVSS2:

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

In this case, the screw head might not sit flush on the busbar which could result in sporadic interruption of power transmission and a sudden loss of propulsion without warning . As a result, the risk of a crash might be increased.

Description of the cause:

Due to a deviation in the production process at the supplier, the busbar might have been assembled with an unsuitable batch of screws.

Identification of any warning that can occur:

Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism.

When the issue occurs, the driver may be made aware of the issue by a warning message in the instrument cluster.

Component Manufacturer

Tier of Supplier:

Supplier Type:

Name: Farasis Energy (Ganzhou) Co. Ltd.

Address: Jinling West Road
Economic Development Zone
Ganzhou, Jiangxi Province Foreign States, 341000

Country: China

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Involved Components

Component Name 1: Lithium-Ion Battery**Component Description:** Lithium-Ion Battery**Component Part Number:** A2433408402

Chronology

During 2023, MBAG received isolated reports of complaints in the field regarding different allegations (e.g., warning messages). MBAG investigated and evaluated each reported incident to determine the cause and its impact until February 2024. Subsequently, MBAG suspected that the isolated complaints might result from a common cause. Thus, MBAG initiated a task force and carried out several investigations. The high-voltage batteries of the reported field complaints were also opened and analyzed in detail. In addition, MBAG, along with the supplier, analyzed possible deviations in the battery production process. From August 2024, a risk assessment and a detailed temperature simulation were carried out in cooperation with the supplier, which, in early 2025, confirmed that a fire hazard can be ruled out in this context. In parallel, MBAG concluded that an unsuitable batch of screws was the root cause of the complaints. Starting in February 2025, further failure mechanisms were evaluated, especially regarding the question of whether and how the issue might result in a loss of propulsion. In that regard, during April 2025, MBAG analyzed the sequence of events that could lead to driving impairments resulting from unsuitable screws. After that, the potentially affected vehicles were identified and narrowed down on the basis of production data from the supplier, showing the screwing torque and angle.

On July 18, 2025, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is aware of 20 field reports, and 9 warranty claims in the US received from 01/18/2023 to 03/15/2025. MBAG has not received any reports of crashes, injuries, or property damage associated with this issue in the US.

Related NHTSA Recall Number:

Description of Remedy

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

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The high-voltage battery on the affected vehicles may be replaced, if necessary.

How remedy component differs from recalled component:

Remedy components have a busbar screw connection that corresponds to the correct production specifications.

Identify how/when recall condition was corrected in production:

A change in the production procedure of our supplier ensures that this issue can no longer occur from August 17, 2023 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 vehicle(s) would have been previously subject to the condition(s) 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 August 1, 2025. Owners will be notified of the voluntary recall campaign before September 23, 2025. A copy of all communications will be provided when available.

Planned Dealer Notification Date: Aug 01, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Sep 23, 2025

☐ Phased Recall

Date when VIN will be searchable: Aug 01, 2025