

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: [REDACTED]
Update Battery Management System Software
NHTSA Recall ID: 23V309

June, 2023



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 certain model year MY22-MY23 S-Class, EQE, EQS SUV, and EQS vehicles fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS") Number 305 "Electric-powered vehicles: Electrolyte Spillage and Electrical Shock Protection." Our records indicate that your vehicle is included in the affected population.

What is the concern?

The high-voltage battery monitoring system software may not alert the operator of a battery malfunction, which could result in an increased risk of injury.

As such, these vehicles fail to comply with the requirements of FMVSS 305.



Unfortunately, the software to remedy this is not yet available. When the battery management system software becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when the software is available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Mercedes-Benz USA



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Additional Information for Owners:

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 1-800-424-9153); or go to <https://www.safercar.gov>.

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 you are no longer the vehicle owner, or have a change of address, please visit www.mbusa.com/recalls, input your VIN into the VIN lookup tool and input your updated information on the site. Additionally, you may also contact our customer assistance center at 1-800-367-6372. 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 days to comply with federal regulations.

