

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>MY19-24 A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, GT 4-door (177, 118, 257, 213, 238, 243, 247, 253, 167, 290 platform)</b>	DATE: April 26, 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>		April 26, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>MBUX System Software Update – Mercedes Me Connect OTA</b>
N/A	24P5497708	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the MBUX system software in <b>750,313</b> Model Year (“MY”) MY19-24 A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, GT 4-door (177, 118, 257, 213, 238, 243, 247, 253, 167, 290 platform) vehicles. <b>The vehicles will <u>not be</u> visible or flagged in VMI or EVA.</b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-24 A-Class, C-Class, CLA, CLS, E-Class, EQB, GLA, GLC, GLE, GLS, GT 4-door (177, 118, 257, 213, 238, 243, 247, 253, 167, 290 platform) vehicles, the MBUX system software does not correspond with the latest series production configuration. The MBUX system will receive an OTA update that includes general product improvements and robustness enhancements for the “Line Traffic Information” and “Point of Interest” (POI) features.	
<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>	2019-2024	
<b>Vehicle Model</b>	A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, GT 4-door	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	750,313	
<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 and C**). If and of the Object Numbers (**Figure 1, D**) match "A 247 904 70 00", then the OTA update was successful.

The screenshot shows the VeDoc interface. At the top, there are two input fields for 'Vehicle identification no. (FIN)' and 'Vehicle identification no. (VIN)', both containing a redacted VIN. A search bar labeled 'Search' contains the text 'A'. Below the search bar are several tabs: 'Identification', 'Major assemblies', 'Codes', 'SAA numbers', 'VPD and serial no.', 'Control units', and 'Theft-relevant c'. The 'Control units' tab is selected. Below the tabs are buttons for '+ Add control unit', 'Filter', and 'Reset sorting'. A table lists various control units with columns for Designation, Model, Diogenes name, Short des., and ID code. The row for 'HU Head Unit' is highlighted in dark blue and labeled with a red 'C'. Below this table is a section titled 'VEHICLE INFORMATION FOR CONTROL UNITS' and 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT'. A second table lists software components with columns for Object number, Version, Software ID, and App ID. The row for '247 904 70 00' is highlighted in dark blue and labeled with a red 'D'.

Designation	Model	Diogenes name	Short des.	ID code
LWR-M Leuchtweitenregulierung Master	VPDPAR	HLI_FL247	LRL	
LWR-S Leuchtweitenregulierung Slave	VPDPAR	HLI_FR247	LRR	
<b>HU Head Unit</b>	<b>HEAD UNIT</b>	<b>HU6</b>	<b>HU</b>	
KLA-V Klimabedieneinheit vorne		HVAC222	KLA	
KI Kombiinstrument		IC177	KI	
RDU Radar-Steuergerät		IDC213	IDC	

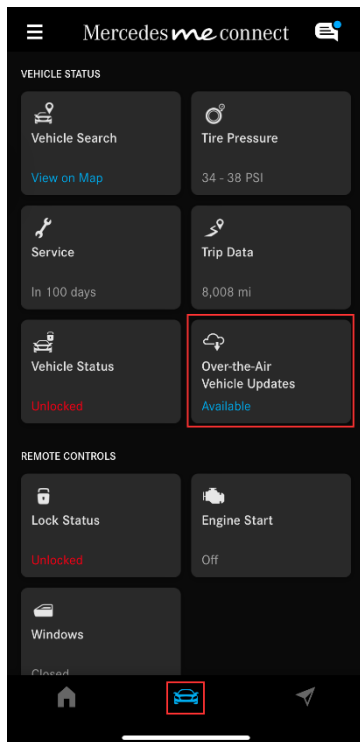
Object number	Version	Software ID	App ID
247 903 74 02			
247 903 75 02			
<b>247 904 70 00</b>			

Figure 1 – Successful OTA update in VeDoc

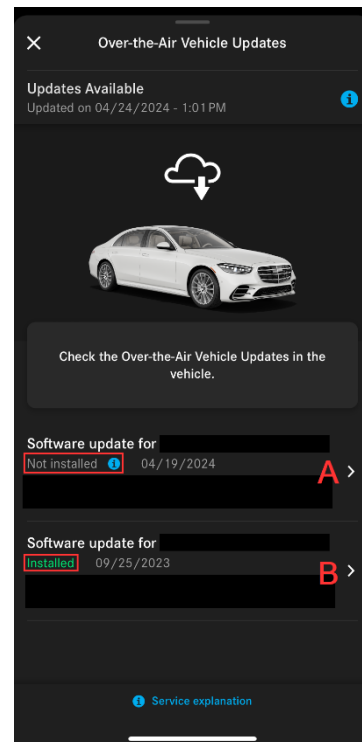


## Mercedes Me Connect App

**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** –

- A. Pending OTA Update
- B. Successful OTA Update

