

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

Safety Recall Launch Notification

December 11, 2025

Campaign #	NHTSA ID	Description	Acoustic Vehicle Alerting System Software Update
2025120003	25V830	25P5496617	

Campaign Details

Total Recall Population	1,899	Model(s)/ Platform(s)	AMG EQE SUV (X294)
Vehicles in Dealer Inventory	51		
Model Year(s)	2024-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software of the Acoustic Vehicle Alerting System (“AVAS”) might not correspond with the requirements of FMVSS 141 S5.4. The AVAS volume might not increase continuously with vehicle speed as required by FMVSS 141. As a result, pedestrians might not be alerted as required by the standard, which could increase the risk of injury.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the AVAS software.		
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 Thursday, December 11, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, January 30, 2026 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 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

December 2025

TO: ALL MERCEDES-BENZ DEALERS

CAMPAIGN NO.	2025120003
CAMPAIGN DESC.	25P5496617
NHTSA ID	25V830
SUBJECT	Acoustic Vehicle Alerting System Software Update
MODEL(S)	AMG EQE SUV (X294 platform)
MODEL YEAR(S)	2024 – 2025
CAMPAIGN POPULATION	1,899

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-2025120003

Recall Campaign Bulletin

Model(s): X294

- 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 **Active driving sound compensation** control unit software.

 To do this, select menu item "Quick test view – **N156/1 – Active driving sound compensation (ASX7)** - Adaptations – Control unit update – Updating of control unit software".

 Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

Warranty Information

 **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.)
54 966 17	02-9334	Update Active driving sound compensation 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 (RO).

 **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.