

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

## Service Campaign Notification

May 23, 2025

<b>Campaign #</b>	<b>Description</b>	<b>Update Digital Vehicle Key Control Unit</b>
2025050005	25P5496516	

### Campaign Details

<b>Total Population</b>	49	<b>Model(s)/ Platform(s)</b>	EQS (296 platform)
<b>Model Year(s)</b>	2025		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software for the "Digital Vehicle Key" control unit does not correspond to the current series production configuration. Consequently, the control unit may not enter Sleep Mode. A software update will be provided to improve battery management by releasing the vehicle network when not needed. The update also includes general enhancements to operational stability and device compatibility for the "Digital Vehicle Key" system.		
<b>Remedy</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the software for the "Digital Vehicle Key" control unit.		
<b>Launch Date</b>	Affected VINs will be flagged as "OPEN" in VMI on Friday, May 23, 2025.		
<b>Warranty Claim Notice</b>	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

May 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	<b>2025050005</b>
CAMPAIGN DESC.	<b>25P5496516</b>
SUBJECT	<b>Update Digital Vehicle Key Control Unit</b>
MODEL(S)	<b>EQS (296 platform)</b>
MODEL YEAR(S)	<b>2025</b>
CAMPAIGN POPULATION	<b>49</b>

## 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-2025050005

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 **Mobile device connection (MDC)** control unit software.

- i** To do so, select menu item " Quick test view → **N183 – Mobile device connection (MDC)** → 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.)
54 965 16	02-9334	Update <b>Mobile device connection (MDC)</b> control unit software (XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (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.