

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

24P5497748

Over-the-Air (“OTA”) Update

Campaign Details

Total Recall Population

18,465

**Model(s)/
Platform(s)**

A-Class, C-Class, CLA, CLS, E-Class, G-Class, GLA, GLB, GLC, AMG GT 4-Door, and S-Class (177, 205, 118, 257, 213, 238, 463, 247, 253, 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 a vehicle. At the top, there is a search bar for the VIN (labeled A) and a navigation menu with tabs for various vehicle data sections. The 'Control Units' tab (labeled B) is selected, showing a list of control units. The 'HERMES' control unit (labeled C) is highlighted. Below this, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' section is visible, showing a table with columns for Object number, Version, Software ID, App ID, App version, ZGS, SCN, and Factory SCN. The object number '000 902 01 84' (labeled D) is highlighted in red.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object nu	Cat ID/ CVN	Flash	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	VPDPAR	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	56ECDCCD0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	205901501839220411152F8826
		EZS213	EZS			213 901 79 03		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	500013877364401412012201
RDU-S3 RDU-Sensor 3		FCW205	FCW			000 901 20 14		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	000901201400093319UM000047023...
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)	VPDPAR	HERMES	HERMES			257 901 14 00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	257900530000084M598N29420Z7
HFA Hands Free Access		HFA213	HFA			213 905 07 14		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
LWR-M Leuchtwellenregulierung Master	VPDPAR	HLL_FL247	LRL			213 901 65 14		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	21390165140009E21390165149E22...
LWR-S Leuchtwellenregulierung Slave	VPDPAR	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

Object number	Version	Software ID	App ID	App version	ZGS	SCN	Factory SCN
000 902 00 84							
000 902 01 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).

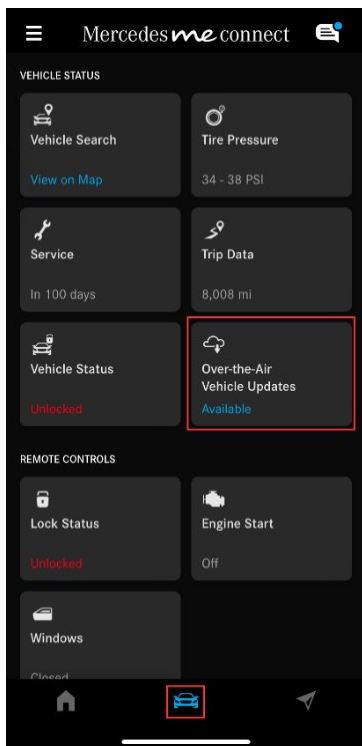


Figure 2 – Over-the-Air Vehicle

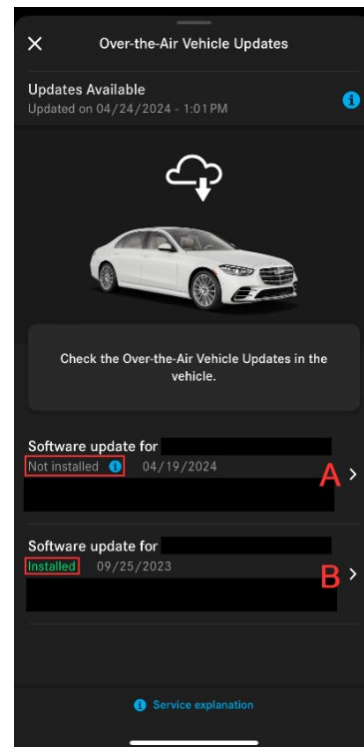


Figure 3 –

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

