

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

## Service Campaign Notification

June 6, 2025

# DRIVE PILOT Software Update

Campaign #

Description

2025050010

25P5496523

### Campaign Details

**Total Recall Population**

114

**Model(s)/  
Platform(s)**

S-Class and EQS  
(223 and 297 platform)

**Model Year(s)**

2024-2025

**Issue**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has updated DRIVE PILOT software available for equipped vehicles that includes general performance improvements and results in increased availability of DRIVE PILOT in certain situations, including certain construction zones.

**Remedy**

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the DRIVE PILOT system software.

**Launch Date**

Affected VINs will be flagged as "OPEN" in VMI on Friday, June 6, 2025. Customers will receive a Head Unit message and a First-Class letter to be mailed on Friday, June 20, 2025 informing them of this Service Campaign.

**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

June 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	<b>2025050010</b>
CAMPAIGN DESC.	<b>25P5496523</b>
SUBJECT	<b>DRIVE PILOT Software Update</b>
MODEL(S)	<b>S-Class and EQS (223 and 297 platform)</b>
MODEL YEAR(S)	<b>2024 – 2025</b>
CAMPAIGN POPULATION	<b>114</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-2025050010

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- 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**.

**i** This software update is only complete once all control units have been programmed and coded successfully! To verify, confirm the final XENTRY printout "*Documentation on the repair order*" has green checks for all programming and coding.

**i** After the software update, if the "*Documentation on the repair order*" displays one or more unsuccessful programming or coding operations, the process *must be repeated* – observe Service Information SI54.21-P-0067S.

## Work Procedure

1. Connect XENTRY Diagnosis.

2. Update **Driver assistance system (SG-FAS)** control unit software.

**i** To do this, select menu item "Quick test view → **N62/4 - Driver assistance system (SG-FAS)** → Adaptations → Control unit update → Updating of control unit software".

**i** Then follow the user guidance in XENTRY Diagnosis.

**i** The update is only complete after ***all control units have been programmed and coded successfully!***

**NOTE:** The fault codes "***U05B7E1, U05B8E1, U05B6E1, and U05B5E1***" may be present after the software update due to the calibration drive not being completed. To clear the DTCs, perform the short-range radar sensor calibration drive as outlined in LI54.71-P-078377.

**i** If one or more unsuccessful programming or coding operation occurs – observe **SI54.21-P-0067S**.

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 23	02-9334	Update <b>Driver assistance system (SG-FAS)</b> 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
	54-1947	Perform calibration drive (After software update)	0.4

\* 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.