

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

Service Campaign Notification

March 28, 2025

Campaign #	Description	Update Powertrain Control Unit Software
2025030013	24P0892013	

Campaign Details

Total Recall Population	32,592	Model(s)/ Platform(s)	C-Class and S-Class (206 and 223 platform)
Model Year(s)	2023		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the powertrain control unit software does not correspond to current production specifications. Consequently, there is a risk that the 48V battery may not charge due to an implausible state-of-charge in the powertrain control unit.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the powertrain control unit software.		
Launch Date	Affected VINs will be flagged as “OPEN” in VMI on Friday, March 28, 2025.		
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.		

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.



Service Campaign Bulletin



Mercedes-Benz

March 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025030013
CAMPAIGN DESC.	24P0892013
SUBJECT	Update Powertrain Control Unit Software
MODEL(S)	C-Class and S-Class (206 and 223 platform)
MODEL YEAR(S)	2023
CAMPAIGN POPULATION	32,592

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-SC-2025030013

Service Campaign Bulletin



- 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 **Powertrain control unit (PTCU)** software.



To do this, select menu item "Quick test view → **N127 – Control Unit “Drivetrain” (PTCU)** → Adaptations → Control unit update → Updating of the 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.)
08 920 13	02-9334**	Update N127 – Control Unit “Drivetrain” (PTCU) software (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 order.

** Please enter the Acc. no.: 0892013 and code: 24P0892013 manually in the workshop order.



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.