#### News Channel Update

## 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	
Inductive Charging System Software - Non-	
Mercedes Me Connect OTA	DATE: December 1, 2023
MY21-24 C-Class, EQE, EQS, S-Class (206,	
294/295, 296/297 and 223 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



### Vehicle Compliance & Analysis

Service Campaign OTA Notification		December 1, 2023		
Campaign No.:	Campaign Desc. :	Inductiv	ve Charging System Software – Non-	
N/A	23P5497346		Mercedes Me Connect OTA	
	, EQS, S-Class (206, 294/29		e charging system software in <u>5,635</u> Model Year ("MY") 3 platform) vehicles. <b>The vehicles will not be visible or VA</b> .	
		Background		
Issue	deterr 296/2 not c chargi	nined that on certa 297 and 223 platfor orrespond with the ng system will rece	AG"), the manufacturer of Mercedes-Benz vehicles, has in MY21-24 C-Class, EQE, EQS, S-Class (206, 294/295, m) vehicles, the inductive charging system software does a latest series production configuration. The inductive give an OTA update that includes improvements for the ople iPhone 14 and subsequent generations with MagSafe.	
What We're Doing	autom and do	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.  All customers will be mailed a letter informing them of this OTA software update.		
Parts			or repair. Remedy software will be pushed via OTA.	
		Vehicles Affect	ted	
Vehicle Model Year(s)	2021-			
Vehicle Model		ss, EQE, EQS, S-Clas		
	V	ehicle Populat	ions	
Total Campaign Populati	<b>ion</b> 5,635			
		Next Steps/No	tes	
Customer Letters	Custo	mer Letters will be n	nailed by approximately December 15, 2023.	
AOMS/SOMS	AOMs	- This OTA campaig	n may generate questions from your dealers.	
			d to maintain a high level of vehicle quality and customer r 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.



#### **VeDoc**

1) **Dealers** can search the VIN in VeDoc (**Figure 1, A**), then click "Control Units" (**Figure 1, B**) and "WMI (Wireless Media Interface)" (**Figure 1, C**). If the Object Number (**Figure 1, D**) matches object number found in (**Table 1**), then the OTA update was successful.

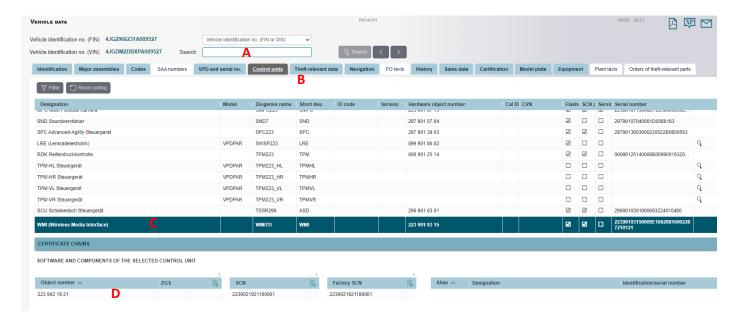


Figure 1 - Successful OTA update in VeDoc

Object Number	Relevance to VIN
2239028129	WMI7D: (WMI7D only or WMI7D and WMI7R)
2239028229	WMI7D: (WMI7D and WMI7P or WMI7D and
	WMI7P and WMI7R
2239028329	WMI7P
2239028529	WMI7R (without code 856)
2239028429	WMI7R (with code 856)

Table 1 -Object Numbers for Updated Inductive Charging Software

