

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign OTA Notification Head Unit Software Update – Mercedes Me connect MY21-24 C-Class, EQE, EQE SUV, EQS, EQS SUV, GLC, GLE and S-Class (206, 295, 294, 297, 296, 254, 167 and 223 platform)	DATE: July 19, 2023

IMPORTANT SERVICE CAMPAIGN INFORMATION

No Action Required by Dealer

Over-the Air (“OTA”) Information Only

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign OTA Notification		July 19, 2023
Campaign No. :	Campaign Desc. :	Head Unit Software Update – Mercedes Me connect
N/A	23P5497116 23P5497120 23P5497110	
<p>This is to notify you of the Over-The-Air (“OTA”) Service Campaign for the head unit software for Mercedes Me connected vehicles in 21,433 Model Year (“MY”) 2021-2024 C-Class, EQE, EQE SUV, EQS, EQS SUV, GLC, GLE and S-Class (206, 295, 294, 297, 296, 254, 167 and 223 platform) vehicles. The vehicles will not be visible or flagged in VMI or EVA.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2024 C-Class, EQE, EQE SUV, EQS, EQS SUV, GLC, GLE and S-Class (206, 295, 294, 297, 296, 254, 167 and 223 platform) vehicles, the head unit software does not correspond with the latest series production configuration. The update is free of charge and will be carried out in the background.</p> <p>The installation will eliminate software errors for a better entertainment experience.</p>	
What We’re Doing	<p>MBUSA will conduct an OTA service campaign. A workshop visit for the customer is not required since remote software updates are automatically downloaded and installed in the customer’s vehicle. The OTA may be validated as successful on the customer’s Mercedes Me connect app under “Over-the-Air Vehicle Updates” as either “Software Update MBUX 2.4” or “Software Update Hermes 1.5 E522.8”. If the OTA is successful it will show a green “installed” and date of installation in the Over-the-Air update section.</p>	
Parts	Parts are not required for repair. Remedy software will be pushed via OTA.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2024	
Vehicle Model	C-Class, EQE, EQE SUV, EQS, EQS SUV, GLC, GLE and S-Class	
Vehicle Populations		
Total Campaign Population	21,433	
Next Steps/Notes		
Customer Notification Timeline	No customer letters will be mailed.	
AOMS/SOMS	AOMs – This OTA service campaign may generate questions from your dealers.	
<p>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 Assistance Center at 1-800-FOR-MERCEDES.</p>		



No Service Action is required by the Dealer for this Campaign

Over-the-Air (“OTA”) Updates are performed remotely and do not require a dealer visit. Customers can continue to drive their vehicles. If the vehicle has not been driven in four or more weeks – we suggest that the ignition be cycled once to initialize the process, sufficient battery voltage may be required for the software update to be initialized.

Please read further to understand:

A. Dealer instructions to verify a successful OTA update: Helpful information for you and your customers on how to check for successful update.

For real time info, please see the following example to check in VeDoc or alternatively on the Mercedes Me App.

