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 System Software Update – Mercedes Me Connect OTA** **MY 21-24 C-Class, EQE, EQS, GLC, GLE, GLS, S-Class, SL (206, 294, 295, 296, 297, 254, 167, 223, 232 platform)**	DATE: March 1, 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

		March 1, 2024
Campaign No. :	**Campaign Desc. :**	**MBUX System Software Update – Mercedes Me Connect OTA**
N/A	24P5497731 24P5497732 24P5497733	

This is to notify you of the Service Campaign OTA update for the MBUX System Software in **85,766** Model Year ("MY") 21-24 C-Class, EQE, EQS, GLC, GLE, GLS, S-Class, SL (206, 294, 295, 296, 297, 254, 167, 223, 232 platform) vehicles. **The vehicles will not be visible or flagged in VMI or EVA.**

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 21-24 C-Class, EQE, EQS, GLC, GLE, GLS, S-Class, SL (206, 294, 295, 296, 297, 254, 167, 223, 232 platform) vehicles, the MBUX System software does not correspond with the latest series production configuration. The MBUX control unit will receive an OTA update that includes functional improvements and new features such as: Dolby Atmos®, video streaming, personalized images on the front passenger display, and additional commands for the MBUX Voice Assistant.
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. No customer letter will be mailed for this OTA software update.
Parts	**Parts are not required for repair. Remedy software will be pushed via OTA.**

Vehicles Affected

Vehicle Model Year(s)	2021-2024
Vehicle Model	C-Class, EQE, EQS, GLC, GLE, GLS, S-Class, SL

Vehicle Populations

Total Campaign Population	85,766

Next Steps/Notes

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.

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, or alternatively the customer can check using the Mercedes me connect App.

VeDoc

Dealers can search the VIN in VeDoc (**Figure 1, A**), then click "Control Units" and "HU – Head Unit" (**Figure 1, B-C**). If the Object Number (**Figure 1, D**) matches "**297 904 86 00**", then the OTA update was successful.

Figure 1 – Successful OTA update in VeDoc

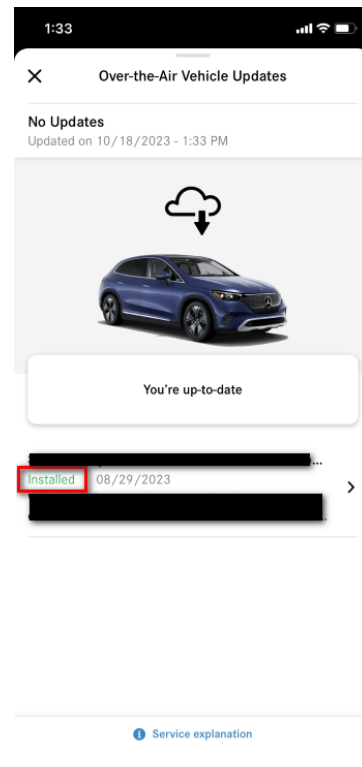# Mercedes Me Connect App

Customers can alternatively check the status of the OTA update using the Mercedes-me connect App on Android or Apple, by going to the "Vehicle" icon and selecting "Over-the-Air Vehicle Updates" (**Figure 2**). A successful OTA update will show as "Installed" (**Figure 3**).
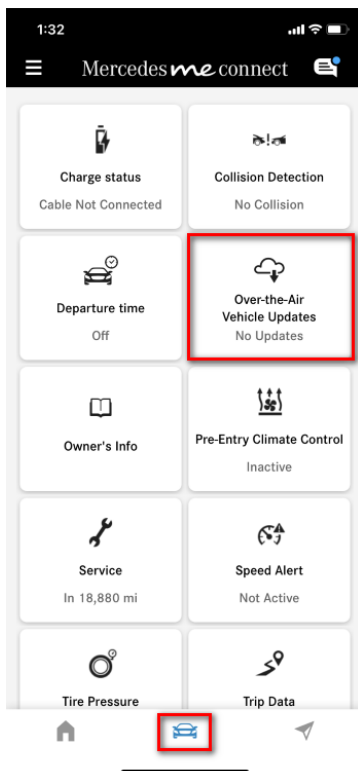
Figure 2 – Over-the-Air Vehicle Updates

Figure 3 – Successful OTA Update