

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

Service Campaign Notification

January 23, 2026

Campaign #	Description	Update Drivetrain Control Unit Software
2026010002	25P5496612	

Campaign Details

Total Population	97,026	Model(s)/ Platform(s)	GLC (254 platform)
Model Year(s)	2023-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the drivetrain control unit software does not correspond to the current series production configuration. Consequently, the vehicle may experience temporary functional impairments, such as an increased operation of the vehicle cooling fan, no-start conditions, and various warnings and faults such as MIL or cooling system malfunction messages. All symptoms resolve following a bus idle and restart.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the drivetrain control unit software on the affected vehicles.		
Launch Date	Affected VINs will be flagged in VMI as "OPEN" on Friday, January 23, 2026.		
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.





January 2026

TO: ALL MERCEDES-BENZ DEALERS

CAMPAIGN NO.	2026010002
CAMPAIGN DESC.	25P5496612
SUBJECT	Update Drivetrain Control Unit Software
MODEL(S)	GLC (254 platform)
MODEL YEAR(S)	2023 – 2025
CAMPAIGN POPULATION	97,026

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-2026010002

Model(s): 254

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- 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 **Drivetrain (PTCU)** control unit software.
 - i** To do so, select menu item "Quick test view → **N127 – Control unit “Drivetrain” (PTCU)** → 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 12	02-9334	Update N127 – Control unit “Drivetrain” (PTCU) software (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.*