

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

## Service Campaign Notification

January 16, 2026

Campaign #	Description	Update 48V Battery Control Unit Software
2025120010	25P5496611	

### Campaign Details

<b>Total Population</b>	779	<b>Model(s)/ Platform(s)</b>	S-Class, GLC & EQE (223, 254, 294 platforms)
<b>Model Year(s)</b>	2023-2026		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the 48V battery control unit (48 V LIB) software does not meet current production specifications. A miscalculation of the 48V battery’s aging threshold may trigger a fault message in the instrument cluster.		
<b>Remedy</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update software in the 48V battery control unit (48 V LIB).		
<b>Launch Date</b>	Affected VINs will be flagged as “OPEN” in VMI on Friday, January 16, 2026.		
<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



January 2026

**TO: ALL MERCEDES-BENZ DEALERS**

CAMPAIGN NO.	<b>2025120010</b>
CAMPAIGN DESC.	<b>25P5496611</b>
SUBJECT	<b>Update 48-V Battery Control Unit Software</b>
MODEL(S)	<b>S-Class, GLC &amp; EQE (223, 254 &amp; 294 platform)</b>
MODEL YEAR(S)	<b>2023 – 2026</b>
CAMPAIGN POPULATION	<b>779</b>

## Campaign Technical Instructions

### Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

1. Always check for other open campaigns and perform them accordingly!
2. Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-SC-2025120010

# Service Campaign Bulletin

**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 **48 V battery (48 V LIB)** control unit software.
  - i** To do so, select menu item "Quick test view → **G1/24 – 48 V battery (48 V LIB)** → 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.)
54 966 11	02-9334	Update <b>48 V battery (48 V LIB)</b> control unit software (XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnosis 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.*