

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 Door Control Unit Software Update – Mercedes Me Connect OTA MY23-24 GLC, C-Class (254, 206 platform)	DATE: August 23, 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		August 23, 2024
Campaign No. :	Campaign Desc. :	Door Control Unit Software Update – Mercedes Me Connect OTA
N/A	24P5497807	
<p>This is to notify you of the Service Campaign OTA update for the Door Control Unit Software in 57,819 Model Year (“MY”) MY23-24 GLC, C-Class (254, 206 platform) vehicles. The vehicles will <u>not be visible or flagged in VMI or EVA.</u></p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY23-24 GLC, C-Class (254, 206 platform) vehicles, the door control unit software does not correspond with the latest series production configuration. The door control unit software will receive an OTA update for the SCN coding.	
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	GLC, C-Class	
Vehicle Populations		
Total Campaign Population	57,819	
Next Steps/Notes		
AOMS/SOMS	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 "Door Control Unit" (Figure 1, B and C). If the Software Object Number (Figure 1, D) is either "206 902 03 10" or "206 902 04 10", then the OTA update was successful.

The screenshot displays the VeDoc interface for vehicle data. At the top, there are search fields for VIN and a search button. Below this is a navigation menu with tabs such as Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., Control units, Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, Model plate, Equipment, and Plant texts. The 'Control units' tab is selected, showing a table of control units. Below this, there is a section for 'VEHICLE INFORMATION FOR CONTROL UNITS' and 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT'. A table lists software components with columns for Object number, Version, Software ID, App ID, App version, ZGS, SCN, and Factory SCN. The 'Object number' column contains the value '206 902 03 10'. At the bottom, there are sections for 'ADDITIONAL CONTROL UNIT INFORMATION' and 'SOFTWARE UPDATE MANAGEMENT SYSTEM (SUMS) DATA'.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object	Cal I/C	CVN	Flash SCN	Servt	Serial number
TSG-VL Türsteuergerät vorne links		DMD223	TS1			223 901 99 17			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TSG-VR Türsteuergerät vorne rechts		DMP223	TS2			223 901 00 18			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Object number	Version	Software ID	App ID	App version	ZGS	SCN	Factory SCN
206 902 03 10						2069027106020001	2069027106020001

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**).

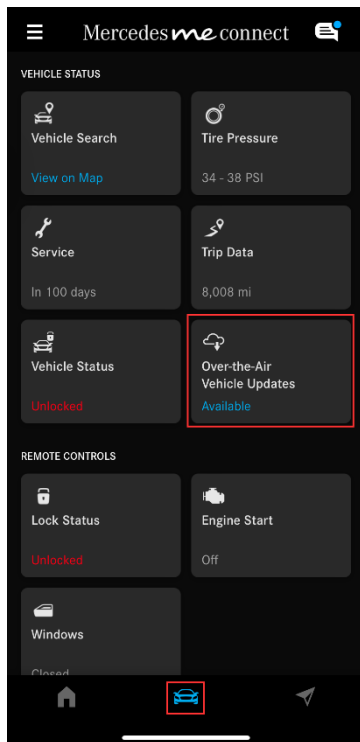


Figure 2 – Over-the-Air Vehicle Updates

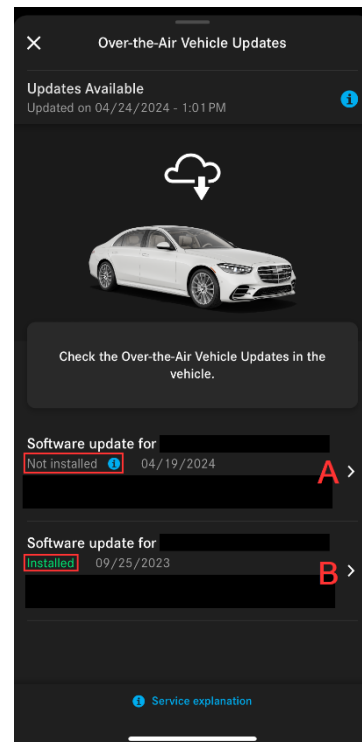


Figure 3 –

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

