

Recall Campaign Bulletin



May 2026

TO: ALL MERCEDES-BENZ DEALERS

CAMPAIGN NO.	2026050004
CAMPAIGN DESC.	26P5496804
NHTSA ID	26V281
SUBJECT	Update Infotainment Control Unit Software
MODEL(S)	AMG GT, C-Class, E-Class, SL, CLE and GLC (192, 206, 214, 232, 236, and 254 platform)
MODEL YEAR(S)	2024-2026
CAMPAIGN POPULATION	144049

Campaign Technical Instructions

Prior to performing this Campaign:

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

1. Always check for other open campaigns and perform them accordingly!
2. Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-RC-2026050004

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Model(s): 192, 206, 214, 232, 236, and 254

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

i If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 must **only be invoiced once for each workshop order!**

Work Procedure:

1. Connect XENTRY Diagnosis.
2. Update **MBUX head unit** control unit software.
 - i** To do this, select menu item "Quick test view → **A26/17 MBUX head unit** → Adaptations → Control unit update → Update 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.)
54 968 04	02-9334	Update MBUX head unit 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.