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** **MBUX Infotainment System Software Update – Mercedes Me Connect OTA** **MY21-23 C-Class, EQS, S-Class, SL, EQE, GLC (206, 296, 297, 223, 232, 294, 295, 254 platform)**	DATE: October 20, 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		October 20, 2023
Campaign No. :	**Campaign Desc. :**	**MBUX Infotainment System Software Update – Mercedes Me Connect OTA**
N/A	23P5497109 23P5496328	

This is to notify you of the Service Campaign OTA update for the MBUX infotainment system software in **39,506** Model Year ("MY") 21-23 C-Class, EQS, S-Class, SL, EQE, GLC (206, 296, 297, 223, 232, 294, 295, 254 platform) vehicles. **The vehicles will not be visible or flagged in VMI or EVA.**

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-23 C-Class, EQS, S-Class, SL, EQE, GLC (206, 296, 297, 223, 232, 294, 295, 254 platform) vehicles, the head unit software will be updated remotely to MBUX 2.4. With this update, customers will benefit from many new functions and features, such as video streaming (note that the Entertainment Package Plus is required for streaming and can be purchased from the Mercedes me Store by the end of 2023), Dolby Atmos®, MBUX Voice Assistant (NewsFlash & Tourguide), a personal decorative image on the front passenger display, and more. Please see NCU issued on September 5th, 2023 from Product Management and Digital House team "Additional New Connected Features Coming Soon".
What We're Doing	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.
Parts	**Parts are not required for repair. Remedy software will be pushed via OTA.**

Vehicles Affected

Vehicle Model Year(s)	2021-2023
Vehicle Model	C-Class, EQS, S-Class, SL, EQE, GLC

Vehicle Populations

Total Campaign Population	39,506

Next Steps/Notes

AOMS/SOMS	AOMs – This OTA campaign may generate questions from your dealers.

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.

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 vehicle. Sufficient battery voltage may be required for the OTA update to be initialized. If the vehicle has not been driven in four or more weeks, the ignition should be cycled to initialize the process.

Instructions to verify a successful OTA update:

Dealers can check for a successful OTA update in VeDoc, or alternatively the customer can check using the Mercedes me connect App.

VeDoc

Dealers can search the VIN in VeDoc, then click "Control Units" and "HU Head Unit" (**Figure 1**). If the Object Number matches "**297 904 60 00**", then the OTA update was successful.
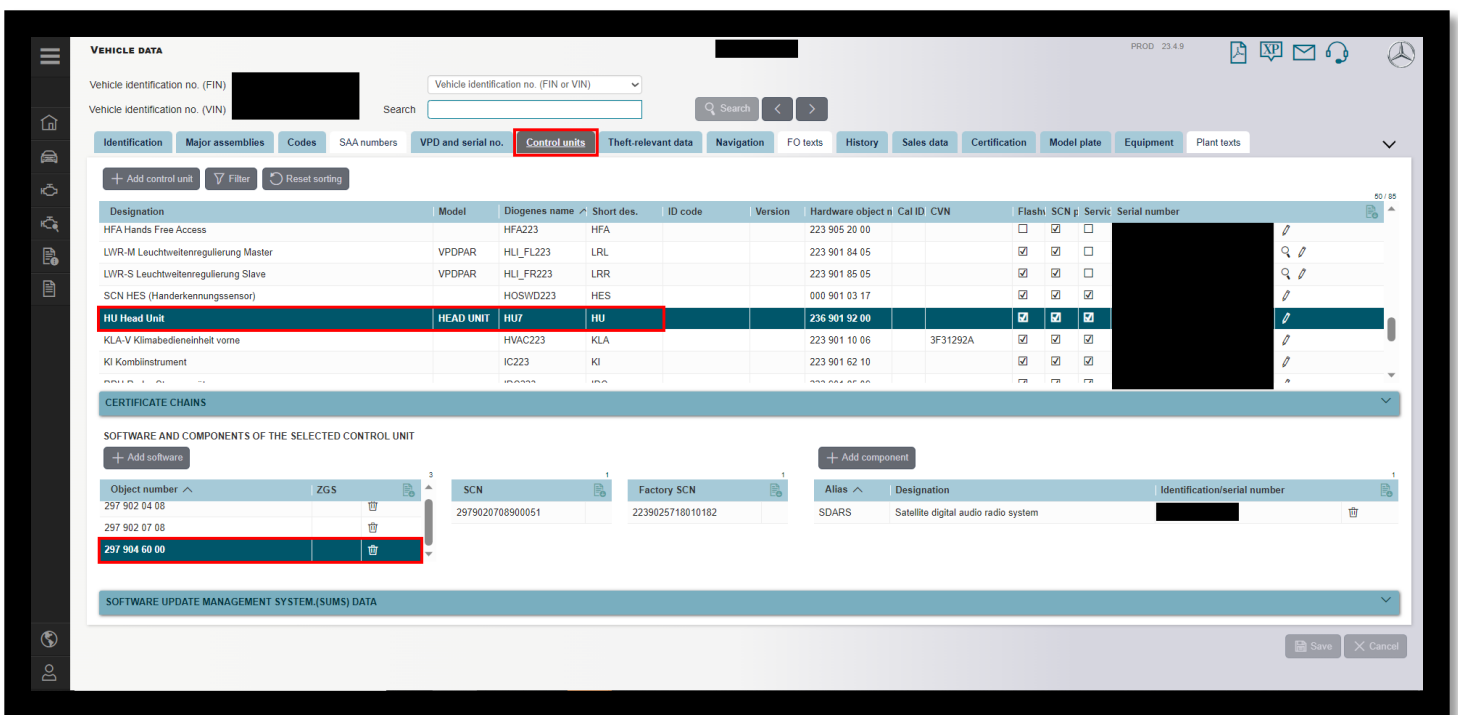

