

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 MBUX Software Update – Mercedes Me Connect OTA MY21-25 C-Class, CLA, EQB, EQE, EQS, G-Class, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL (206, 118, 243, 294, 296, 465, 247, 254, 167, 192, 223, and 232 platform)	DATE: November 26, 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		November 26, 2024
Campaign No. :	Campaign Desc. :	MBUX Software Update – Mercedes Me Connect OTA
N/A	24P5497813	
<p>This is to notify you of the Service Campaign OTA update for the MBUX Software in 262,637 Model Year (“MY”) 21-25 C-Class, CLA, EQB, EQE, EQS, G-Class, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL (206, 118, 243, 294, 296, 465, 247, 254, 167, 192, 223, and 232 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 MY21-25 C-Class, CLA, EQB, EQE, EQS, G-Class, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL (206, 118, 243, 294, 296, 465, 247, 254, 167, 192, 223, and 232 platform) vehicles, the MBUX multimedia system does not correspond with the latest series production configuration. The MBUX multimedia system control unit will receive an OTA software update.	
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)	2021-2025	
Vehicle Model	C-Class, CLA, EQB, EQE, EQS, G-Class, GLA, GLB, GLC, GLE, GLS, GT, S-Class, and SL	
Vehicle Populations		
Total Campaign Population	262,637	
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 "Head Unit" (Figure 1, B and C). If the Software Object Number (Figure 1, D) is either "297 904 97 00" or " 297 902 83 13", then the OTA update was successful.

The screenshot displays the VeDoc interface for a vehicle with VIN 4JG1679591B069374. The 'Control units' tab is active, showing a list of components. A red 'C' highlights the 'HD Head Unit' row. Below this, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' table is shown, with a red 'D' highlighting the object numbers 297 904 97 00 and 297 902 83 13. A red 'A' points to the search bar, and a red 'B' points to the 'Control units' tab.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object num.	Cal IDR	CVN	Flashw	SCN pn	Service	Serial number
EZS		EZS467	EZS			167 901 37 08			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	700016482118193213012201
TDS Tank-Steuergerät		FSCM_GEN5	TDS			900 901 53 03		E7BE2D15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6009015303000152323784295
ODO Ozeognitzaßlitz		ODOZ13	ODO			187 829 24 00			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
KOM (Kommunikationsmodul)	VPDPAR	HERMES	HERMES			257 901 23 00			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	25790072000004M506P3640015
HFA Hands Free Access		HPA215	HFA			213 995 87 14			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2139950714000281831289423
LWR-M Leuchtwerteerregulierung Master	VPDPAR	HU_FL247	LRL			213 991 65 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	21390165140009E21390165149E230706...
LWR-S Leuchtwerteerregulierung Slave	VPDPAR	HU_FR247	LRR			213 991 65 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	21390165140009E21390165149E230702...
SCN HES (Handerfassungssensor)		HOS/HD213	HES			900 901 15 22			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	60090115220001C305643469900000000...
HD Head Unit	HEAD UNIT	HU7	HU			177 991 38 08			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CCM642FD828193
KLA-V Klimabedieneinheit vorne		HVAC232	KLA			900 901 82 25		8F4C6A55	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	600630520400312307231626
KI Kombiinstrument		IC177M	KI			177 991 15 04			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	17790115040008D17790115040008D8BAP...
RDKJ Radax-Steuergerät		RDC243	IDC			213 991 29 13			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2139012913000EF68237080A423196VMB...
HCP Hybrid-Control-Processor		ISG49V2	ISG			725 991 19 00		AC1ADC99	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	725901190000133EA1352600007
BAT-40V (Batterie 40 Volt)		LID40_222	LID			900 901 88 14		9C12AAD1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	60098258220019023070200001722281

Object number	Version	Software ID	App ID	App version	ZGS	SCN	Factory SCN
297 904 97 00						297902811900B00	297902708194054
297 902 83 13							

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**).

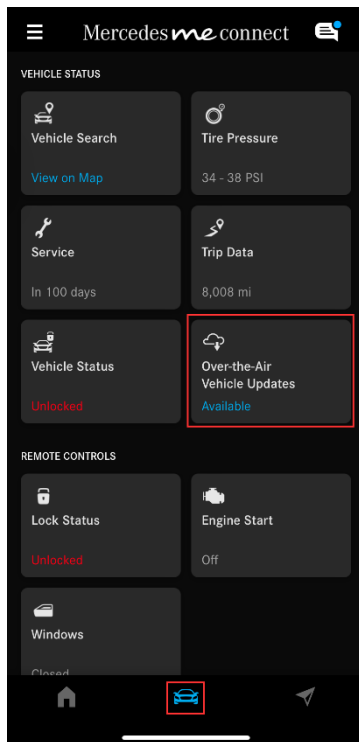


Figure 2 – Over-the-Air Vehicle Updates

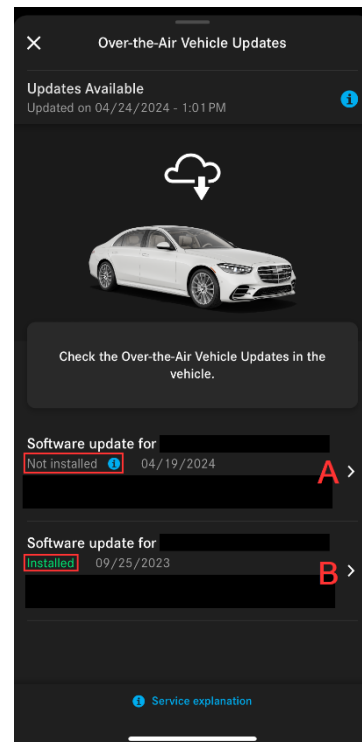


Figure 3 –

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

