

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

## Service Campaign Notification

March 13, 2026

Campaign #	Description	Charging Management System Software Update
2025120002	25P5496550	

### Campaign Details

<b>Total Population</b>	67,365 (Original) + <b>11,495 (Supplemental)</b> = <b>78,860</b>	<b>Model(s)/ Platform(s)</b>	EQB, EQE SUV, EQE, EQS SUV, EQS (243, 294, 295, 296 & 297)
<b>Model Year(s)</b>	2022-2026		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), 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 current production specifications.		
<b>Remedy</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update software of DCCU control unit. This software update will enable compatibility with Plug & Charge functionality on the Tesla Supercharger network.		
<b>Launch Date</b>	Affected VINs will be flagged as “OPEN” in VMI on Friday, March 13, 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



December 2025

**Supplemental: March 13, 2026**

**TO: ALL MERCEDES-BENZ DEALERS**

CAMPAIGN NO.	<b>2025120002</b>
CAMPAIGN DESC.	<b>25P5496550</b>
SUBJECT	<b>Charging Management System Software Update – Supplemental</b>
MODEL(S)	<b>EQB, EQE &amp; EQS (243, 294, 295, 296 &amp; 297 platform)</b>
MODEL YEAR(S)	<b>2022 – 2026</b>
CAMPAIGN POPULATION	<b>67,365 + 11,495</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.

### **Revision Note(s):**

- **Increased vehicle population**

Order No. P-SC-2025120002

# Service Campaign Bulletin

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Service Campaign Bulletin

Service Campaign Bulletin

Model(s): 243, 294, 295, 296 & 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 Repair 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.)
<b>54 965 50</b>	<b>02-9334</b>	Update software of <b>DC charge-connection unit</b> control unit (XENTRY Diagnosis connected)	0.1
	<b>02-4762*</b>	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	<b>02-5058*</b>	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.*