

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

Service Campaign Notification

October 24, 2025

Campaign #	Description	<h1 style="margin: 0;">Update Door Control Unit Software – Amendment 1</h1>
2024090017	24P5496417	

Campaign Details

Total Population	21,049 (Total) = 5,780 (Initial population) + 15,269 (Amendment 1)	Model(s)/ Platform(s)	C-Class and GLC (206 and 254 platform)
Model Year(s)	2023-2024		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the door control unit software does not correspond to current production specifications. In this case, the 12V starter battery may sporadically discharge.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the door control unit software.		
Launch Date	5,780 affected VINs were flagged as “OPEN” in VMI on October 4, 2024. 15,269 additional affected VINs will be flagged as “OPEN” in VMI on Friday, October 24, 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

October 2024

Rev. A: October 24, 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2024090017
CAMPAIGN DESC.	24P5496417
SUBJECT	Door Control Unit Software Update
MODEL(S)	C-Class and GLC (206 and 254 platform)
MODEL YEAR(S)	2023 – 2024
CAMPAIGN POPULATION	21,049

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.

Revision Note(s):

- **Supplemental vehicle population added**

Order No. P-SC-2024090017

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Model(s): 206 and 254

- 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.

i Before commissioning is started, all windows **must** be fully closed.

2. Perform commissioning of the four door control units (N69/1, N69/2, N69/3, and N69/4).

i To do this, select menu item "Quick test view → N69/1 - Left front door (DCU-LF) → Adaptations → Initial Startup of control unit → Initial Startup of the already installed control unit".

i Then follow the user guidance in XENTRY Diagnosis.

i All four door control units are commissioned automatically in parallel.

NOTE: If manual normalization of the side windowpane is required at the end of commissioning, this must be performed on the vehicle. XENTRY Diagnosis does not need to be connected for this.

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.)
54 964 17	12-2202	Perform commissioning of four door control units (N69/1, N69/2, N69/3 and N69/4)	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.