

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>Communication Module Software Update – non-Mercedes Me Connect OTA</b> <b>MY21-24 C-Class, EQE, EQS, GLC, AMG GT, S-Class, and AMG SL (206, 294, 295, 296, 297, 254, 192, 223, and 232)</b>	DATE: August 30, 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>		August 30, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Communication Module Software Update - Non-Mercedes Me Connect OTA</b>
N/A	23P5497717	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the Communication Module software in <b>115,227</b> Model Year (“MY”) 2021-2024 C-Class, EQE, EQS, GLC, AMG GT, S-Class, and AMG SL (206, 294, 295, 296, 297, 254, 192, 223, and 232 platform) vehicles. <b>The vehicles will not be visible or flagged in VMI or EVA.</b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-24 C-Class (206 platform), EQE (294 and 296 platform), EQS (295 and 297 platform), GLC (254 platform), AMG GT (192 platform), S-Class (223 platform), and AMG SL (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.	
<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. All customers will be mailed a letter informing them of this 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, EQE, EQS, GLC, AMG GT, S-Class, and AMG SL	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	115,227	
<b>Next Steps/Notes</b>		
<b>Customer Letter</b>	Customer Letters were mailed July 12, 2024.	
<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.



## VeDoc

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

The screenshot displays the VeDoc interface for vehicle data. At the top, there are fields for 'Vehicle identification no. (FIN)' and 'Vehicle identification no. (VIN)', both containing redacted information. A search bar is present with a red box around it, labeled 'A'. Below this is a navigation menu with tabs: Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., **Control units** (labeled 'B'), Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, and Model pl. Under the 'Control units' tab, there is a table with columns: Designation, Model, Diogenes name, Short des., ID code, Version, Hardware object num, Cal ID, and CVN. The 'KOM (Kommunikationsmodul)' row is highlighted in dark blue, with 'RAMSES' in the 'Diogenes name' column highlighted in red, labeled 'C'. Below this table is a section titled 'VEHICLE INFORMATION FOR CONTROL UNITS' and 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT'. Under the latter, there is a table with columns: Object number, Version, Software ID, App ID, App version, ZGS, and SCN. The 'Object number' column has three entries: 000 902 05 77, 000 902 19 77, and 000 902 21 77, with the first one highlighted in red, labeled 'D'. There are also buttons for '+ Add control unit', '+ Add component', and a 'SCN' button with the value 2069026.

Figure 1 – Successful OTA update in VeDoc

