

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

Service Campaign Notification

March 21, 2025

Campaign #		Description	Mobile Device Connection Control Unit Software Update - OTA
N/A	24P5496434 24P5496435		
☒ Over-the-Air ("OTA") Update			

Campaign Details

Total Recall Population	7,490	Model(s)/ Platform(s)	E-Class, EQE, EQS, and S-Class (214, 294, 295, 296, 297, and 223 platform)
Model Year(s)	2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the mobile device connection control unit software does not correspond to current production specifications. The mobile device connection control unit will receive an over-the-air (OTA) software update which improves general system stability and device compatibility for the Digital Vehicle Key functionality. The update is downloaded in the background and the customer will be prompted to accept or decline installation during the following ignition cycle.		
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 "MAU Mobil Access Unit" (**Figure 1, B and C**). If the **Software Object Number** (**Figure 1, D**) is "001 902 55 12", then the OTA update was successful.

The screenshot displays the VeDoc interface for vehicle data. At the top, there's a search bar for the Vehicle Identification no. (VIN) labeled 'A'. Below the search bar, the 'Control units' tab is selected, labeled 'B'. The main table lists various control units, with the 'MAU Mobil Access Unit' highlighted in blue, labeled 'C'. Below this, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' section shows a table with columns for Object number, Version, Software ID, Container ID, Container version, ZGS, SCN, and Factory SCN. The 'Object number' column contains the value '001 902 55 12', which is labeled 'D'.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object no.	Cal ID	CVN	Flash	SCN	Service	Serial number
LSM-FL Steuergerät		LSM223_FL	LSMFL			214 901 51 03			☒	☒	☐	21490151030005120240705CC0365
LSM-FR Steuergerät		LSM223_FR	LSMFR			214 901 51 03			☒	☒	☐	21490151030005120240706CB1163
MAM Steuergerät		MAM_X	MAM			000 906 84 12			☐	☐	☐	000906841200117241881964313
MAU Mobil Access Unit	VPDPAR	MAU296	MAU			000 901 03 27			☒	☒	☐	00090103270009E182209203303102419301907
MPC Multi Purpose Camera		MMPC206	MPC			206 901 53 09			☒	☒	☐	2069015309000DA4H1X8121311395
MSG Motor-Steuergerät	VPDPAR	MRG2	MSG			254 901 82 00		1A254DB4	☒	☒	☐	
RDU-S3 RDU-Sensor 3		MRR223	FCW			000 901 62 26			☒	☒	☐	000901622600003020330583200007...
OCS Steuergerät		OCM223	OCM			223 901 33 13			☒	☐	☐	2549005900000F2287497264W254...
DBE operating panel roof		OHCM223	DBE			000 901 91 23			☒	☒	☐	
ADB Adba Steuergerät	VPDPAR	ADB223	ADB			214 901 84 14		ED440E0C	☒	☒	☐	214901840000031400064137474

Object number	Version	Software ID	Container ID	Container version	ZGS	SCN	Factory SCN
001 902 15 08						0019021808010017	0019021808010017
001 902 55 12							
214 903 79 00							

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**).

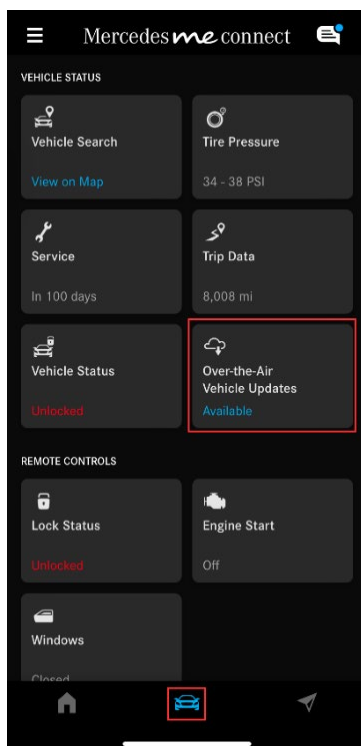


Figure 2 – Over-the-Air Vehicle

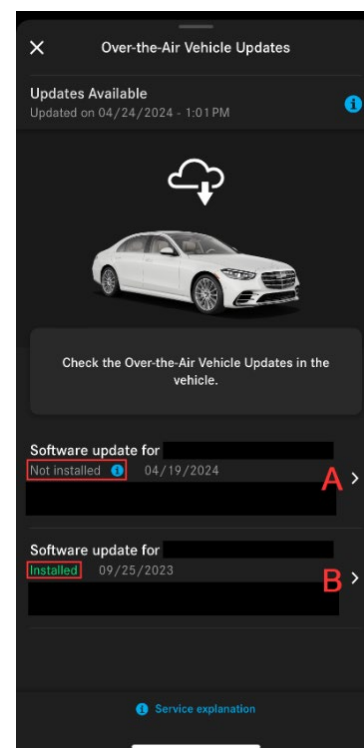


Figure 3 –

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

