

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 OTA MY19-23 A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, AMG GT (177, 118, 257, 213, 238, 243, 247, 253, 167, 290 platform)	DATE: December 1, 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 1, 2023
Campaign No. :	Campaign Desc. :	Head Unit Software Update – Mercedes Me Connect OTA
N/A	23P5497337	
<p>This is to notify you of the Service Campaign OTA update for the head unit software in 362,013 Model Year (“MY”) 19-23 A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, AMG GT (177, 118, 257, 213, 238, 243, 247, 253,167, 290 platform) vehicles. The vehicles will <u>not be visible or flagged</u> in VMI or EVA.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-23 A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, AMG GT (177, 118, 257, 213, 238, 243, 247, 253,167, 290 platform) vehicles, the head unit software does not correspond to the current series production configuration. The head unit will receive an OTA update to optimize the "Live Traffic Information" service for the navigation system. Additional product improvements including infotainment system robustness will be implemented. The software update will be downloaded in the background. The subsequent installation takes roughly 45 minutes and requires the customer's consent in the vehicle. During installation, the system can be used without restriction. The new software will be active after the vehicle has been switched off.	
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, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, AMG GT	
Vehicle Populations		
Total Campaign Population	362,013	
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.

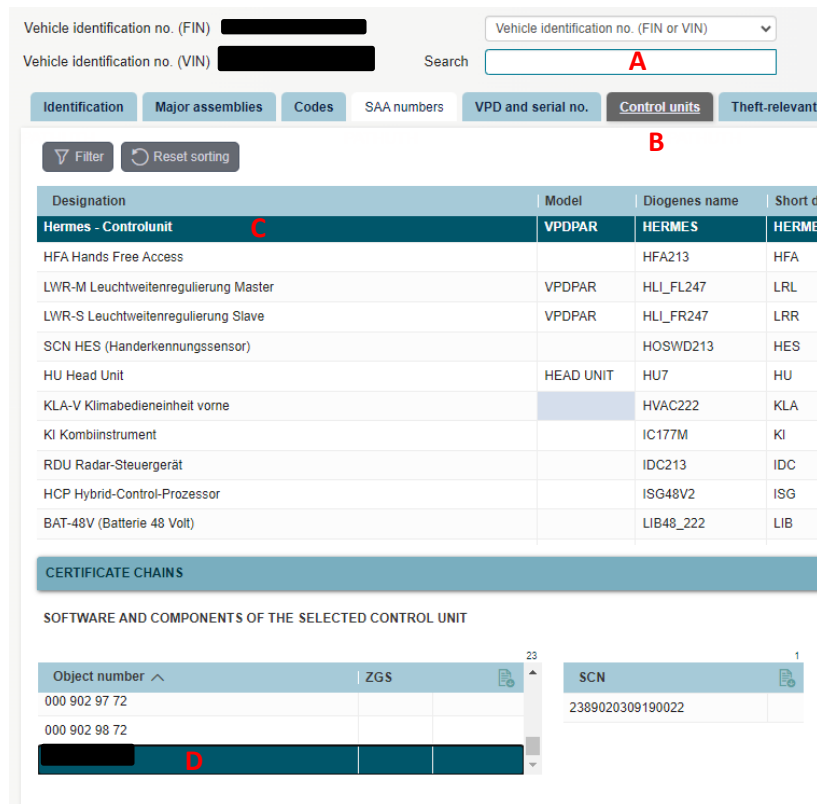
Instructions to verify a successful OTA update:

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



VeDoc

- 1) **Dealers** can search the VIN in VeDoc (**Figure 1, A**), then click "Control Units" (**Figure 1, B**) and "Hermes - Control Unit" (**Figure 1, C**). If the Object Number (**Figure 1, D**) matches "A2479046600", then the OTA update was successful.



Vehicle identification no. (FIN) [redacted] Vehicle identification no. (FIN or VIN) [dropdown]

Vehicle identification no. (VIN) [redacted] Search [A]

Identification Major assemblies Codes SAA numbers VPD and serial no. **Control units** Theft-relevant

Filter Reset sorting **B**

Designation	Model	Diogenes name	Short de
Hermes - Controlunit C	VPDPAR	HERMES	HERME
HFA Hands Free Access		HFA213	HFA
LWR-M Leuchtweitenregulierung Master	VPDPAR	HLL_FL247	LRL
LWR-S Leuchtweitenregulierung Slave	VPDPAR	HLL_FR247	LRR
SCN HES (Handerkennungssensor)		HOSWD213	HES
HU Head Unit	HEAD UNIT	HU7	HU
KLA-V Klimabedieneinheit vorne		HVAC222	KLA
KI Kombiinstrument		IC177M	KI
RDU Radar-Steuergerät		IDC213	IDC
HCP Hybrid-Control-Prozessor		ISG48V2	ISG
BAT-48V (Batterie 48 Volt)		LIB48_222	LIB

CERTIFICATE CHAINS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number ^	ZGS	SCN
000 902 97 72		2389020309190022
000 902 98 72		
[redacted] D		

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).

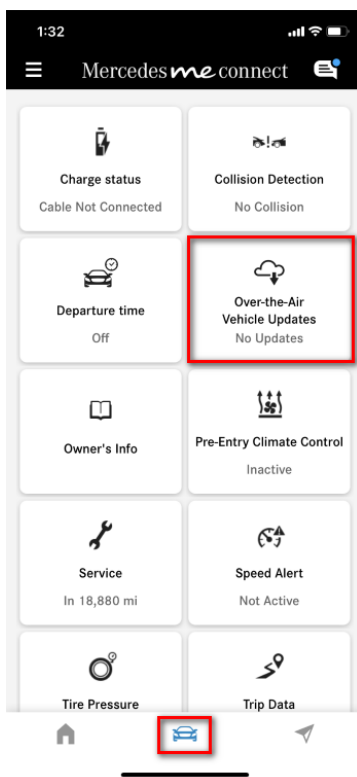


Figure 2 – Over-the-Air Vehicle Updates

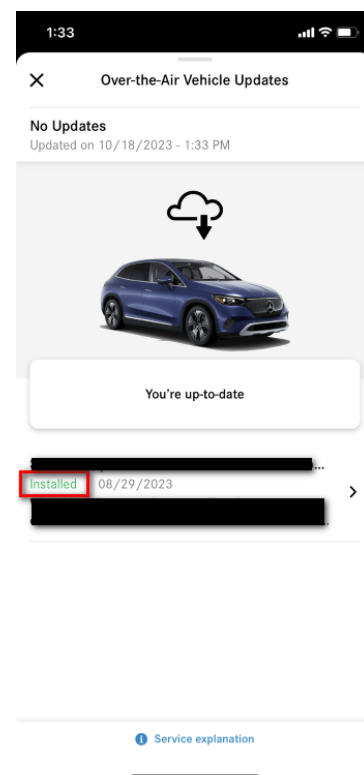


Figure 3 – Successful OTA Update

