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

	Servio	ce Campaign Notification April 4, 2025						
Campaign #	Description	Charging System Software Update -						
N/A	24P5497819	ΟΤΑ						

Over-the-Air ("OTA") Update

Campaign Details										
Total Recall Population	16,864	Model(a) (Distform(a)	EQE, EQS							
Model Year(s)	2022-2025	Model(s)/ Platform(s)	(294,295,296,297)							
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on ce subject vehicles, the software for various eDrive components does not correspond with the I series production configuration. The subject vehicles will receive an update to optimize communic 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	ction is required by the Dealer for this Campaign.								
Plaasa	ofer all oustomer inquiries to the Customer C	ara Captor at 1 800 EOD MEE								

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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.

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Figure 1 - Successful OTA update in VeDoc



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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





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



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