

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 MY19-23 A-Class, C-Class, CLA, CLS, E-Class, 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)	DATE: December 8, 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		December 8, 2023
Campaign No. :	Campaign Desc. :	Communication Module Software Update – Mercedes Me Connect OTA
N/A	23P5497136	
<p>This is to notify you of the Service Campaign OTA update for the communication module system software in 223,528 Model Year (“MY”) 2019-2023 A-Class, C-Class, CLA, CLS, E-Class, 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) vehicles. The vehicles will <u>not be visible or flagged in VMI or EVA.</u></p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-23 A-Class, C-Class, CLA, CLS, E-Class, 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) vehicles, the communication module system software does not correspond with the latest series production configuration. The communication module will receive an OTA update to improve the system stability and allow for better accessibility of Mercedes me services.	
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 and do not require a dealer visit. No customer letter will be mailed for this OTA software update.	
Parts	Parts are not required for repair. Remedy software will be pushed via OTA.	
Vehicles Affected		
Vehicle Model Year(s)	2019-2023	
Vehicle Model	A-Class, C-Class, CLA, CLS, E-Class, EQB, G-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class	
Vehicle Populations		
Total Campaign Population	223,528	
Next Steps/Notes		
AOMS/SOMS	AOMs – This OTA 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 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.

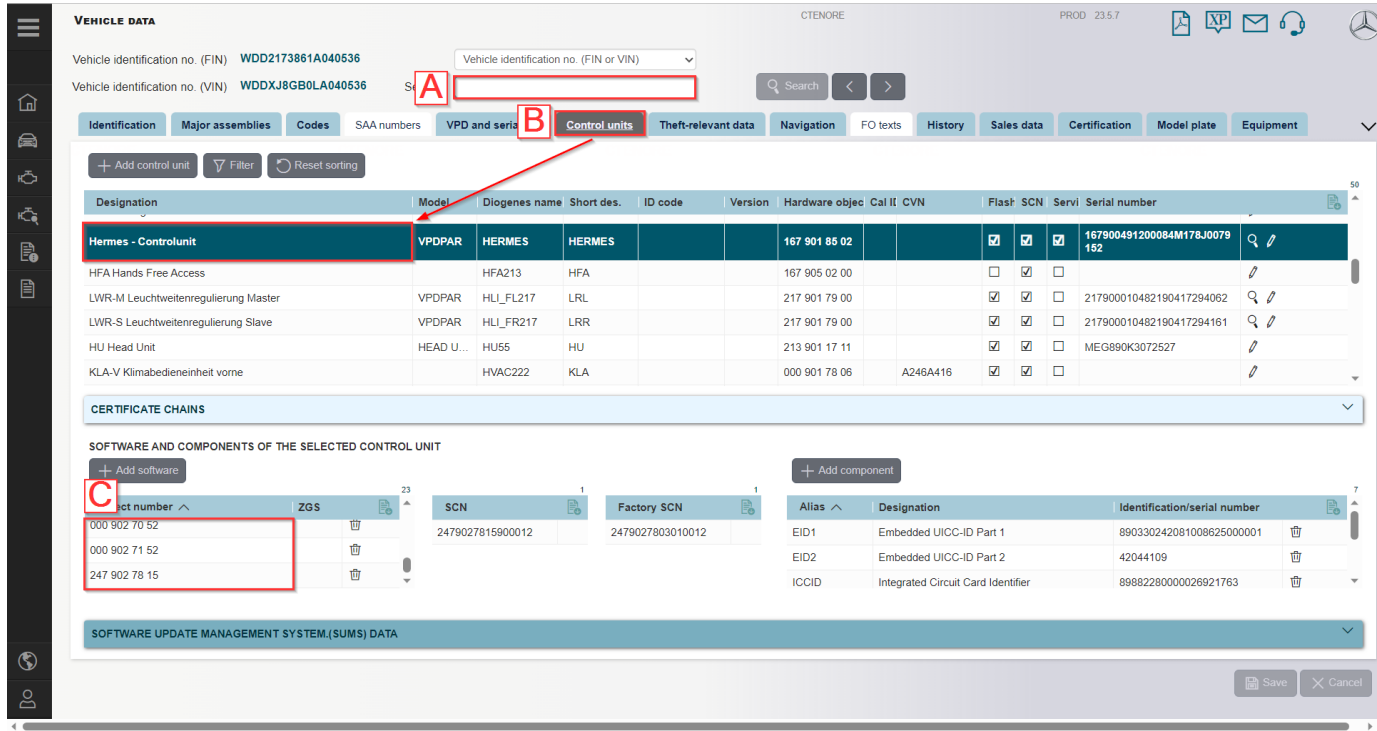


Figure 1 – Successful OTA update in VeDoc



Mercedes Me Connect App

Customers can alternatively check the status of OTA updates using the Mercedes-me 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**).

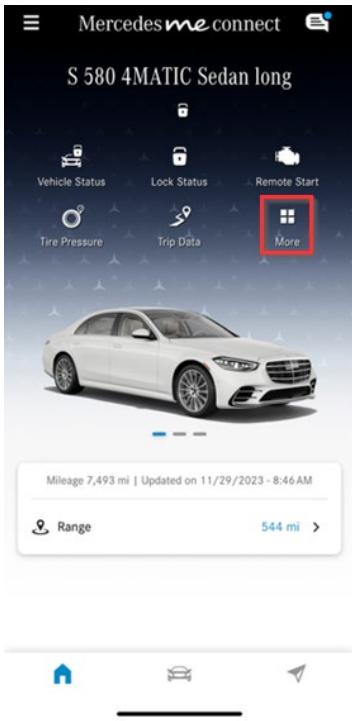


Figure 2 – Vehicle home page

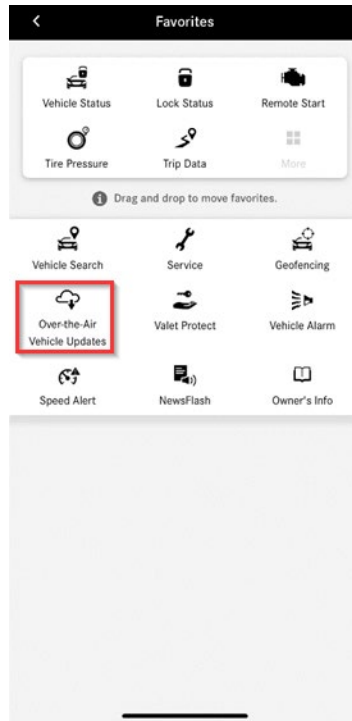


Figure 3 – Over-the-Air Vehicle Updates

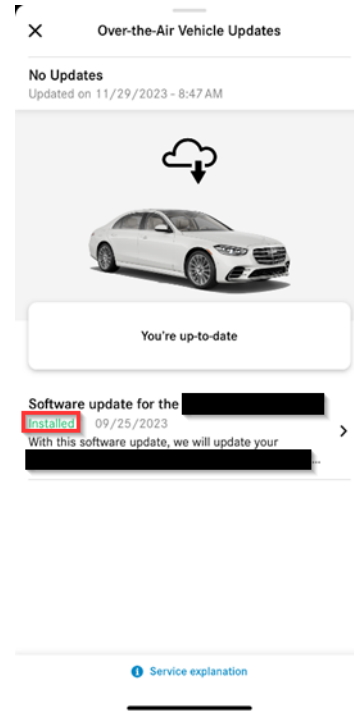


Figure 4 – Successful OTA software update

