# 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							
Air Suspension System Software Update – Non-	DATE: February 9, 2024						
Mercedes Me Connect OTA							
MY21-23 S-Class, EQS (223, 297 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

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



# Vehicle Compliance & Analysis

Service Cam	paign OTA Notif	ication	February 9, 2024						
Campaign No. :	Campaign Desc. :	Air Susp	ension System Software Update						
N/A	23P5497709	· · ·							
		•	ension system software in <b>841</b> Model Year ("MY") 2021- will <u>not be</u> visible or flagged in VMI or EVA.						
		Background							
lssue	determi air sus product	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-23 S-Class, EQS (223, 297 platform) vehicles, the air suspension system software does not correspond with the latest series production configuration. The air suspension system will receive an OTA update to optimize the system and improve the ground clearance, especially during parking.							
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	Parts a	re not required fo	or repair. Remedy software will be pushed via OTA.						
	V	ehicles Affect	ted						
Vehicle Model Year(s)	2021-20	2021-2023							
Vehicle Model	S-Class,	S-Class, EQS							
	Ve	ehicle Populat	tion						
Total Campaign Population	<b>on</b> 841								
	N	ext Steps/No	tes						
Customer Letters	Custom	Customer Letters were mailed January 5, 2024.							
AOMS/SOMS	AOMs -	This OTA campaig	n 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.

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# 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 "SPC" control unit (**Figure 1, B**). If any of the Object Numbers (**Figure 1, C**) match "**223 903 80 05**", then the OTA update was successful.

Identification Major ass	emblies Codes	SAAn	umbers VPD	and seria	Control uni	ts Theft-relev	ant data	Navigation	FO text	s History	Sale	s data	Certificatio	n Model plate	Equipment
		_		P											
+ Add control unit	Filter Reset se	orting													
Designation			Moder	Diogenes nam	e Short des.	ID code	Version	Hardware obje	c Cal II	CVN	Flas	r scn	Servi Serial n	umber	_
SCM Mantelrohrschaltmodul		1		SCCM223	MRM			223 901 32 16		FD3A0254	Ø	Ø			0
MPC Multi Purpose Camera	/			SMPC223	SMPC			223 901 87 13			Ø	Ø			0
SND Soundverstarker				SND7	SND			223 901 43 14			Ø				0
SPC Advanced-Agility-Steue	ergerät			SPC223	SPC			297 901 39 03			Ø	Ø			0
LRE (Lenkradelektronik)			VPDPAR	SWSP223	LRE			099 901 87 02			Ø				90
Maut-Steuergerät			VPDPAR	TGS223	MAUT			223 901 02 15			$\square$				90
CERTIFICATE CHAINS															
SOFTWARE AND COMPONE	NTS OF THE SELEC	TED CON						+ Add com	nponent						
Lect number A	ZGS	in the second se	SCN		E	actory SCN	2	Alias A	Des	signation			-	Identification/seri	al number
223 902 43 22		应	223902	4322010041	22	39024322010041									
223 903 88 04		Û													
223 903 93 03		団	*												

Figure 1 - Successful OTA update in VeDoc

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