

Service Campaign – Over-The-Air Update Notice

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]
Communication Module Software Update - No Active Mercedes Me Connect Subscription

[REDACTED]
13470 International Parkway
Jacksonville, FL 32218
January, 2025

Dear Mercedes-Benz Owner:

On behalf of Mercedes-Benz USA, LLC ("MBUSA"), thank you for being a part of the Mercedes-Benz family. We hope that you're enjoying your vehicle. Here at MBUSA, we are committed to delivering an exceptional ownership experience.

In our continuing efforts to ensure the proper performance and quality of your vehicle, we are writing to inform you about an Over-the-Air ("OTA") Service Campaign to update the communication module software on certain Model Year 2019-2025 A-Class, C-Class, CLA, CLE, CLS, E-Class, EQB, EQE, EQS, G-Class, GLA, GLB, GLC, GLE/GLS, AMG GT 4-Door, and S-Class vehicles. This update includes quality-enhancing optimizations and product improvements.

This OTA update is provided free of charge and will be performed in the background.

Your vehicle does not appear to have an active "Mercedes me connect" subscription. However, the OTA update will be performed, unless you choose to opt-out.

What will your Dealer do?

NO DEALER ACTION IS NECESSARY for this OTA update. You do not need to visit a Mercedes-Benz dealer.

Opting-out of this OTA Update: You may opt-out of this OTA update by emailing ota_optout@mbusa.com with your VIN or by calling **1-800-FOR-MERCEDES**. The opt-out period will start on January 31, 2025 and end on March 2, 2025. **If you choose to opt-out**, the described update will not be made available for your vehicle as a workshop measure.

No action is necessary for Opting-In. Once the opt-out period has closed, this OTA will be automatically downloaded and installed.

To ensure your vehicle is always up-to-date and to enjoy all the benefits and conveniences Mercedes me connect has to offer, we encourage you to create an account and pair your vehicle. Instructions can be found at www.mbusa.com/en/mercedes-me-connect

We look forward to taking care of your vehicle.

Sincerely,
Mercedes-Benz USA

