

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 Software Update – Mercedes Me Connect OTA MY22-24 C-Class, EQE, EQS, GLC, S-Class, SL (206, 294, 295, 296, 297, 254, 223, 232 platform)	DATE: May 17, 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 17, 2024

Campaign No. :

Campaign Desc. :

Communication Module Software Update
– Mercedes Me Connect OTA

N/A

23P5497716

This is to notify you of the [Service Campaign OTA](#) update for the communication module software in **70,322** Model Year (“MY”) MY22-24 C-Class, EQE, EQS, GLC, S-Class, SL (206, 294, 295, 296, 297, 254, 223, 232 platform) vehicles. **The vehicles will not be visible or flagged in VMI or EVA.**

Background

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 22-24 C-Class, EQE, EQS, GLC, S-Class, SL (206, 294, 295, 296, 297, 254, 223, 232 platform) vehicles, the communication module software does not correspond with the latest series production configuration. The communication module will receive an OTA software update that includes product improvements.

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

C-Class, EQE, EQS, GLC, S-Class, SL

Vehicle Populations

Total Campaign Population

70,322

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.



VeDoc

Dealers can search the VIN in VeDoc (**Figure 1, A and B**), then click "Control Units" and "RAMSES" (**Figure 1, C**). If the Object Number list (**Figure 1, D**) includes "206 902 15 13", then the OTA update was successful.

VEHICLE DATA

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

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

Identification Major assemblies Codes SAA numbers VPD and serial no. **Control units** Theft-relevant data Navigation FO texts History Sales data Certification Model pl

+ Add control unit Filter Reset sorting

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object num	Cal ID/ CVN
OCM Steuergerät	VPDPAR	OCM223	OCM			223 901 33 13	
DBE operating panel roof		OHCM223	DBE			000 901 91 23	
ORC Airbag-Steuergerät	VPDPAR	ORC223	ORC			206 901 18 06	CAC83B51
PAS (Parkassistent)		PARK223	PAS			000 901 60 22	
BAT-48V (Batterie 48 Volt)		PP48_214	PP48			000 901 05 25	38BA9305
ARWT Automatische Rückwandtür		PTCM223	PTCM			297 901 39 06	
KOM (Kommunikationsmodul) D	VPDPAR	RAMSES C	RAMSES			206 901 79 11	
GSL Gurtstraffer links		RBTMFL223	GSL			223 901 00 16	
GSR Gurtstraffer rechts		RBTMFR223	GSR			223 901 01 16	
SCM Mantelrohrschaltmodul		SCCM223	MRM			297 901 73 04	EA9A1EFF

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number	Version	Software ID	App ID	App version	ZGS	SCN
000 902 05 77						
000 902 19 77						
000 902 21 77						

+ Add component

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**).

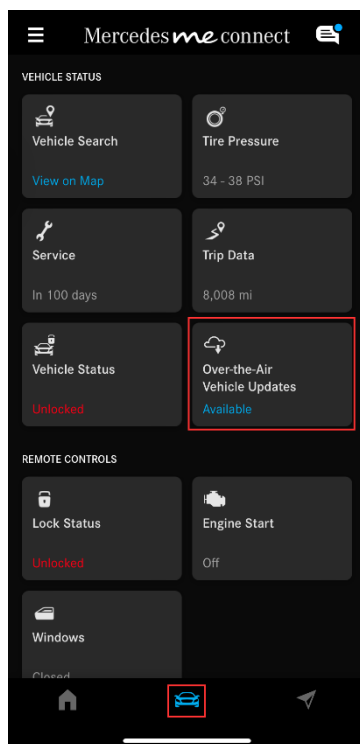


Figure 2 – Over-the-Air Vehicle Updates

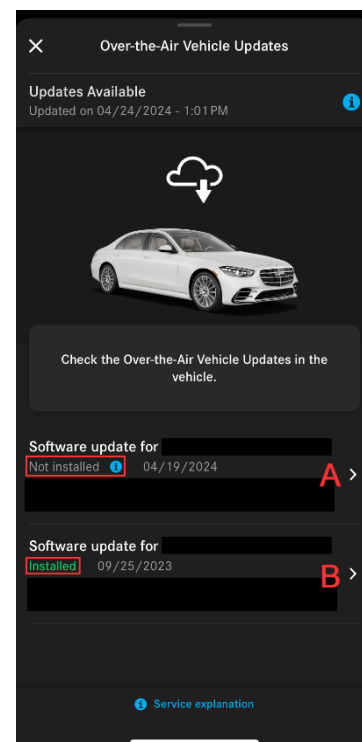


Figure 3 –

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

