

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: <b>Service Campaign OTA Notification</b> <b>Inductive Charging System Software – Non-Mercedes Me Connect OTA</b> <b>MY21-24 C-Class, EQE, EQS, S-Class (206, 294/295, 296/297 and 223 platform)</b>	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



<b>Service Campaign OTA Notification</b>		December 1, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Inductive Charging System Software – Non-Mercedes Me Connect OTA</b>
N/A	23P5497346	
<p>This is to notify you of an OTA <a href="#">Service Campaign</a> to update the inductive charging system software in <b>5,635</b> Model Year (“MY”) 2021-2024 C-Class, EQE, EQS, S-Class (206, 294/295, 296/297 and 223 platform) vehicles. <b>The vehicles will not be visible or flagged in VMI or EVA.</b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-24 C-Class, EQE, EQS, S-Class (206, 294/295, 296/297 and 223 platform) vehicles, the inductive charging system software does not correspond with the latest series production configuration. The inductive charging system will receive an OTA update that includes improvements for the wireless charging of the Apple iPhone 14 and subsequent generations with MagSafe.	
<b>What We’re Doing</b>	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.	
<b>Parts</b>	Parts are not required for repair. Remedy software will be pushed via OTA.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2024	
<b>Vehicle Model</b>	C-Class, EQE, EQS, S-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	5,635	
<b>Next Steps/Notes</b>		
<b>Customer Letters</b>	Customer Letters will be mailed by approximately December 15, 2023.	
<b>AOMS/SOMS</b>	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.



## 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.

The screenshot shows the VeDoc interface for a vehicle with VIN 4JGDM2DBXP009527. The 'Control Units' tab is selected, showing a list of components. The 'WMI (Wireless Media Interface)' component is highlighted. Below the list, a table titled 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' displays object numbers and their relevance to the VIN.

Object number	ZGS	SCN	Factory SCN	Alias	Designation	Identification/serial number
223 902 19 21		2239021921190001	2239021921190001			

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

