

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

Service Campaign Notification

April 4, 2025

Campaign #	Description	Charging System Software Update - OTA
N/A	24P5497819	
<input checked="" type="checkbox"/> Over-the-Air ("OTA") Update		

Campaign Details

Total Recall Population	16,864	Model(s)/Platform(s)	EQE, EQS (294,295,296,297)
Model Year(s)	2022-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software for various eDrive components does not correspond with the latest series production configuration. The subject vehicles will receive an update to optimize communication between the vehicles public charging stations and improve the use of Plug & Charge.		
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 ending in 507 or 674, then the OTA update was successful.

The screenshot shows the VeDoc interface with the following elements:

- Vehicle Identification:** A search bar with a red 'A' and a dropdown menu with a red 'B'.
- Control Units Table:** A table with columns: Designation, Model, Diogenes name, Short des., ID code, Version, Hardware object nu, Cal ID, CVN, Flash, SCN p, Servio, Serial number. The row for 'Hermes - Controlunit' is highlighted in dark blue and has a red 'C' next to it.
- Software and Components Table:** A table with columns: Object number, Version, Software ID, App ID, App version, ZGS, SCN, Factory SCN. The first row has a red 'D' next to the Object number '000 902 45 89'.

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).

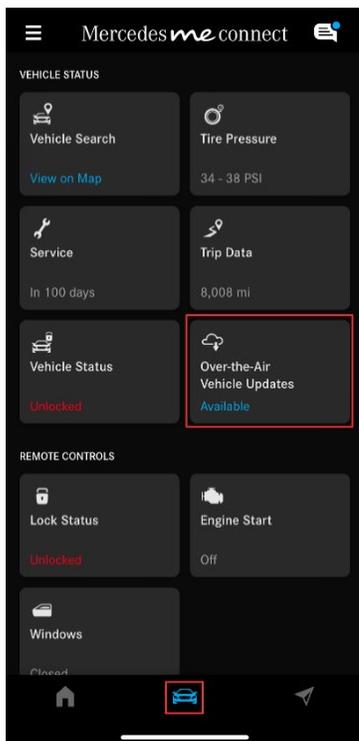


Figure 2 – Over-the-Air Vehicle

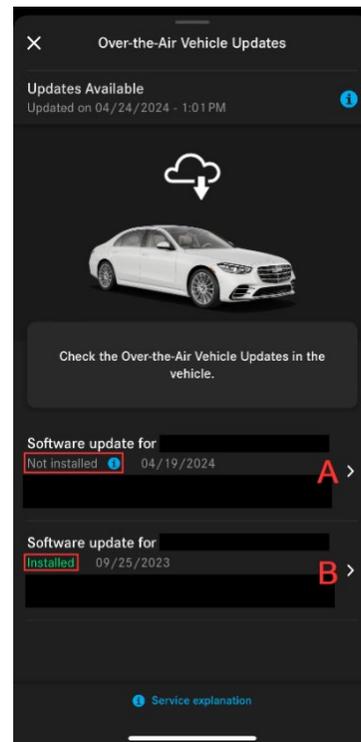


Figure 3 –

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

