

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

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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.
 - i** 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**".
 - 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.)
54 966 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).*

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.*