

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>MY21-24 C-Class, CLA, EQB, EQE, EQS, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL (118, 167, 192, 206, 223, 232, 243, 247, 254, 290, 294, 295, 296 and 297 platform)</b>	DATE: May 3, 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>		May 3, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>MBUX System Software Update – Mercedes Me Connect OTA</b>
N/A	24P5497723 24P5497734	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the MBUX system software in <b>119,176</b> Model Year (“MY”) 21-24 C-Class, CLA, EQB, EQE, EQS, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL (118, 167 192, 206, 223, 232, 243, 247, 254, 290, 294, 295, 296 and 297 platform) vehicles. <b>The vehicles will <u>not be visible or flagged in VMI or EVA.</u></b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-24 C-Class, CLA, EQB, EQE, EQS, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL (118, 167, 192, 206, 223, 232, 243, 247, 254, 290, 294, 295, 296 and 297 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 a better entertainment experience.	
<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>	2021-2024	
<b>Vehicle Model</b>	C-Class, CLA, EQB, EQE, EQS, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	119,176	
<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 297 904 86 00", then the OTA update was successful.

The screenshot shows the VeDoc interface with the following elements:

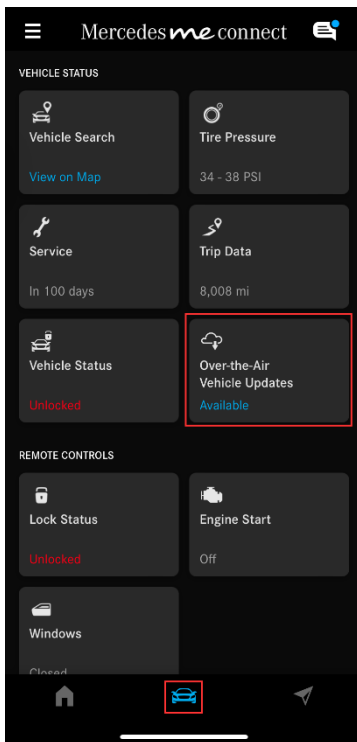
- Search Bar:** A search box containing the VIN "A 297 904 86 00" (labeled A).
- Navigation Tabs:** A row of tabs including "Control units" (labeled B), "Theft-relevant data", "Navigation", "FO texts", "History", "Sales data", "Certification", "Model plate", "Equipment", "Plant texts", and "Orders of theft-relevant parts".
- Table of Control Units:** A table with columns: Designation, Model, Diogenes name, Short des., ID code, Version, Hardware object nu, Cal ID, CVN, Flash, SCN, p, Service, and Serial number. The row for "HU Head Unit" (labeled C) is highlighted in blue, showing object number "177 904 38 08" and serial number "COM642PB025574".
- Vehicle Information Section:** A section titled "VEHICLE INFORMATION FOR CONTROL UNITS" containing a sub-section "SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT".
- Software Components Table:** A table with columns: Object number, Version, Software ID, App ID, App version, ZGS, SCN, and Factory SCN. The row for object number "297 904 86 00" (labeled D) is highlighted in blue, showing version "234738" and SCN "297902811190001D".

Figure 1 – Successful OTA update in VeDoc

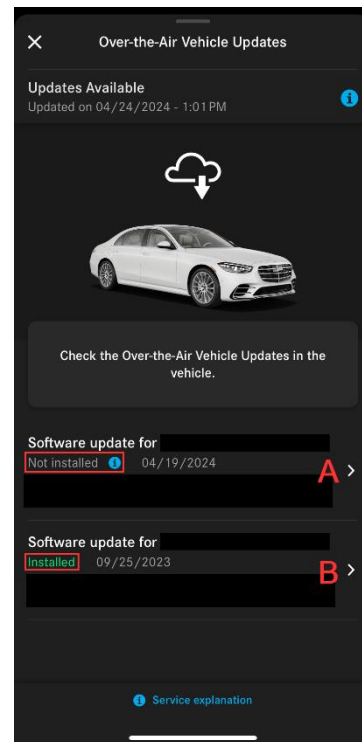


## Mercedes Me Connect App

**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

