

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 Powertrain Control Unit SCN Coding Update – Mercedes Me Connect OTA MY23-24 EQE (294 platform)	DATE: March 22, 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 22, 2024
Campaign No. :	Campaign Desc. :	Powertrain Control Unit SCN Coding Update – Mercedes Me Connect OTA
N/A	24P5497234	
<p>This is to notify you of the Service Campaign OTA update for the powertrain control unit in 2,425 Model Year (“MY”) MY23-24 EQE (294 platform) vehicles. The vehicles will <u>not be visible or flagged in VMI or EVA.</u></p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY23-24 EQE (294 platform) vehicles, the powertrain control unit coding may not meet current production specifications. Therefore, it is possible that the authentication for charging via “Plug & Charge” may not function as intended. The powertrain control unit will receive an SCN coding OTA update that updates the authentication for the Plug & Charge process.	
What We’re Doing	MBUSA will conduct an OTA service campaign. Remote 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 coding update.	
Parts	Parts are not required for repair. Remedy coding will be pushed via OTA.	
Vehicles Affected		
Vehicle Model Year(s)	2023-2024	
Vehicle Model	EQE	
Vehicle Populations		
Total Campaign Population	2,425	
Next Steps/Notes		
AOMS/SOMS	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 "CPC Central Powertrain Controller" (Figure 1, B and C). If the SCN (Figure 1, D) starts with "000901*****", then the OTA update was successful.

The screenshot shows the VeDoc interface with a search bar at the top. A VIN is entered in the search field (labeled A). Below the search bar, there are several tabs: Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., Control units (labeled B), Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, Model plate, Equipment, Plant texts, and Ord. The 'Control units' tab is active, showing a list of control units. The 'CPC Central Powertrain Controller' is selected (labeled C). A detailed view of the selected control unit is shown below, with the SCN (00090182079000IB) highlighted (labeled D). A red arrow points from the SCN in the detailed view to the SCN in the list view.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object nu	Cal ID/ CVN	Flashw	SCN p	Service	Serial number
SEAT-P Sitzsteuergerät Beifahrer	SEAT	SEAT_P223	SFP			296 901 07 00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	29690107000003C
SOGE-Hardware		AVAS223	SOGE			290 901 24 01		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	290901240100084
SAM-V SAM-Modul vorn	VPDPAR	BC_F206	BCF			297 901 75 03		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	297901750300015
SAM-V SAM-Modul vorne OBD		BC_F206_OBD	BCFOBD			297 901 75 03	CA350491	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SAM-H SAM-Modul hinten	VPDPAR	BC_R206	BCR			296 901 86 00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	296901860000015
BMS-A Steuergerät Hochvoltbatterie 1	VPDPAR	BMS40	BMS					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4039290011E
CPC Central Powertrain Controller	VPDPAR	CPC3EV297	CPC					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0182070009E
OBF Oberes Bedienfeld		CTRLU223	ZBE					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01850400043
DCB DC-Ladegeraet	VPDPAR	DCB223	DCB					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	013023000A
HVDCDC HV-DC-DC-Wandler		DCDC223	DCDC					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40440300038
ZDP Zentraldisplay		DISPC223	ZDP					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2239017718000D

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number	Version	Software ID	App ID	App version	ZGS	SCN
000 904 25 03						00090182079000IB
001 902 59 01						

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**).

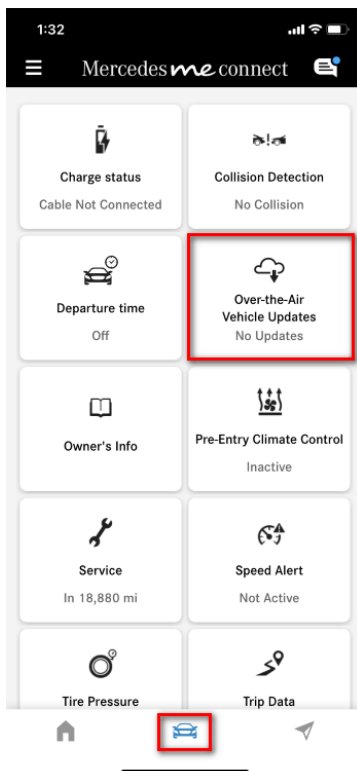


Figure 2 – Over-the-Air Vehicle Updates

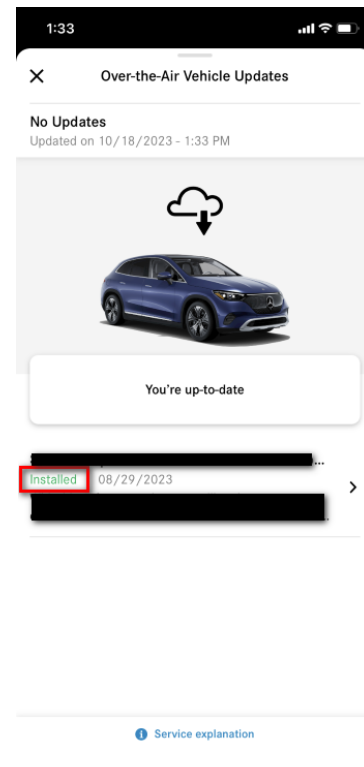


Figure 3 – Successful OTA Update

