

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

Service Campaign Notification

March 4, 2025

Campaign #	Description	MBUX Software Update - Mercedes Me Connect OTA
N/A	24P5497828	
<input checked="" type="checkbox"/> Over-the-Air ("OTA") Update		

Campaign Details

Total Recall Population	74,065	Model(s)/Platform(s)	C-Class, CLE, E-Class, GLC (206, 236, 214, 254 platforms)
Model Year(s)	2024-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the MBUX multimedia system software does not correspond with the latest series production configuration. The MBUX multimedia system software will receive an update to introduce new functions and improve the customer experience.		
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.		
OTA Note to Dealer	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 - control unit" (Figure 1, B and C). If the **Software Object Number** (Figure 1, D) is "A 206 904 68 00", then the OTA update was successful.

The screenshot shows the VeDoc interface for a vehicle with VIN 4JGFF5KESRD069374. The 'Control units' tab is active, displaying a list of components. A red 'C' highlights the 'HU Head Unit' row. Below this, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' section is expanded, with a red 'D' highlighting the 'Object number' 'A 206 904 68 00'.

Designation	Model	Diagnosis name	Short des.	ID code	Version	Hardware object num.	Cal IDSP	CVN	Flasher	SCN	gn	Service	Serial number
EZS		EZS167	EZS			167 901 37 00			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		760016402118103212012201
TDS Tank-Steuergerät		FSCM_GEN6	TDS			000 901 53 03		E7BE2D15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0009015303000152323784295
ODO Oeragnitartlicht		ODOZ15	ODO			167 029 24 00			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
KOM (Kommunikationsmodul)	VDPAR	HERMES	HERMES			257 901 23 00			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		25790072000004M508P364015
HFA Hands Free Access		HFA213	HFA			213 905 87 14			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2139050714000201031208423
LWR-M Leuchtwellerregulierung Master	VDPAR	HLJ_FL247	LRL			213 901 65 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		21390165140000E21390165140E230709
LWR-S Leuchtwellerregulierung Slave	VDPAR	HLJ_FR247	LRR			213 901 65 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		21390165140000E21390165140E230702
SCN HES (Handkommungssensor)		HOSHD213	HES			000 901 15 22			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		00090115220001C30504346990000000
HU Head Unit	HEAD UNIT	HU7	HU			177 901 38 00			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		COM642P803193
KLA-V Klimabedieneinheit vorne		HVAC222	KLA			000 901 02 25		8F4D8A58	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		000030020400312307231026
KI Kombiinstrument		IC177M	KI			177 901 15 04			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		1779011504000801779011504000808BAP...
BDU Radar-Steuergerät		IDC213	IDC			213 901 29 13			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		21390129130000E682370000A23190A0...
HCP Hybrid-Control-Processor		IS048V2	IS0			725 901 19 00		AC1ADCF9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		72590119000013EA13520000007
BAT 48V (Batterie 40 Volt)		LIB4L_222	LIB			900 901 09 14		9C121AD1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0009025820019023070200061722291

Object number	Version	Software ID	App ID	App version	ZDS	SCN	Factory SCN
207 904 97 00						207902511500000	2079025706194054
207 902 83 13							

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).

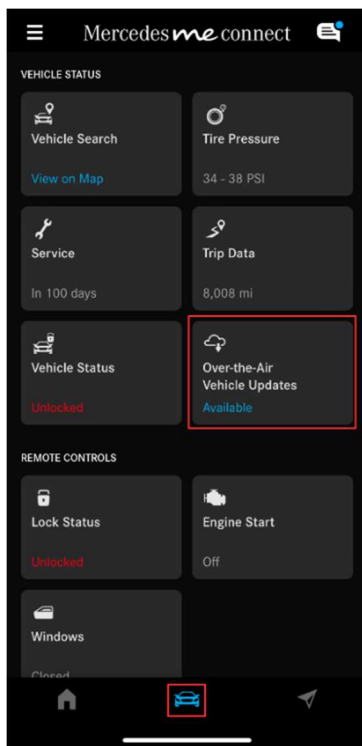


Figure 2 – Over-the-Air Vehicle

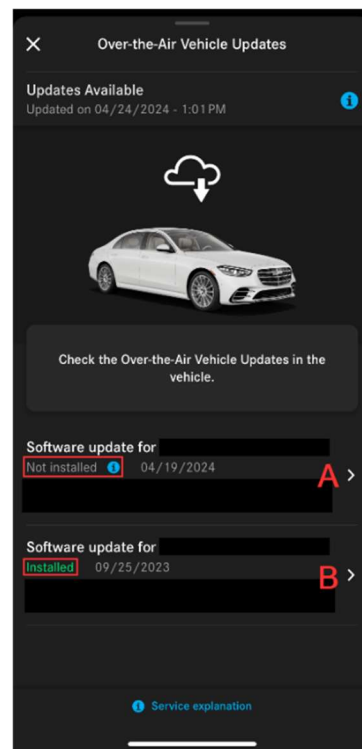


Figure 3 –

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

