

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 Various Models (206, 118, 243, 290, 192, 294, 295, 296, 297, 465, 247, 254, 167, 223, and 232 platform)	DATE: January 10, 2025

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

January 10, 2025

Campaign No. :

Campaign Desc. :

N/A

24P5496432

MBUX Software Update – Mercedes Me Connect OTA

This is to notify you of the [Service Campaign OTA](#) update for the MBUX Software in **366,767** Model Year (“MY”) C-Class, CLA, EQB, AMG GT, EQE, EQS, G-CLASS, GLB, GLC, GLE, GLS, S-CLASS, AMG SL (206, 118, 243, 290, 192, 294, 295, 296, 297, 465, 247, 254, 167, 223, and 232 platform) vehicles. **The vehicles will not be visible or flagged in VMI or EVA.**

Background

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-25 C-Class, CLA, EQB, AMG GT, EQE, EQS, G-CLASS, GLB, GLC, GLE, GLS, S-CLASS, AMG SL (206, 118, 243, 290, 192, 294, 295, 296, 297, 465, 247, 254, 167, 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, AMG GT, EQE, EQS, G-CLASS, GLB, GLC, GLE, GLS, S-CLASS, AMG SL

Vehicle Populations

Total Campaign Population

366,767

Next Steps/Notes

AOMS/SOMS

AOMs – This OTA campaign may generate questions from your dealers.

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.



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**) contains "297 904 05 01", then the OTA update was successful.

VEHICLE DATA

Vehicle identification no. (VIN): [Redacted] vehicle identification no. (VIN or VIN)

Vehicle identification no. (VIN): [Redacted] Search < >

Identification Major assemblies Codes SAA numbers **YFD and serial no.** **Control units** Theft-relevant data Navigation FO tests History Sales data Certification Model plate Equipment Plant tests Orders of theft-relevant parts

Filter Filtered sorting

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object name	Cal ID# CVN	Flashw. SCN pr.	Service	Serial number
EZS		EZS167	EZS			167 901 37 04		☒	☒	700016402116103212012201
TCS Tank-Steuergerät		FSCM_OEB5	TDS			000 901 53 01	ETB2D15	☒	☒	00090153000152323704295
GDO Gargentorffner		GD0213	GD0			167 820 24 04		☒	☒	
KOM Kommunikationsmodul	VPDPR	HERMES	HERMES			257 901 23 04		☒	☒	257900721000004M50P3644015
HFA Hand Free Access	HPA213	HPA	HPA			213 900 07 14		☒	☒	2139900714090291029289-023
LWR-M Leuchthellenregulierung Master	VPDPR	HU_FL247	LFL			213 901 65 14		☒	☒	21390165140009E21390165140E239709...
LWR-S Leuchthellenregulierung Slave	VPDPR	HU_FR247	LFR			213 901 65 14		☒	☒	21390165140009E21390165140E239702...
SCN HES (Handkennungssensor)		HOSVD213	HES			000 901 15 22		☒	☒	00090115220001C305043400900000004...
HI Head Unit	HEAD UNIT	HU7	HU			177 901 38 06		☒	☒	C0M642P5828183
KLA-V Klimabedienteneinheit vorne		KVAC272	KLA			000 901 07 25	8FAC3A58	☒	☒	0006308204001230731936
KI Kombiinstrument		IC177M	KI			177 901 13 04		☒	☒	17790115640000D17790115040000BAF...
RDU Radat-Steuergerät		IDG213	IDG			213 901 29 13		☒	☒	2139012913000EF962370890A2339519D...
HCP Hybrid-Control-Processor		IS04RV2	IS0			723 901 19 04	AC1ADCF9	☒	☒	723901190009133EA1352800097
BAT 41V (Batterie 42 Volt)		LIB 48_253	LIB			000 901 09 14	9E12A4E4	☒	☒	00090109000918033070200001723206

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number	Version	Software ID	AppID	App version	ZUS	SCN	Factory SCN
297 904 05 01						2979020111900000	29790207001190054

Altas Designation Identification/serial number

ADDITIONAL CONTROL UNIT INFORMATION

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**).

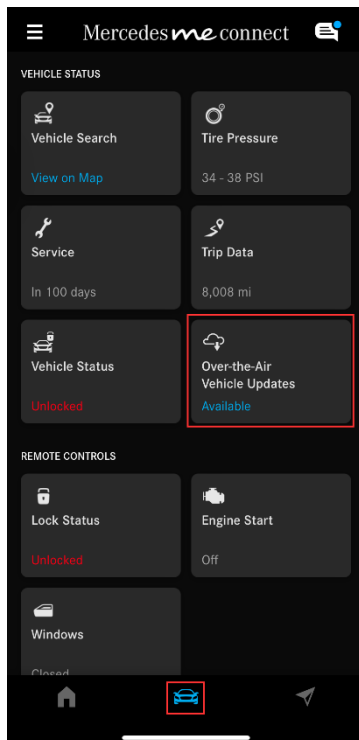


Figure 2 – Over-the-Air Vehicle Updates

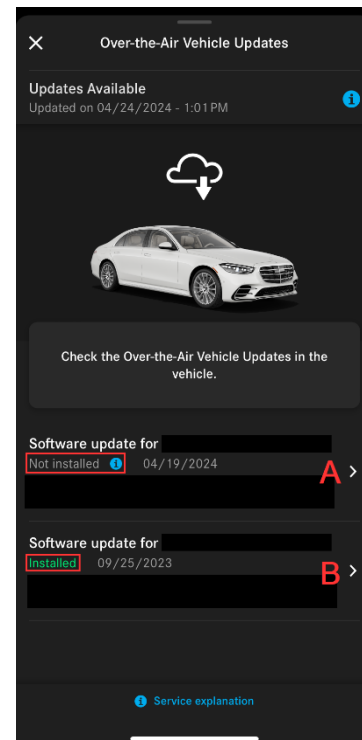


Figure 3 –

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

