

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

## Service Campaign Notification

December 12, 2025

# Charging Management System Software Update

Campaign #

Description

2025120002

25P5496550

### Campaign Details

<b>Total Population</b>	67,365	<b>Model(s)/ Platform(s)</b>	EQE SUV, EQE, EQS SUV, EQS (294, 295, 296 & 297)
<b>Model Year(s)</b>	2022-2026		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software for the DC charge-connection unit (DCCU) control unit does not correspond to the current production specifications. This software update will enable the compatibility with Plug & Charge functionality on the Tesla Supercharger network.		
<b>Remedy</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update software of DCCU control unit.		
<b>Launch Date</b>	Affected VINs will be flagged as "OPEN" in VMI on Friday, December 12, 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

December 2025

**TO: ALL MERCEDES-BENZ DEALERS**

CAMPAIGN NO.	<b>2025120002</b>
CAMPAIGN DESC.	<b>25P5496550</b>
SUBJECT	<b>Charging Management System Software Update</b>
MODEL(S)	<b>EQE &amp; EQS (294, 295, 296 &amp; 297 platform)</b>
MODEL YEAR(S)	<b>2022 – 2026</b>
CAMPAIGN POPULATION	<b>67,365</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-2025120002

# Service Campaign Bulletin

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Model(s): 294, 295, 296 &amp; 297

- 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 **DC Charge-connection unit (DCCU)** control unit software.
  - i** To do so, select menu item "Quick test view → **N116/5 – DC Charge-connection unit (DCCU)** → 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 50	02-9334	Update software of <b>DC charge-connection unit</b> control unit (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.*