

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 (SOGE)** → 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 (SOGE) 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.