

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 MBUX Infotainment System Software Update – Non-Mercedes Me Connect OTA MY21-23 C-Class, EQE, EQS, GLC, S-Class, and SL (206, 294, 295, 296, 297, 254, 223, and 232 platform)	DATE: January 23, 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 23, 2024
Campaign No. :	Campaign Desc. :	MBUX Infotainment 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 MBUX Infotainment system software in 9,922 Model Year (“MY”) 2021-2023 C-Class, EQE, EQS, GLC, S-Class, and SL (206, 294, 295, 296, 297, 254, 223, and 232 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 2021-2023 C-Class, EQE, EQS, GLC, S-Class, and SL (206, 294, 295, 296, 297, 254, 223, and 232 platform) vehicles, there is a new software release for the MBUX Infotainment system. This OTA update includes functional improvements and eliminates software errors for a better entertainment experience.	
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 included customers informing them of this software update.	
Parts	Parts are not required for repair. Remedy software will be pushed via OTA.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2023	
Vehicle Model	C-Class, EQE, EQS, GLC, S-Class, and SL	
Vehicle Populations		
Total Campaign Population	9,922	
Next Steps/Notes		
Customer Notification Timeline	Customer letters were mailed 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 "HU Head Unit" (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) 4JG2966231A009777
 Vehicle identification no. (VIN) 4JGDMZDB0PA009777

Search [A]

Control Units [B]

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object
TSO-HL Türsteuergerät hinten links		LWRL223	TS3			223 901 19 15
TSO-HR Türsteuergerät hinten rechts		DMRR223	TS4			223 901 21 15
SIS-VL Steuergerät		DSM_MS_D223	SISVL			223 901 17 12
SIS-VR Steuergerät		DSM_MS_F223	SISVR			223 901 36 12
SIS-HL Steuergerät		DSM_MS_RL223	SISHL			296 901 74 00
SIS-HR Steuergerät		DSM_MS_RR2...	SISHR			296 901 76 00
FHS Steuergerät		DSM_WM_D223	FHS			223 901 22 14
EBO Steuergerät		EBB223	EBB			296 901 59 00
EPS Steuergerät elektrische Lenkung	VPDPAR	EPS223	EPS			297 901 98 01
Electric Powertrain	VPDPAR	EPT20INV2	IPER			297 901 55 04
ESP Elektronisches Stabilitätsprogramm		ESP223	ESP			223 901 04 13
EZS		EZS223	EZS			206 901 18 09
GDO Garagentoröffner		GDO213	GDO			223 820 11 00
ZGW Zentrales Gateway		GW223	ZGW			206 901 19 09
HFA Hands Free Access		HFA223	HFA			223 905 36 09
LWR-M Leuchtweltenregulierung Master	VPDPAR	HLL_FL223	LRL			223 901 74 16
LWR-S Leuchtweltenregulierung Slave	VPDPAR	HLL_FR223	LRR			223 901 75 16
SCN HES (Handererkennungssensor)		HOSWD223	HES			000 901 14 22
HU Head Unit [C]	HEAD UNIT	HU7	HU			206 901 84 08
KLA-V Klimabedieneinheit vorne		HVAC223	KLA			223 901 10 06
KI Kombiinstrument		IC223	KI			223 901 36 16
RDU Radar-Steuergerät		IDC223	IDC			223 901 24 15
DTR DISTRONIC Steuergerät		LRR223	LRR			000 901 03 20
LSM-FL Steuergerät		LSM254_FL	LSMFL			254 901 52 00

CERTIFICATE CHAINS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number	ZGS	SCN	Factory SCN	Alias
297 902 99 06				
297 903 44 02		2979029606190828	2979029606190828	
297 904 49 00 [D]				

Figure 1 – Successful OTA update in VeDoc

Object Number
297 904 49 00

Table 1 – Object Number for Updated Software

