

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

Service Campaign Notification

March 21, 2025

Campaign #

Description

Update Airbag Control Unit - Mercedes Me Connect OTA

N/A

25P5496236

Over-the-Air ("OTA") Update

Campaign Details

Total Campaign Population

62,056

Model(s)/ Platform(s)

C-Class, EQE, EQS, S-Class, SL
(206, 294, 295, 296, 297, 223, 232)

Model Year(s)

2022-2024

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software for the airbag control unit does not correspond to the latest series production configuration. The airbag control unit will be updated to improve the vehicle charging functionality during future OTA updates.

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 - control unit" (**Figure 1, B and C**). If the **Software Object Number** (**Figure 1, D**) is "see below table", then the OTA update was successful.

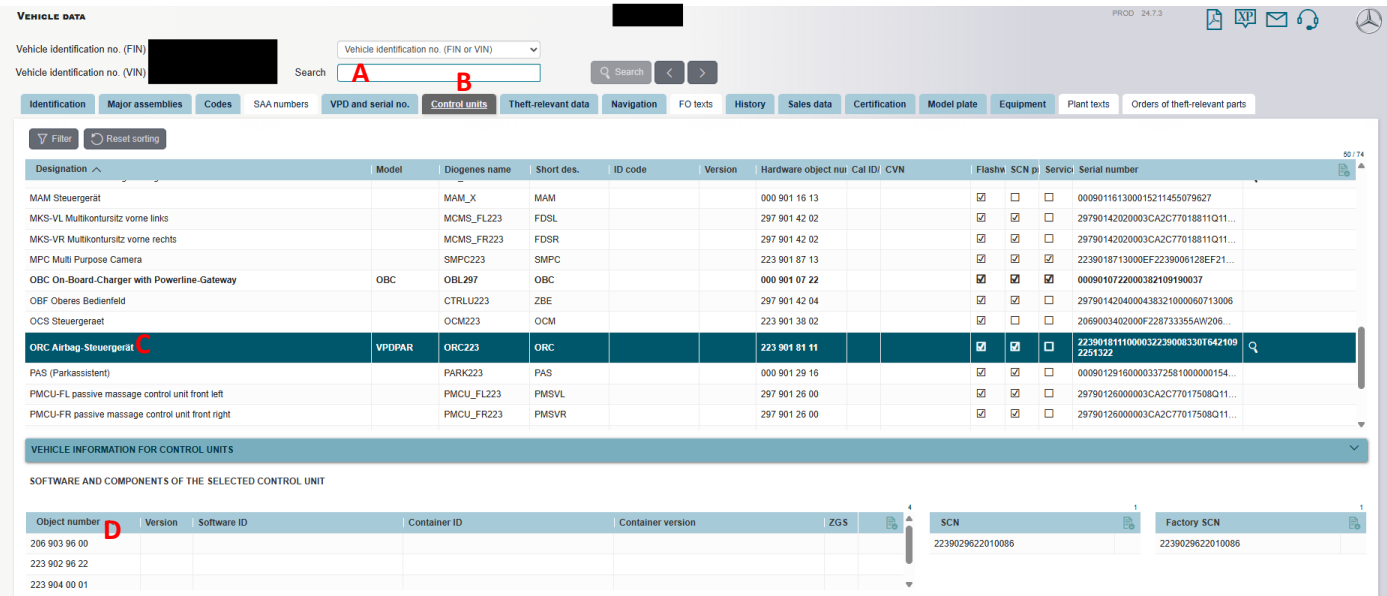


Figure 1 – Successful OTA update in VeDoc

Software Object Numbers (based on Carline):

A2069021710	A2069021810	A2069021910	A2149029404
A2149029504	A2239022837	A2239026430	A2369023800



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).

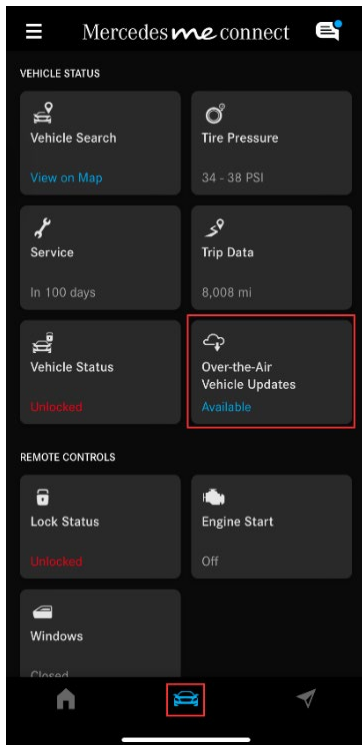


Figure 2 – Over-the-Air Vehicle

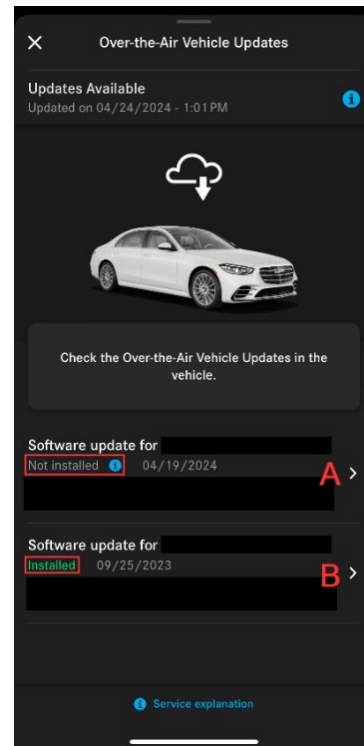


Figure 3 –

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

