

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: <b>Service Campaign OTA Notification</b> <b>MBUX System Software Update – Mercedes Me Connect OTA</b> <b>MY 21-24 C-Class, EQE, EQS, GLC, GLE, GLS, S-Class, SL (206, 294, 295, 296, 297, 254, 167, 223, 232 platform)</b>	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



<b>Service Campaign OTA Notification</b>		March 1, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>MBUX System Software Update – Mercedes Me Connect OTA</b>
N/A	24P5497731	
	24P5497732 24P5497733	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the MBUX System Software in <b>85,766</b> 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. <b>The vehicles will not be visible or flagged in VMI or EVA.</b></p>		
<b>Background</b>		
<b>Issue</b>	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.	
<b>What We’re Doing</b>	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.	
<b>Parts</b>	Parts are not required for repair. Remedy software will be pushed via OTA.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2024	
<b>Vehicle Model</b>	C-Class, EQE, EQS, GLC, GLE, GLS, S-Class, SL	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	85,766	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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, 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.

The screenshot shows the VeDoc interface for a vehicle with VIN 4JGFB4GB8RB025048. The search bar contains the letter 'A'. The 'Control units' tab is selected, showing a list of units. The 'HU Head Unit' is highlighted with a red 'C'. Below this, a table titled 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' is displayed. The table has columns for Object number, Version, Software ID, and App ID. The row with Object number '297 904 86 00' is highlighted with a red 'D'.

Designation	Model	Diogenes name	Short d
GDO Garagentoröffner		GDO213	GDO
Hermes - Controlunit	VPDPA	HERMES	HERME
HFA Hands Free Access		HFA213	HFA
LWR-M Leuchtweitenregulierung Master	VPDPA	HLL_FL247	LRL
LWR-S Leuchtweitenregulierung Slave	VPDPA	HLL_FR247	LRR
<b>HU Head Unit</b>	<b>HEAD UNIT</b>	<b>HU7</b>	<b>HU</b>
KLA-V Klimabedieneinheit vorne		HVAC222	KLA
KI Kombiinstrument		IC177M	KI
RDU-S8 RDU-Sensor 8		IMMR223_RL	BMSR3
RDU-S5 RDU-Sensor 5		IMMR223_RR	BMSR1
IDE Integrated Power Electronics	VPDPA	INIV1240	IE

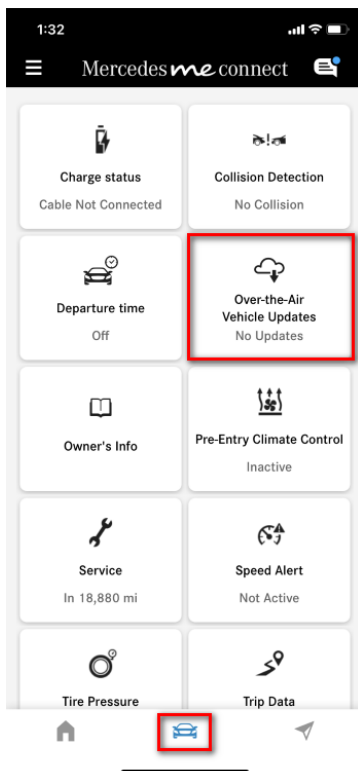
Object number	Version	Software ID	App ID
297 902 89 11			
297 903 91 03			
<b>297 904 86 00</b>			

**Figure 1** – Successful OTA update in VeDoc

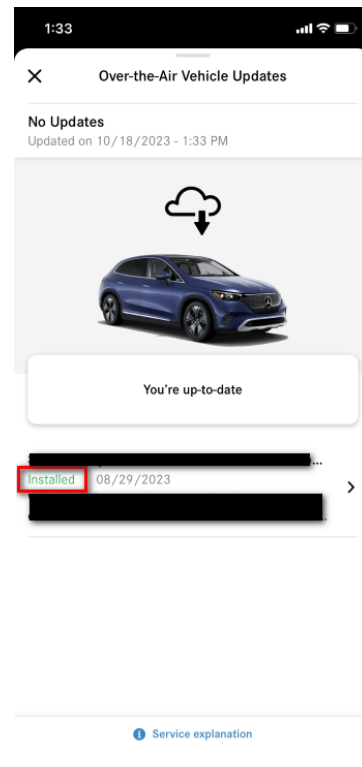


## Mercedes Me Connect App

**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