Figure 1 – Successful OTA update in VeDoc

Mercedes Me Connect App

Customers can alternatively check the status of the OTA update using the Mercedes-me connect App on Android or Apple, by going to the "Vehicle" icon and selecting "Over-the-Air Vehicle Updates" (**Figure 2**). A successful OTA update will show as "installed" (**Figure 3**).
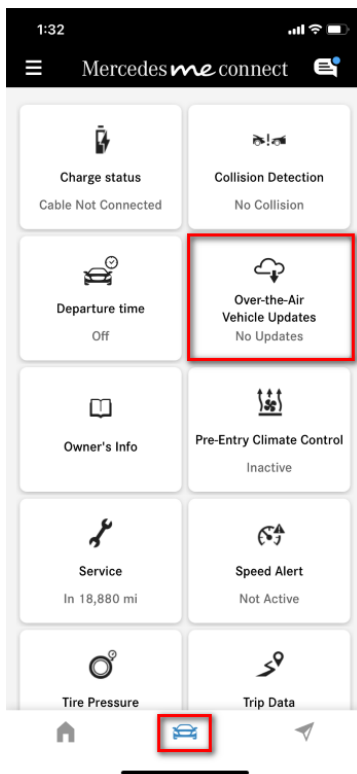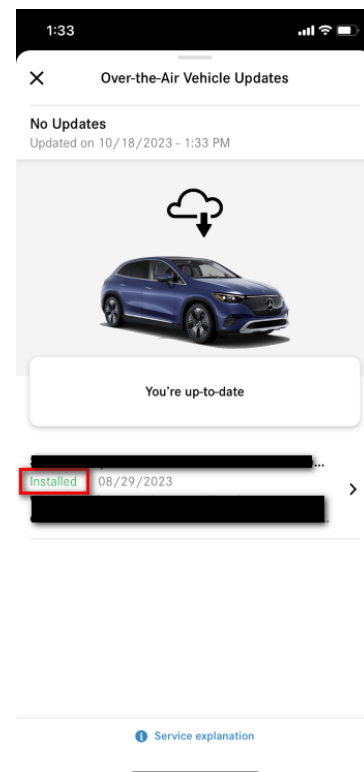

Figure 2 – Over-the-Air Vehicle Updates

Figure 3 – Successful OTA Update