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

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

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



Service Campaign OTA Notification January 29, 2024						
Campaign No. :	Campaign Desc. :	Communication Module System Software				
N/A	N/A	Update – Non-Mercedes Me Connect OTA				
("MY") 2019-2023 A-Class	s, CLA, E-Class, G-Class, GL	update for the communication module system software in <u>63,804</u> Model Year GLA, GLB, GLC, GLE, GLS, and S-Class (177, 118, 238, 463, 247, 253, 167, and vehicles will not be visible or flagged in VMI or EVA.				
		Background				
Issue	detern GLC, C vehicle latest receive service	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 wil receive an OTA update to improve system stability and availability of Mercedes me services.				
What We're Doing	autom and do	SA will conduct an OTA service campaign. Remote software updates are natically downloaded and installed in the customer's vehicle free of charge o not require a dealer visit. er will be mailed to all customers informing them of this OTA software update.				
Parts		s are not required for repair. Remedy software will be pushed via OTA.				
		Vehicles Affected				
Vehicle Model Year(s)	2019-					
Vehicle Model		s, CLA, E-Class, G-Class, GLA, GLB, GLC, GLE, GLS, and S-Class				
	V	Vehicle Populations				
Total Campaign Population	on 63,804	04				
	1	Next Steps/Notes				
Customer Notification Ti	meline Custor	omer letters mailed on December 15, 2023.				
AOMS/SOMS	AOMs	- This OTA campaign may generate questions from your dealers.				

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.

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



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.

	A D and serial Model	no. <u>Control ur</u> B Diogenes name DMFR177	Short des.	elevant dat ID code
		B Diogenes name	Short des.	
N	Nodel	Diogenes name		ID code
N	Aodel			ID code
			T\$2	
		DMRL177	TS3	
		DMRR177	TS4	
v	/PDPAR	EPS_MFA2	EPS	
		ESP177	ESP	
		EZS167	EZS	
		FCW177	FCW	
		FSCM_GEN5	TDS	
		GD0213	GDO	
v	PDPAR	HERMES	HERMES	
		HFA213	HFA	
v	/PDPAR	HLI_FL247	LRL	
v	/PDPAR	HLI_FR247	LRR	
H	EAD UNIT	HU6	HU	
		HVAC177	KLA	
		IC177	КІ	
		IMRR177_R1	BSMR1	
		IMRR177_R3	BSMR3	
v	/PDPAR	MED41	MSG	
		OCM177	OCM	
v	/PDPAR	ORC177	ORC	
		PARKMAN213	PAS	
		PTCM167	PTCM	
		SCCM177	MRM	
		VPDPAR VPDPAR VPDPAR HEAD UNIT VPDPAR VPDPAR	Identified E25197 Identified FCW177 FSCM_GEN5 GD0213 VPDDPAR HERME3 VPDPAR HERLF247 VPDPAR HLL_F247 VPDPAR HLL_F247 HEAD UNIT HUG HEAD UNIT HUG VPDPAR HLL_F247 HEAD UNIT HUG VPDPAR HLL_F247 HEAD UNIT HUG VPDPAR HUL_F247 VPDPAR HUL_F247 VPDPAR MRR177_R1 IMRR177_R3 OCM177 VPDPAR MCD41 VPDPAR ORC177 VPDPAR PARKMAR213	Image: Pice Pice Pice Pice Pice Pice Pice Pice

Figure 1 - Successful OTA update in VeDoc

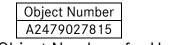


Table 1 - Object Numbers for Updated Software

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company

