

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Emission Service Campaign Launch Notification Perform Software Update – 48V Battery Management System MY 2019 – 2022 C-Class, CLS, E-Class, GLE, GLS, and GT (206, 257, 213, 238, 167 and 290 platforms)	DATE: May 8, 2025

IMPORTANT NEW EMISSION SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Care Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Emission Service Campaign Launch Notification

May 8, 2025

Campaign No.:	CA DMV No.:	Campaign Desc.:
2025050001	250724	23P5498819

Perform Software Update – 48V Battery Management System

This is to notify you of an **Emission Service Campaign** to perform a software update on the 48V Battery Management System on **100,866** Model Year ("MY") 2019 – 2022 C-Class, CLS, E-Class, E-Class Coupe/Convertible, GLE/GLS-Class and AMG GT (206, 257, 213, 238,167 and 290 platforms) vehicles. The affected vehicles will be visible and flagged in VMI as "OPEN" on **May 9, 2025**.

Background

Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that certain Model Year ("MY") 2019 – 2022 C-Class, CLS, E-Class, E-Class Coupe/Convertible, GLE/GLS-Class and AMG GT vehicles (206, 257, 213, 238,167 and 290 platforms) are potentially affected with multiple topics related to the 48V battery management system, which erroneously may or may not illuminate the check engine malfunction indicator lamp ('MIL') in one or more of the following circumstances:</p> <ul style="list-style-type: none"> • Memory error causing battery switch to open, prohibiting vehicle to restart; • The battery thermal management system, power supply voltage (12V) measurement and 48V battery switch diagnostic may not be monitored by the OBD-system; • Plausibility check of the temperature sensor, temperature range and Real Time Clock (RTC) monitoring might not operate as intended.
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What We're Doing	MBUSA will conduct an Emission Service Campaign. An authorized Mercedes-Benz dealer will update the drivetrain control unit software on the affected vehicles. Affected customers will be notified via First Class letter to have the update performed on their vehicle.
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Parts	The remedy is available and can be performed as necessary.
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Vehicles Affected

Vehicle Model Year(s)	2019 – 2022
Vehicle Model	S-Class (206, 257, 213, 238,167 and 290 platforms)

Vehicle Populations

Total Campaign Population	100,866
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Next Steps/Notes

Customer Notification Timeline	Customers letters will be mailed approximately two weeks after the posting of this NCU.
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.

Notice to California Dealers: As required by 13 CCR 2117, a proof of correction ("POC") certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.

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

May 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025050001
CAMPAIGN DESC.	23P5498819
SUBJECT	Update 48V Battery Control Unit
MODEL(S)	C-Class, CLS, E-Class, GLE, GLS, and GT (206, 257, 213, 238, 167 and 290 platforms)
MODEL YEAR(S)	2019 – 2022
CAMPAIGN POPULATION	100,866

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-2025050001

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

- i**
- 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**.

- i** 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 **G1/3 – 48 V battery (48 V LIB)** control unit software.

i To do this, select menu item "Quick test view → **LIN: G1/3 – 48 V battery (48 V LIB)** → 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.)
54 988 19	02-9334	Update G1/3 – 48 V battery (48 V LIB) 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.

i The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (250724), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (Figure 2), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (250724).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1