

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 Software update of AMG Chassis Controller (ACC) – Mercedes Me Connect OTA MY22-24 EQE, EQS (295, 297 platform)	DATE: April 5, 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		April 5, 2024
Campaign No. :	Campaign Desc. :	Software update of AMG Chassis Controller (ACC) – Mercedes Me Connect OTA
N/A	24P5497803	
<p>This is to notify you of the Service Campaign OTA software update of the AMG Chassis Controller (ACC) in 1,349 Model Year (“MY”) 22-24 EQE, EQS (295, 297 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 MY22-24 EQE, EQS vehicles (295, 297 platform), the AMG Chassis Controller (ACC) software does not correspond with the latest series production configuration.	
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)	2022-2024	
Vehicle Model	EQE, EQS	
Vehicle Populations		
Total Campaign Population	1,349	
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 "ACC – AMG Chassis Controller" (**Figure 1, B-C**). If the Object Number (**Figure 1, D**) matches "0019024902", then the OTA update was successful.

Vehicle identification no. (FIN) Vehicle identification no. (FIN or VIN)

Vehicle identification no. (VIN) Search **A**

Identification Major assemblies Codes SAA numbers VPD and serial no. **Control units** **B**

Filter Reset sorting

Designation	Model	Diogenes name
ZDP Zentraldisplay		DISPC223
DISP-P Display Beifahrer		DISPP7
TSG-VL Türsteuergerät vorne links		DMD223
TSG-VR Türsteuergerät vorne rechts		DMP223
TSG-HL Türsteuergerät hinten links		DMRL223
TSG-HR Türsteuergerät hinten rechts		DMRR223
ACC Steuergerät (AMG Chassis Controller) C		DRVU3
SIS-VL Steuergerät		DSM_MS_D223
SIS-VR Steuergerät		DSM_MS_P223
SIS-HL Steuergerät		DSM_MS_RL223
SIS-HR Steuergerät		DSM_MS_RR223
FHS Steuergerät		DSM_WM_D223

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number ^	Version	Software ID	App ID
000 902 28 89			
000 904 48 02			
00 190 249 02 D			

Alias ^ Designation

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**).

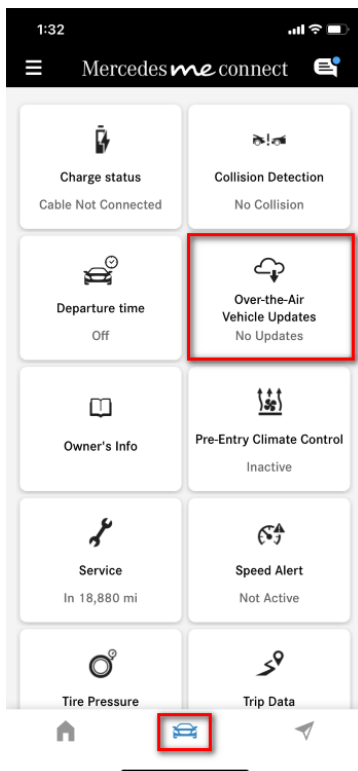


Figure 2 – Over-the-Air Vehicle Updates

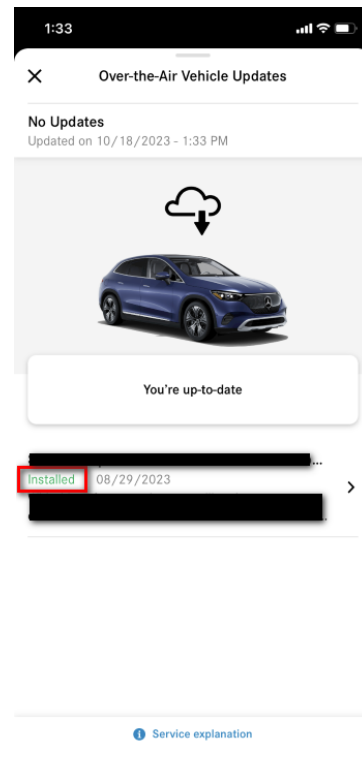


Figure 3 – Successful OTA Update

