

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

Service Campaign Notification

March 7, 2025

Campaign #		Description	Communication Module Software Update – non-Mmc OTA
N/A	24P5497746		
☒ Over-the-Air (“OTA”) Update			

Campaign Details

Total Recall Population	39,261	Model(s)/ Platform(s)	A-Class, C-Class, CLA, CLS, E-Class, EQB, GLB, GLE, GLS, AMG GT 4-Door, and S-Class (177, 205, 118, 257, 213, 238, 243, 247, 167, 290, 217, and 222 platform)
Model Year(s)	2020-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject 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.		
Remedy	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.		
Launch Date	The vehicles will not be visible or flagged in VMI or EVA.		
Warranty Claim Notice	No Service Action is required by the Dealer for this Campaign.		

Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



Dealers can check for a successful OTA update in VeDoc, or the customer can check using the Mercedes me connect App. 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 in VeDoc:

Dealers can search the VIN in VeDoc (**Figure 1, A**), then click "**Control Units**" and "**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 for vehicle data. At the top, there's a search bar with a VIN input field (labeled A) and a search button. Below the search bar, there's a navigation menu with tabs: Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., Control units (labeled B), Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, Model plate, Equipment, Plant texts, and Orders of theft-relevant parts. The 'Control units' tab is selected, showing a table of control units. The table has columns: Designation, Model, Diogenes name, Short des., ID code, Version, Hardware object num, Cal ID, CVN, Flash, SCN p, Service, and Serial number. The 'HERMES' control unit is highlighted (labeled C). Below the table, there's a section for 'VEHICLE INFORMATION FOR CONTROL UNITS' and 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT'. The 'SOFTWARE AND COMPONENTS' section shows a table with columns: Object number, Version, Software ID, App ID, App version, ZGS, SCN, and Factory SCN. The 'Object number' column shows '000 902 02 84' (labeled D).

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object num	Cal ID	CVN	Flash	SCN p	Service	Serial number
ACC Steuergerät (AMG Chassis Controller)		DRVU_NG	DRU			000 901 17 08			☒	☒	☐	
EPS Steuergerät elektrische Lenkung	VPDPAR	EPS205_ZF	EPS			205 901 24 04			☒	☐	☐	2059012404135E4C022658
ESP Elektronisches Stabilitätsprogramm		ESP167	ESP			205 901 50 18	56ECDCD0		☒	☒	☐	205901501839220411152F8826
		EZS213	EZS			213 901 79 03			☒	☒	☐	500013877364401412012201
RDU-S3 RDU-Sensor 3		FCW205	FCW			000 901 20 14			☒	☒	☐	000901201400093319UM000047023...
TDS Tank-Steuergerät		FSCM_GEN4	TDS			000 901 38 06	DB34A2C4		☒	☒	☐	00090138069E32323031313631393...
GDO Garagentoröffner		GDO213	GDO			213 820 00 97			☐	☒	☐	
KOM (Kommunikationsmodul)	VPDPAR	HERMES	HERMES			257 901 14 00			☒	☒	☐	257900530000084M598N2942027
HFA Hands Free Access		HFA213	HFA			213 905 07 14			☐	☒	☐	
LWR-M Leuchtwertenregulierung Master	VPDPAR	HLI_FL247	LRL			213 901 65 14			☒	☒	☐	21390165140009E21390165149E22...
LWR-S Leuchtwertenregulierung Slave	VPDPAR	HLI_FR247	LRR			213 901 65 14			☒	☒	☐	21390165140009E21390165149E22...
HU Head Unit	HEAD UNIT	HU6	HU			253 901 59 02			☒	☒	☐	HBIM460M6003894

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

Figure 1 – Successful OTA update in VeDoc



Instructions to verify a successful OTA update in Mercedes-me connect App:

Using the Mercedes-me connect App on Android or Apple, the customer can check the status of the OTA update 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**).

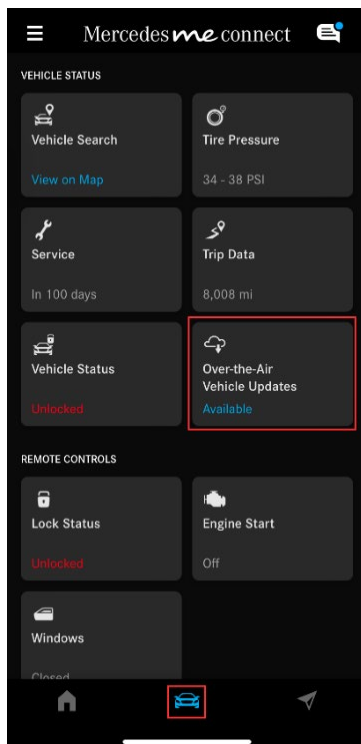


Figure 2 – Over-the-Air Vehicle

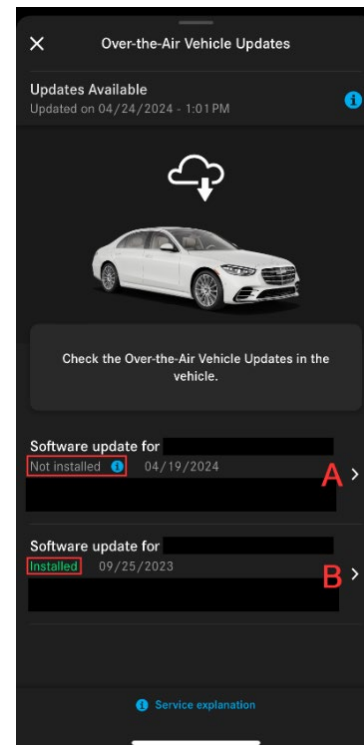


Figure 3 –

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

