

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

Service Campaign Notification

August 1, 2025

Campaign #	Description	<h1>Supplemental Restraint System (SRS) Control Unit Software Update</h1>
2025070008	25P5496529	

Campaign Details

Total Population	3,562	Model(s)/ Platform(s)	C-Class, S-Class, EQE SUV, EQE, EQS SUV, EQS (206, 223, 294, 295, 296, 297)
Model Year(s)	2022-2024		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the SRS control unit software does not correspond to current production specifications. The SRS control unit will be updated to improve the vehicle charging functionality during future over-the-air updates.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the SRS control unit software.		
Launch Date	Affected VINs will be flagged as "OPEN" in VMI on Friday, August 1, 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

August 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025070008
CAMPAIGN DESC.	25P5496529
SUBJECT	Update SRS Control Unit Software
MODEL(S)	C-Class, S-Class, EQE, EQE SUV, EQS, EQS SUV (206, 223, 294, 295, 296 and 297 platform)
MODEL YEAR(S)	2022 – 2024
CAMPAIGN POPULATION	3,562

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-2025070008

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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**.

Work Procedure

1. Connect XENTRY Diagnosis.

2. Update **Supplemental Restraint System (SRS)** control unit software.

i To do so, select menu item "Quick test view → **N2/5 – Supplemental restraint system (SRS)** → 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 29	02-9334	Update software for Supplemental Restraint System (SRS) control unit (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.