

This notice applies to your vehicle, VIN: [REDACTED]  
Communication Module Software Update - No Mercedes Me Connect Subscription

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



January, 2024

Dear Mercedes-Benz Owner:

On behalf of Mercedes-Benz USA, LLC (“MBUSA”), thank you for being a part of the Mercedes-Benz family. We hope that you’re enjoying your vehicle. Here at MBUSA, we are committed to delivering an exceptional ownership experience.

In our continuing efforts to ensure the proper performance and quality of your vehicle, we are writing to inform you about an Over-the-Air (“OTA”) Service Campaign to update the Communication Module software on certain Model Year 2020-2023 A-Class, C-Class, CLA, CLS, E-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, and S-Class vehicles. This update will improve the system stability and allow for better accessibility of Mercedes me services.

This OTA update will be provided free of charge and will be performed in the background. No action is needed on your behalf.

Your vehicle does not appear to have an active “Mercedes me connect” subscription. In this case, the OTA update will be performed unless you choose to opt-out from receiving this OTA update.

**What will your Dealer do?**

NO DEALER ACTION IS NECESSARY for this OTA update. You do not need to visit a Mercedes-Benz dealer.

**Opting-out of this OTA Update:** Customers who are not subscribed to the Mercedes me connect service may opt-out of this OTA update by emailing [REDACTED] or by calling 1-800-FOR-MERCEDES. The opt-out period will start on January 5, 2024 and end on February 4, 2024. If you choose to opt-out, the described update will not be available for your vehicle as an additional workshop measure.

No action is necessary for Opting-In. Once the opt-out period has closed on February 4, 2024, this OTA will be automatically downloaded and installed.

Thank you for allowing us to continue taking care of your vehicle.

Sincerely,  
Mercedes-Benz USA

