

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 Communication Module SCN Coding Update – Mercedes Me Connect OTA MY23-24 CLE, E-Class, EQE, EQS, S-Class (236, 214, 294, 295, 296, 297, 223 platform)	DATE: May 10, 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		May 10, 2024
Campaign No. :	Campaign Desc. :	Communication Module SCN Coding Update – Mercedes Me Connect OTA
N/A	24P5497730	
This is to notify you of the Service Campaign OTA update for the communication module SCN Coding in 3,428 Model Year (“MY”) MY23-24 CLE, E-Class, EQE, EQS, and S-Class vehicles (236, 214, 294, 295, 296, 297, 223 platform). The vehicles will <u>not be</u> visible or flagged in VMI or EVA.		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY23-24 CLE, E-Class, EQE, EQS, and S-Class vehicles (236, 214, 294, 295, 296, 297, 223 platform), the communication module SCN coding does not correspond with the latest series production configuration. The communication module will receive an OTA update that updates the SCN coding to 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)	2023-2024	
Vehicle Model	CLE, E-Class, EQE, EQS, S-Class	
Vehicle Populations		
Total Campaign Population	3,428	
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.



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**).

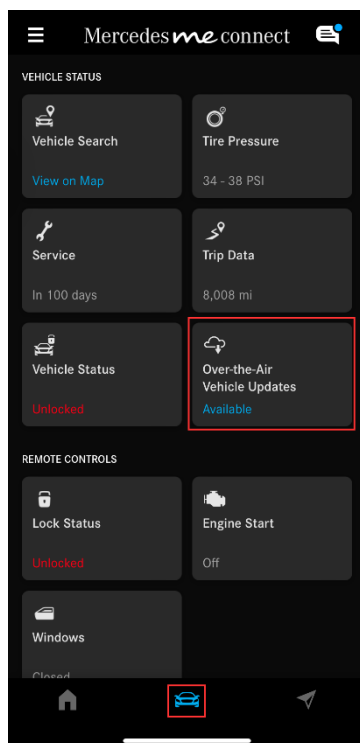


Figure 2 – Over-the-Air Vehicle Updates

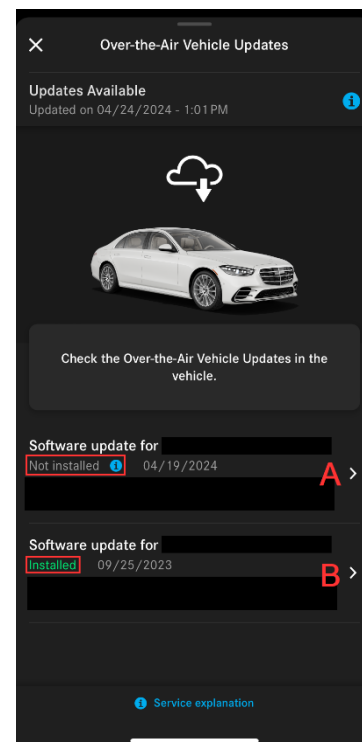


Figure 3 –

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

