Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers,	FROM: Gregory Gunther, Senior Manager, Vehicle
Sales Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services
RE: Service Campaign OTA Notification	
Communication Module Software Update –	
Mercedes Me Connect OTA	
MY19-23 A-Class, C-Class, CLA, CLS, E-Class,	DATE: December 8, 2023
EQB, G-Class, GLA, GLB, GLC, GLE, GLS, AMG GT,	
S-Class (177, 205, 118, 257, 213, 238, 243, 463,	
247, 253, 167, 290, 217, 222 platform)	

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

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



News Channel Update

Vehicle Compliance & Analysis

Service Cam	paign OTA Notifi	December 8, 2023							
Campaign No. :	Campaign Desc. :	Communi	ication Module Software Update						
N/A	23P5497136	– Mercedes Me Connect OTA							
("MY") 2019-2023 A-Class	s, C-Class, CLA, CLS, E-Class,	, EQB, G-Class, GLA	nication module system software in <u>223,528</u> Model Year A, GLB, GLC, GLE, GLS, AMG GT, S-Class (177, 205, 118, s. The vehicles will <u>not be</u> visible or flagged in VMI or						
		Background							
Issue	determir Class, G 243, 46 module configur	ined that on certain GLA, GLB, GLC, GLI 63, 247, 253, 167 system software ration. The commun	AG"), the manufacturer of Mercedes-Benz vehicles, has n MY19-23 A-Class, C-Class, CLA, CLS, E-Class, EQB, G- E, GLS, AMG GT, S-Class (177, 205, 118, 257, 213, 238, 7, 290, 217, 222 platform) vehicles, the communication does not correspond with the latest series production nication module will receive an OTA update to improve the for better accessibility of Mercedes me services.						
What We're Doing	automat and do r	MBUSA will conduct an OTA service campaign. Remote software updates are automatically downloaded and installed in the customer's vehicle free of charge and do not require a dealer visit. No customer letter will be mailed for this OTA software update.							
Parts			or repair. Remedy software will be pushed via OTA.						
	V	ehicles Affect	ed						
Vehicle Model Year(s)	2019-20								
Vehicle Model		·Class, C-Class, CLA, CLS, E-Class, EQB, G-Class, GLA, GLB, GLC, GLE, GLS, AMG T, S-Class							
	Ve	ehicle Populati	ions						
Total Campaign Populatio	on 223,528	8							
	N	ext Steps/No	tes						
AOMS/SOMS	AOMs -	· This OTA campaig	n 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.

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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 (**Figure 1, A**), then click "Control Units" and "Hermes - control unit" (**Figure 1, B**). If any of the Object Numbers (**Figure 1, C**) match "**A 247 902 78 15**", then the OTA update was successful.

Identification Major assemble	ies Codes	SAA num	bers VPD a	and seria	Control unit	s Theft-releva	ant data	Navigation	FO texts History	Sal	es data	Ce	ertification	Model plate	Equipn	nent	
+ Add control unit ∇ Filter	Reset so	rting															
Designation			Model	Diogenes name	e Short des.	es. ID code	Version	Hardware objec Cal II CVN			H SCN	Servi	ervi Serial number				
Hermes - Controlunit		VPDPAR	HERMES	B HERMES			167 901 85 02		Ø	Ø	I ☑ 1679004		0491200084M178J0079				
HFA Hands Free Access				HFA213	HFA			167 905 02 00			V				0		
LWR-M Leuchtweitenregulierung M	aster		VPDPAR	HLI_FL217	LRL			217 901 79 00		2179000104821904172940		2190417294062	90				
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CERTIFICATE CHAINS																	
SOFTWARE AND COMPONENTS	OF THE SELEC	TED CONTR	OL UNIT														
+ Add software			23		1		1	+ Add com	ponent								
ect number \land	ZGS	B	SCN		F:	actory SCN	B	Alias 🔨	∧ Designation Identification/serial			ication/serial nu	mber				
000 902 70 52		世	247902	7815900012	247	79027803010012		EID1	Embedded UICC-ID Part 1				8903302420810086250000			Ū	
000 902 71 52		Ū						EID2	Embedded UICC-ID Part 2				42044109			Ū	
247 902 78 15		団	*					ICCID	Integrated Circuit 0	ard Ider	entifier 898			28000002692176	3	Ū	

Figure 1 - Successful OTA update in VeDoc

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Mercedes Me Connect App

Customers can alternatively check the status of OTA updates using the Mercedesme connect App on Android or Apple, by navigating to your vehicle's home page and selecting the "More" icon (**Figure 2**) and selecting "Over-the-Air Vehicle Updates" (**Figure 3**). Successful OTA updates will show as "Installed" (**Figure 4**).

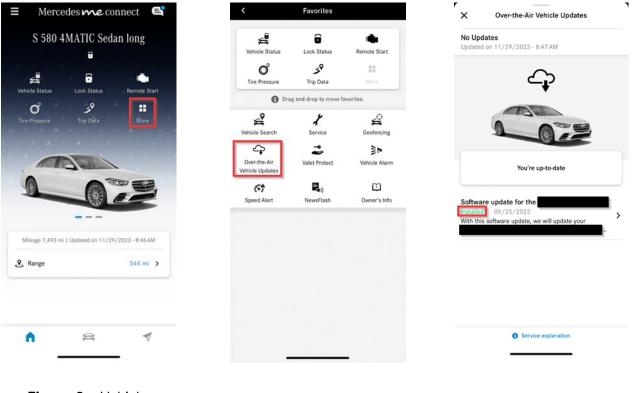


Figure 2 – Vehicle home page

Figure 3 - Over-the-Air Vehicle Updates

Figure 4 – Successful OTA software update