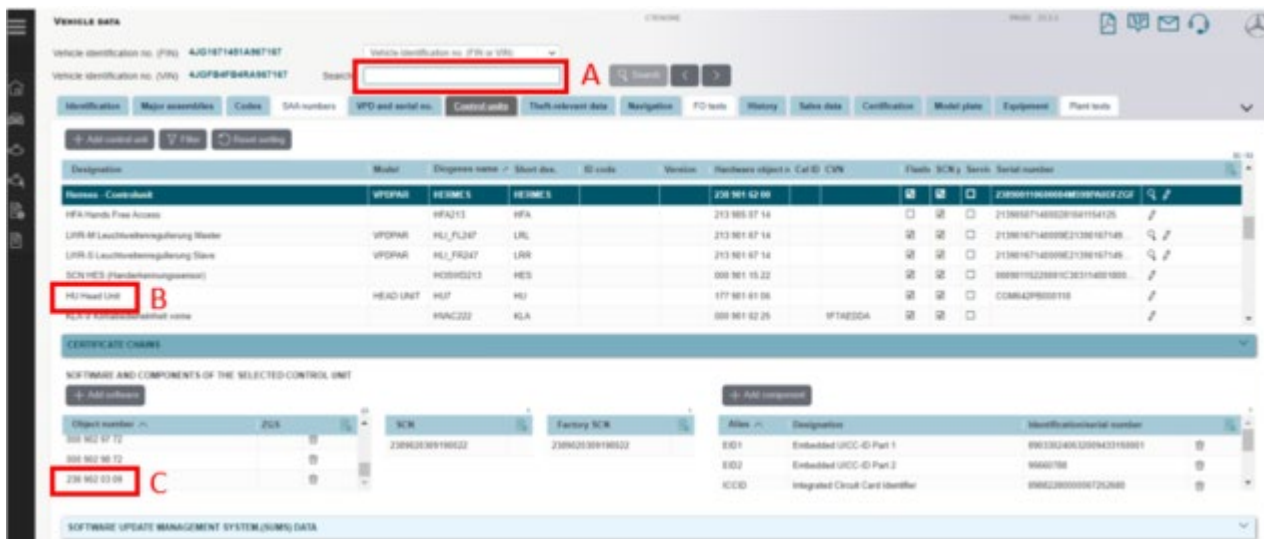


VeDoc

1) **Dealer** can check VeDoc (Figure 1 and Table 1).

a. RAMSES

- i. A VIN can be searched via VeDoc (Figure 1, A).
- ii. Click HU Head Unit – Control unit (Figure 1, B).
- iii. Check Object Number (Figure 1, C) with Table 1.
- iv. If the Object matches with Table 1 than the OTA was successful.

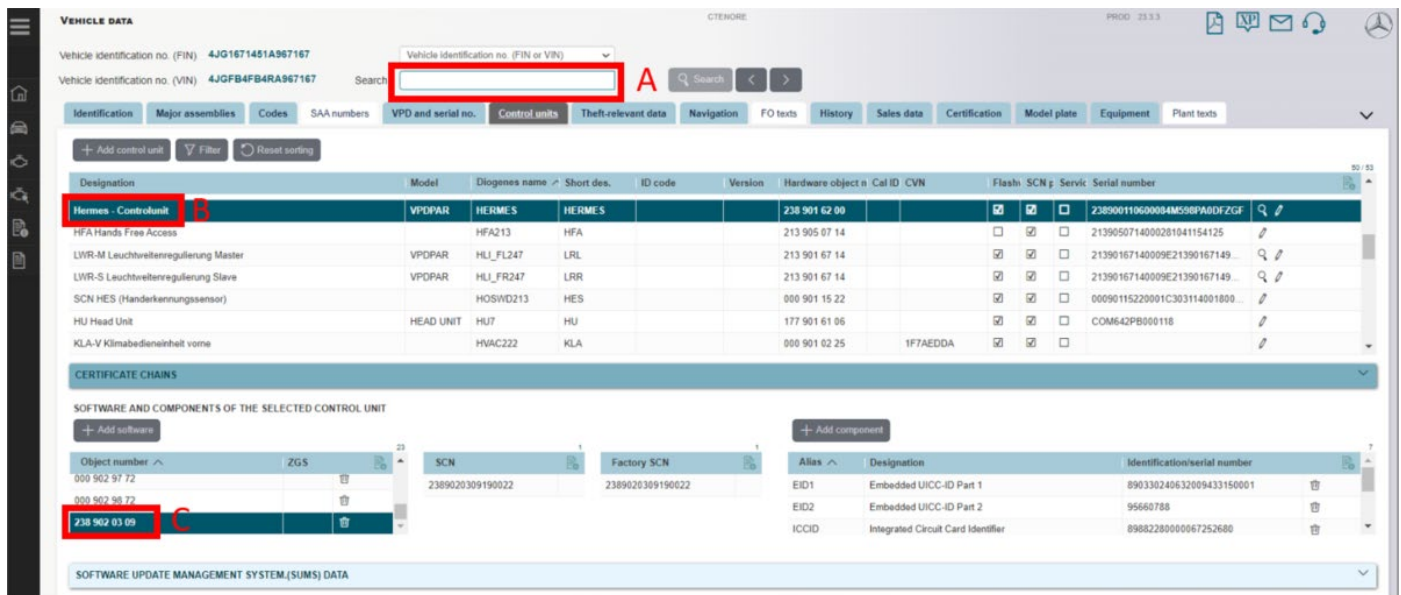


(Figure 1 – VeDoc example. A – VIN, B – HU Head Unit, C – Object Number)



b. HERMES

- i. A VIN can be searched via VeDoc (Figure 2, A).
- ii. Click Hermes – Control unit (Figure 2, B).
- iii. Check Object Number (Figure 2, C) with Table 1.
- iv. If the Object matches with Table 1 than the OTA was successful.



