

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

Safety Recall Launch Notification

July 18, 2025

Campaign #	NHTSA ID	Description	Update Acoustic Vehicle Alerting System
2025070005	25V366	25P5499228	

Campaign Details

Total Recall Population	92	Model(s)/ Platform(s)	EQE, EQE SUV, EQS, EQS SUV, and S-Class (294, 295, 296, 297, and 223 platform)
Vehicles in Dealer Inventory	7		
Model Year(s)	2022-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has decided that a defect exists in certain subject vehicles. The software in the Acoustic Vehicle Alerting System (AVAS) may cause an incorrect external pedestrian warning sound while reversing. As such, these vehicles fail to comply with the requirements of FMVSS 141.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the AVAS software in the potentially affected vehicles.		
Remedy	The remedy software is available and can be performed at this time.		
Launch Date	Affected VINs will be flagged in VMI as "OPEN" on Friday, July 18, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, August 1, 2025 Final customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
Warranty Claim Notice	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

Additionally, given this notice, it is a violation of federal law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



Recall Campaign Bulletin



Mercedes-Benz

July 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025070005
CAMPAIGN DESC.	25P5499228
NHTSA ID	25V366
SUBJECT	Update Acoustic Vehicle Alerting System
MODEL(S)	EQE, EQE SUV, EQS, EQS SUV and S-Class (294, 295, 296, 297 and 223 platform)
MODEL YEAR(S)	2022 – 2025
CAMPAIGN POPULATION	92

Campaign Technical Instructions

Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-RC-2025070005

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- Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **Sound generator** control unit software.
 - i** To do this, select menu item "Quick test view → **N12/2 – Sound generator (SOG E)** → Adaptations → Control unit update → Updating of control unit software".
 - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

Warranty Information

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 992 28	02-9334	Update Sound generator (SOG E) control unit software (with XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Invoice operation item only once for each workshop Repair Order.

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.