

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 MY19-25 A-Class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GT, S-Class (118, 177, 205, 213, 217, 222, 238, 247, 253, 257, 290, 463 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	24P5497747	
<p>This is to notify you of the Service Campaign OTA update for the communication module software in 79,900 Model Year (“MY”) 19-25 A-Class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GT, and S-Class (118, 177, 205, 213, 217, 222, 238, 247, 253, 257, 290, 463 platform) vehicles. The vehicles will <u>not be visible or flagged in VMI or EVA.</u></p>		
Background		
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-25 A-Class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GT, and S-Class (118, 177, 205, 213, 217, 222, 238, 247, 253, 257, 290, 463 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.</p>	
What We're Doing	<p>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.</p>	
Parts	<p>Parts are not required for repair. Remedy software will be pushed via OTA.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2019 - 2025	
Vehicle Model	A-Class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, GT, S-Class	
Vehicle Populations		
Total Campaign Population	79,900	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This OTA campaign may generate questions from your dealers.</p>	
<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.

VEHICLE DATA

Vehicle identification no. (FIN) [redacted] Vehicle identification no. (FIN or VIN) [redacted]
 Vehicle identification no. (VIN) [redacted] Search **A**

Navigation: 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 Plant texts Orders of theft-relevant parts

Cancel filter Reset sorting

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object num	Cal ID/ CVN	Flashv	SCN p	Service	Serial number
ACC Steuergerät (AMG Chassis Controller)		DRVU_NG	DRU			000 901 17 08		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
EPS Steuergerät elektrische Lenkung	VPDPA	EPS205_ZF	EPS			205 901 24 04		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2059012404135E4C022658
ESP Elektronisches Stabilitätsprogramm		ESP167	ESP			205 901 50 18	56ECDCD0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	205901501839220411152F8826
RDU-S3 RDU-Sensor 3		EZS213	EZS			213 901 79 03		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	500013877364401412012201
TDS Tank-Steuergerät		FCW205	FCW			000 901 20 14		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	000901201400003319UM000047023...
TDS Tank-Steuergerät		FSCM_GEN4	TDS			000 901 38 06	DB34A2C4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	00090138069E32323031313631393...
GDO Garagentoröffner		GDO213	GDO			213 820 00 97		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
KOM (Kommunikationsmodul)	VPDPA	HERMES	HERMES			257 901 14 00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	257900530000084M598N2942027
HFA Hands Free Access		HFA213	HFA			213 905 07 14		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
LWR-M Leuchtwellenregulierung Master	VPDPA	HLL_FL247	LRL			213 901 65 14		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	21390165140009E21390165149E22...
LWR-S Leuchtwellenregulierung Slave	VPDPA	HLL_FR247	LRR			213 901 65 14		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	21390165140009E21390165149E22...
HU Head Unit	HEAD UNIT	HU6	HU			253 901 59 02		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	HBM460M6003894

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number	Version	Software ID	App ID	App version	ZGS	SCN	Factory SCN
000 902 00 84						2389022207020025	2389022207020025
000 902 01 84							
000 902 02 84							

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**).

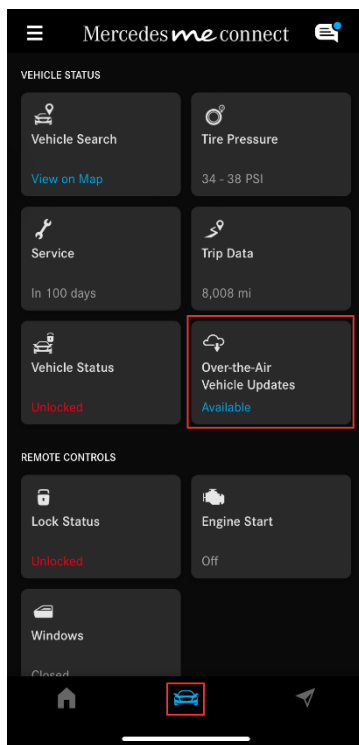


Figure 2 – Over-the-Air Vehicle Updates

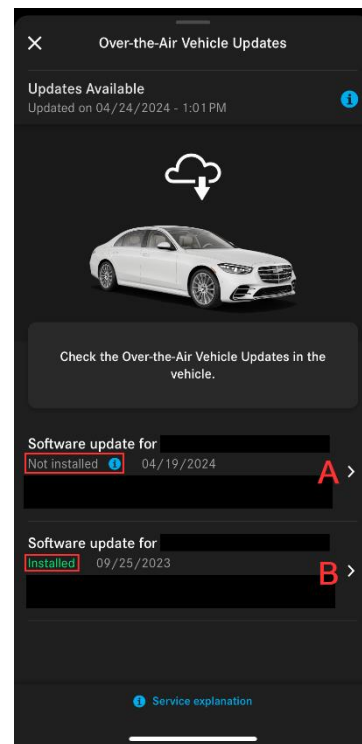


Figure 3 –

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