(Figure 2 – VeDoc example. A – VIN, B – HERMES – Control unit, C – Object Number)

Table 1

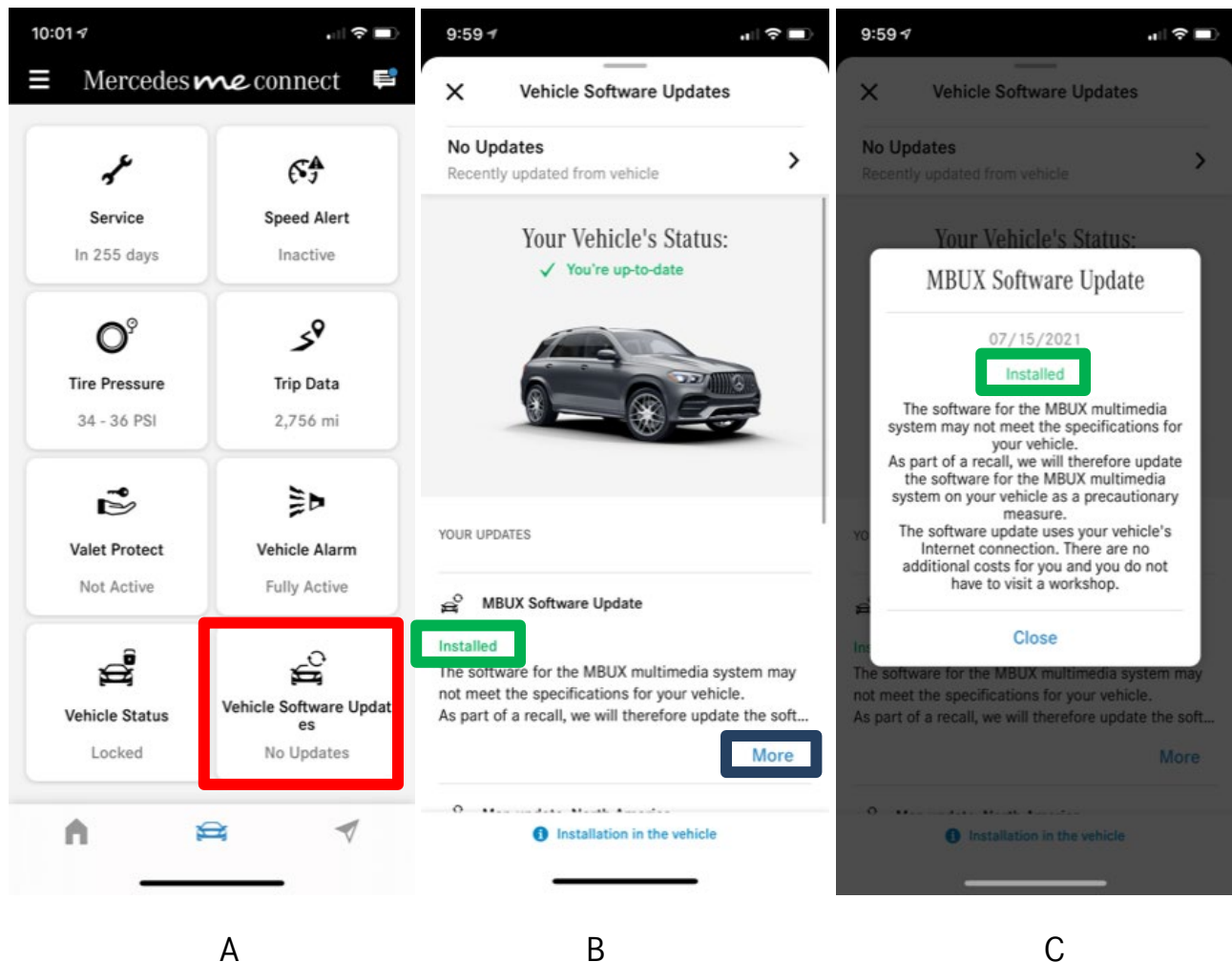
Part	Object Number
SW Head Unit	A 297 904 60 00
SW HERMES	A 222 902 47 21



Mercedes Me Connect App

2) **Customers** can alternatively check the status of the update in the vehicle by going to the menu mentioned in (Section A - Figure 3) or check the Mercedes-Me Connect App on Android or Apple (Figure 3).

- a. Click the vehicle icon (bottom middle) on the home screen of the MMe Connect App.
- b. Click “Vehicle Software Updates” (red box Figure 3, A).
- c. Status is shown green box in (Figure 3, B and C).
- d. Customers can click more in Figure 2 blue box to display additional information and date of software installation (Figure 3, C).



(Figure 3 – Mercedes Me Connect Vehicle Software Updates A, B, C)

