

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

Service Campaign Notification

November 7, 2025

Campaign #

Description

Update Engine Control Unit Software

2025100006

24P5496442

Campaign Details

Total Population	33,065	Model(s)/ Platform(s)	CLS, E-Class, GLE, GLS, GT (257, 213, 238, 167, 290 platforms)
Model Year(s)	2019-2020		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the engine control unit software does not correspond to the current series production configuration. Some customers may notice a noise from the radiator fan as well as a corresponding fault message displayed in the instrument cluster.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the engine control unit software.		
Launch Date	Affected VINs will be flagged as "OPEN" in VMI on Friday, November 7, 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

November 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025100006
CAMPAIGN DESC.	24P5496442
SUBJECT	Update Engine Control Unit Software
MODEL(S)	GLE/GLS, E-Class, CLS & AMG GT (167, 213, 238, 257 & 290 platform)
MODEL YEAR(S)	2019 – 2020
CAMPAIGN POPULATION	33,065

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-2025100006

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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 **Motor electronics (ME)** control unit software.
 - i** To do so, select menu item "Quick test view → **N3/10 – Motor electronics ‘MRG1’ for combustion engine ‘M256’ (ME)** → 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.)
54 964 42	02-9334	Update Motor electronics (ME) 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 (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.*