

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 Communication Module Software Update – Mercedes Me Connect OTA MY20-25 A-Class, C-Class, CLA, CLS, E-Class, EQB, GLB, GLE, GLS, AMG GT 4-Door, S-Class (118, 167, 177, 205, 213, 222, 238, 243, 247, 257, 290 platform)	DATE: February 7, 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 Care Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign OTA Notification		February 7, 2025
Campaign No. :	Campaign Desc. :	Communication Module Software Update – Mercedes Me Connect OTA
N/A	24P5497745	
<p>This is to notify you of the Service Campaign OTA update for the communication module software in 230,420 Model Year (“MY”) 20-25 A-Class, C-Class, CLA, CLS, E-Class, EQB, GLB, GLE, GLS, AMG GT 4-Door, and S-Class (118, 167, 177, 205, 213, 222, 238, 243, 247, 257, 290 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 MY20-25 A-Class, C-Class, CLA, CLS, E-Class, EQB, GLB, GLE, GLS, AMG GT 4-Door, and S-Class (118, 167, 177, 205, 213, 222, 238, 243, 247, 257, 290 platform) vehicles, the communication software does not correspond with the latest series production configuration. The communication module will receive an OTA update which includes quality-enhancing optimizations and improves the system stability and accessibility of Mercedes me services. The update is downloaded and installed in the background. During installation, the system can be used without restrictions. The new software will become active after the vehicle has been restarted.	
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)	2020 - 2025	
Vehicle Model	A-Class, C-Class, CLA, CLS, E-Class, EQB, GLB, GLE, GLS, AMG GT 4-Door, S-Class	
Vehicle Populations		
Total Campaign Population	230,420	
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 Care 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 "KOM/Hermes" (Figure 1, B and C). If the Software Object Number (Figure 1, D) is "XXX9022809" then the OTA update was successful.

The screenshot displays the VeDoc interface with the following elements:

- Vehicle Identification:** A search bar at the top left contains a VIN, with a red 'A' marking the input field.
- Navigation:** A horizontal menu at the top includes tabs for Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., **Control units** (marked with a red 'B'), Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, Model plate, Equipment, Plant texts, and Orders of theft-relevant parts.
- Control Units Table:** A table listing various components. The row for 'KOM (Kommunikationsmodul)' is highlighted in blue and marked with a red 'C'. Its details are: Model: VPDPAR, Diogenes name: HERMES, Short des.: HERMES, ID code: [blank], Version: 257 901 14 00, Hardware object num: [blank], Cal ID: [blank], CVN: [blank], Flash: [checked], SCN p: [checked], Service: [unchecked], Serial number: 257900530000084M598N2942027.
- Software and Components Table:** A table below the control units table. The first row is highlighted in blue and marked with a red 'D'. Its details are: Object number: 000 902 00 84, Version: [blank], Software ID: [blank], App ID: [blank], App version: [blank], ZGS: [blank], SCN: 2389022207020025, Factory SCN: 2389022207020025.

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**).

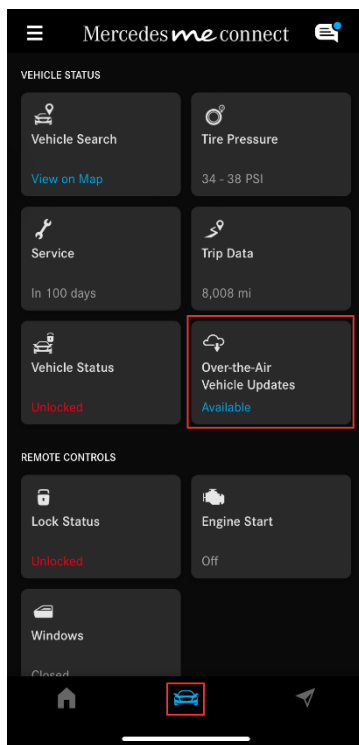


Figure 2 – Over-the-Air Vehicle Updates

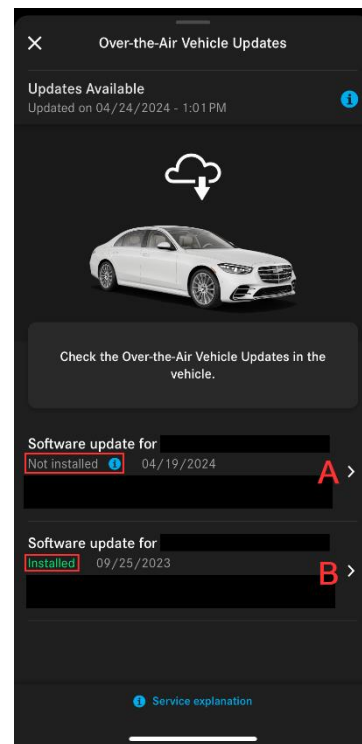


Figure 3 –

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

