

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 Software Update – Mercedes Me Connect</b> <b>OTA</b> <b>MY24-25 C-Class, CLE, E-Class, GLC (206, 236, 214, 254 platform)</b>	DATE: November 1, 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>		November 1, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>MBUX Software Update – Mercedes Me Connect OTA</b>
N/A	24P5497814	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the MBUX Software in <b>30,500</b> Model Year (“MY”) 24-25 C-Class, CLE, E-Class, GLC (206, 236, 214, 254 platform) vehicles. <b>The vehicles will <u>not be visible</u> or flagged in VMI or EVA.</b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY24-25 C-Class, CLE, E-Class, GLC (206, 236, 214, 254 platform) vehicles, the infotainment system does not correspond with the latest series production configuration. The infotainment system control unit will receive an OTA software update.	
<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>	2024-2025	
<b>Vehicle Model</b>	C-Class, CLE, E-Class, GLC	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	30,500	
<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 "CIVIC206" (Figure 1, B and C). If the Software Object Number (Figure 1, D) is either "206 904 70 00" or "206 904 67 00", then the OTA update was successful.

Figure 1 – Successful OTA update in VeDoc

The screenshot displays the VeDoc interface for a vehicle. At the top, there are search fields for VIN and MN, with a search button. Below this is a navigation menu with tabs for 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. The 'HU Head Unit' is highlighted. Below this, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' section is visible, showing a table with columns for Object number, Version, Software ID, App ID, App version, ZGS, SCN, and Factory SCN. Two object numbers are listed: 206 904 70 00 and 206 904 67 00. At the bottom, there is a section for 'ADDITIONAL CONTROL UNIT INFORMATION' showing an alias 'SDARS' for a 'Satellite digital audio radio system' with identification number 'B7R8376999C3'.

Designation	Model	Diagnosis name	Short des.	ID code	Version	Hardware object #	Cal ID	CVN	Flash	SCN #	Service	Serial number
SEAT-D Sitzsteuergerät Fahrer	SEAT	SEAT_D223	SFD			206 901 88 08			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	206 901 8800003CA2C7597353...
SEAT-P Sitzsteuergerät Beifahrer	SEAT	SEAT_P223	SFP			206 901 91 08			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	206 901 91080003CA2C7597392...
SAM-V SAM-Modul vorn	VPDPAR	BC_F206	BCF			206 901 35 12		DEA45CA9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	206 901 35120001520690081211...
SAM-H SAM-Modul hinten	VPDPAR	BC_R206	BCR			206 901 19 00			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	206 901 19000001520690062201...
<b>HU Head Unit</b>	<b>HEAD UNIT</b>	<b>CIVIC206</b>	<b>HU</b>			<b>214 901 25 07</b>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<b>CM0427R0198576</b>
CPC Central Powertrain Controller	VPDPAR	CPC3	CPC			000 901 62 22		E47B0ADF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	00090162220009E24032500525...
OBF Oberes Bedienfeld		CTRLU223	ZBE			206 901 64 09			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	206 901 64090004375240000702...

Object number	Version	Software ID	App ID	App version	ZGS	SCN	Factory SCN
206 904 70 00						20690237139005PK	2069023713021109
206 904 67 00							

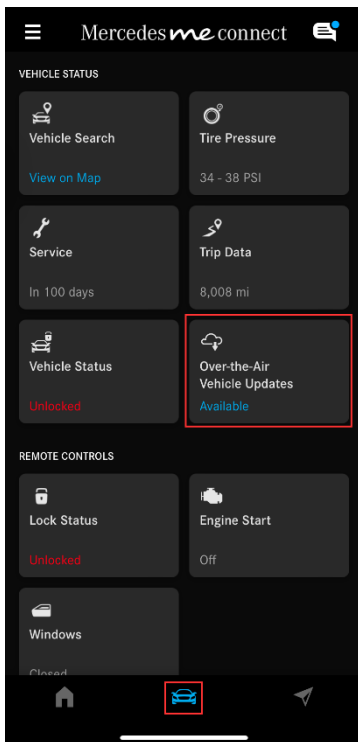
  

Alias	Designation	Identification/serial number
SDARS	Satellite digital audio radio system	B7R8376999C3

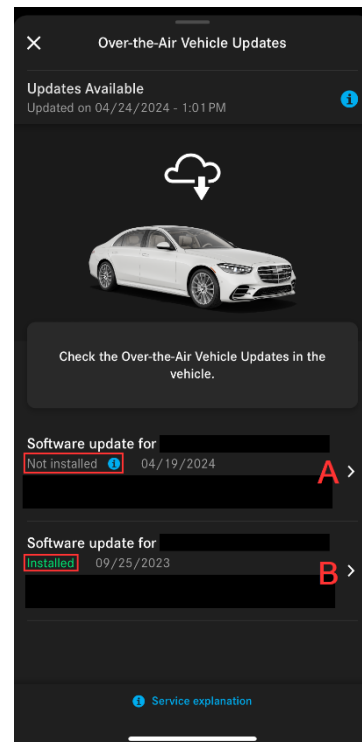


## Mercedes Me Connect App

**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

