

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 Communication Module Software Update – Mercedes Me Connect OTA MY21 S-Class (223 platform)	DATE: September 18, 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		September 18, 2023
Campaign No. :	Campaign Desc. :	Communication Module Software Update – Mercedes Me Connect OTA
N/A	23P5497107	
<p>This is to notify you of the Service Campaign OTA to update the Communication Module Software for Mercedes Me Connect in 7,274 Model Year (“MY”) 2021 S-Class (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 S-Class (223 platform) vehicles, the software for the communication module does not correspond to the latest series production configuration.</p> <p>The communication module software will be updated to enable remote software updates on other control units in the future. Further contributions to product improvement and increases in robustness will also be implemented with this software update. The update is free of charge and will be carried out in the background.</p>	
What We’re Doing	<p>MBUSA will conduct an OTA service campaign. Remote software updates are automatically downloaded and installed in the customer’s vehicle free of charge without an additional workshop visit via the data link of the communication module. No customer letter will be mailed for this software update.</p>	
Parts	<p>Parts are not required since the remedy software will be pushed via OTA.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	S-Class	
Vehicle Populations		
Total Campaign Population	7,274	
Next Steps/Notes		
AOMS/SOMS	<p>AOMS – This OTA campaign may generate questions from your dealers.</p>	
<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 action is required by the Dealer for this Service Campaign

Please review all of the following pages.

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 OTA process; sufficient battery voltage may be required for initialization of the software update.

Additional information to verify a successful OTA update:

Dealers can check VeDoc or alternatively Customers can use the Mercedes Me App to verify a successfully OTA update.



VeDoc

- 1) **Dealer** can check VeDoc (Figure 1 and Table 1).
 - a. RAMSES
 - i. A VIN can be searched via VeDoc.
 - ii. Click “Control Units” (Figure 1, A)
 - iii. Click RAMSES – Control unit (Figure 1, B).
 - iv. Check for Object Number **223 902 35 27**(Figure 1, C).
 - v. If the Object matches with Table 1 than the OTA was successful.

Figure 1

The screenshot shows the VeDoc interface with the 'Control units' tab selected. The table below lists various components:

Designation	Model	Diogenes name
ARWT Automatische Rückwandlul		FTCM223
PXL-L Pixel-Steuergerät links	VPDPAR	PXL_FL223
PXL-R Pixel-Steuergerät rechts	VPDPAR	PXL_FR223
Rames - Controlunit	VPDPAR	RAMSES
GSL Gurtstraffer links		RBTMFL223
GSR Gurtstraffer rechts		RBTMFR223
SCM Mantelrohrschaltmodul		SCCM223
MPC Multi Purpose Camera		SMPC223
SND Soundverstärker		SND7
SPC Advanced-Agility-Steuergerät		SPC223
LRE (Lenkradelektronik)	VPDPAR	SWSP223

Below the table, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' section is visible. It includes an 'Object number' table:

Object number	ZGS	SCN
000 902 80 71		2239023527900001
223 902 35 27		
223 902 47 19		

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



Mercedes Me Connect App

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

- a. Click the Vehicle icon (Blue Box, Figure 2) on the home screen of the MMe Connect App.
- b. Click “Vehicle Software Updates” (Red Boxes, Figure 2).
- c. Status is shown (Green Boxes, Figure 3).

Figure 2

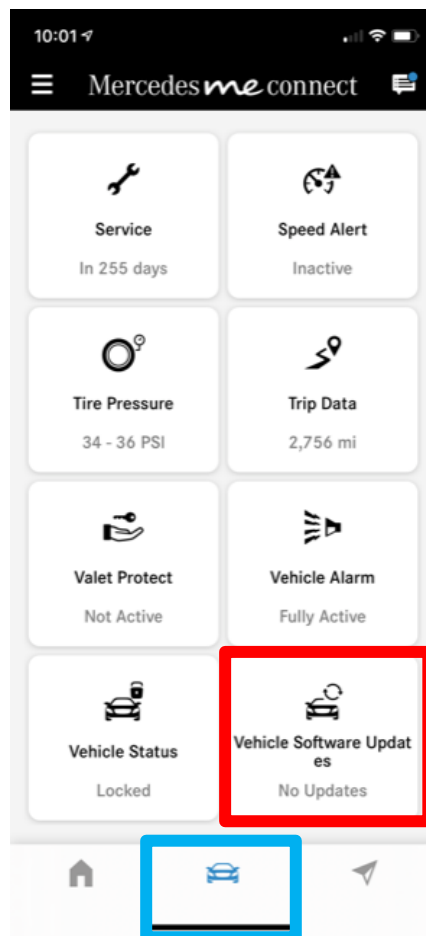


Figure 3

