

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 System Software Update - Non-Mercedes Me Connect OTA MY19-23 Various Models	DATE: January 29, 2024

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		January 29, 2024
Campaign No. :	Campaign Desc. :	Communication Module System Software Update – Non-Mercedes Me Connect OTA
N/A	N/A	
<p>This is to notify you of the Service Campaign OTA update for the communication module system software in 63,804 Model Year (“MY”) 2019-2023 A-Class, CLA, E-Class, G-Class, GLA, GLB, GLC, GLE, GLS, and S-Class (177, 118, 238, 463, 247, 253, 167, and 222 platform) vehicles. The vehicles will not be visible or flagged in VMI or EVA.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2023 A-Class, CLA, E-Class, G-Class, GLA, GLB, GLC, GLE, GLS, and S-Class (177, 118, 238, 463, 247, 253, 167, and 222 platform) vehicles, the communication module system software does not correspond with the latest series production configuration. The communication module system will receive an OTA update to improve system stability and availability 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. A letter will be mailed to all customers informing them of 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, E-Class, G-Class, GLA, GLB, GLC, GLE, GLS, and S-Class	
Vehicle Populations		
Total Campaign Population	63,804	
Next Steps/Notes		
Customer Notification Timeline	Customer letters mailed on December 15, 2023.	
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.



VeDoc

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

VEHICLE DATA

Vehicle identification no. (FIN) **W1N2476471W105197** Vehicle identification no. (FIN or VIN)

Vehicle identification no. (VIN) **W1N4M4HB0MW105197** Search **A**

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

Filter
Reset sorting

Designation	Model	Diogenes name	Short des.	ID code
TSG-VR Türsteuergerät vorne rechts		DMFR177	TS2	
TSG-HL Türsteuergerät hinten links		DMRL177	TS3	
TSG-HR Türsteuergerät hinten rechts		DMRR177	TS4	
EPS Steuergerät elektrische Lenkung	VPDPAR	EPS_MFA2	EPS	
ESP Elektronisches Stabilitätsprogramm		ESP177	ESP	
		EZS167	EZS	
RDU-S3 RDU-Sensor 3		FCW177	FCW	
TDS Tank-Steuergerät		FSCM_GEN5	TDS	
GDO Garagentoröffner		GDO213	GDO	
Hermes - Controlunit C	VPDPAR	HERMES	HERMES	
HFA Hands Free Access		HFA213	HFA	
LWR-M Leuchtweltenregulierung Master	VPDPAR	HLI_FL247	LRL	
LWR-S Leuchtweltenregulierung Slave	VPDPAR	HLI_FR247	LRR	
HU Head Unit	HEAD UNIT	HU6	HU	
KLA-V Klimabedienung vorne		HVAC177	KLA	
KI Kombiinstrument		IC177	KI	
RDU-S5 RDU-Sensor 5		IMRR177_R1	BSMR1	
RDU-S8 RDU-Sensor 8		IMRR177_R3	BSMR3	
MSG Motor-Steuergerät	VPDPAR	MED41	MSG	
SCN OCM (Occupant Classification Module)		OCM177	OCM	
ORC Airbag-Steuergerät	VPDPAR	ORC177	ORC	
PAS (Parkassistent)		PARKMAN213	PAS	
ARWT Automatische Rückwandtür		PTCM167	PTCM	
SCM Mantelrohrschaltmodul		SCCM177	MRM	

CERTIFICATE CHAINS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number	ZGS	SCN	Factory SCN
000 902 70 52		247902351290002	247902110836001
000 902 71 52			
247 902 78 15 D			

Figure 1 – Successful OTA update in VeDoc

Object Number
A2479027815

Table 1 –Object Numbers for Updated Software

