News Channel Update

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 Software Update – non-	
Mercedes Me Connect OTA	
MY20-23 A-Class, C-Class, CLA, CLS, E-Class,	DATE: February 9, 2024
GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class (177,	
205, 118, 257, 213, 238, 247, 253, 167, 290,	
217, 222 platform)	

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

Vehicle Compliance & Analysis

Service Campaign OTA Notification February 9, 2024			February 9, 2024	
Campaign No. :	Campaign Desc. :	Commun	ication Module Software Update	
N/A	23P5497718	 Non-Mercedes Me Connect OTA 		
("MY") 2020-2023 A-Class	, C-Class, CLA, CLS, E-Class,	GLA, GLB, GLC, GI	nication module system software in <u>25,451</u> Model Year LE, GLS, AMG GT, S-Class (177, 205, 118, 257, 213, 238, will <u>not be</u> visible or flagged in VMI or EVA.	
		Background		
Issue	determi GLC, GL 217, 22 corresp module	ned that on certair LE, GLS, AMG GT, S 22 platform) vehicle ond with the late will receive an O	AG"), the manufacturer of Mercedes-Benz vehicles, has a MY20-23 A-Class, C-Class, CLA, CLS, E-Class, GLA, GLB, -Class (177, 205, 118, 257, 213, 238, 247, 253, 167, 290, es, the communication module system software does not st series production configuration. The communication TA update to improve the system stability and allow for cedes me services.	
What We're Doing	automa and do	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 have been mailed a letter informing them of this OTA software update.		
Parts			or repair. Remedy software will be pushed via OTA.	
	V	ehicles Affect	ted	
Vehicle Model Year(s)		2020-2023		
Vehicle Model A-Class		, C-Class, CLA, CLS, E-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class		
	Ve	hicle Populat	ions	
Total Campaign Population	on 25,451			
Next Steps/Notes				
Customer Letter	Custom	Customer Letters were mailed January 5, 2024.		
AOMS/SOMS	AOMs -	AOMs – This OTA campaign may generate questions from your dealers.		
_ ,	-		d to maintain a high level of vehicle quality and customer r Assistance Center at 1-800-FOR-MERCEDES.	



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" and "Hermes - control unit" (**Figure 1, B**). If any of the Object Numbers (**Figure 1, C**) match "**A 247 902 78 15**", then the OTA update was successful.

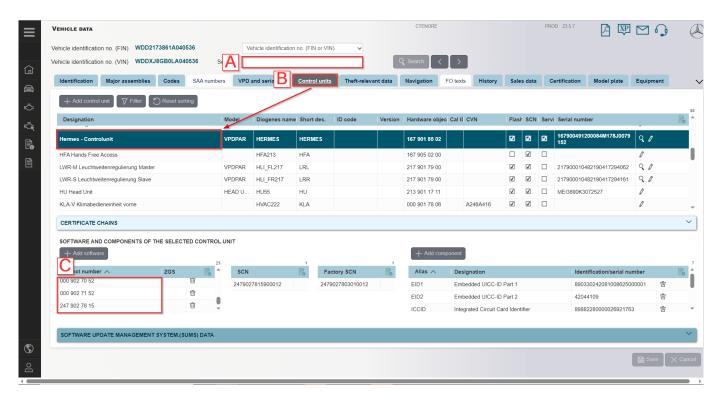


Figure 1 - Successful OTA update in VeDoc