

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

Service Campaign Notification

May 2, 2025

Campaign #

Description

Update Electronic Ignition Lock Control Unit - OTA

N/A

25P5497821
25P5497822

Over-the-Air ("OTA") Update

Campaign Details

Total Campaign Population

40,364

Model(s)/ Platform(s)

E-Class, EQE, EQS, GT, S-Class, SL (214, 294, 295, 296, 297, 192, 223, 232)

Model Year(s)

2023-2024

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the coding for the electronic ignition lock control unit does not correspond to the latest series production configuration. The electronic ignition lock control unit will be updated to change the logic for locking and unlocking the vehicle via the door handles. To unlock the vehicle, the large outer contact surface of the door handle must be touched. To lock the vehicle, the small, recessed contact surface of the door handle must be touched.

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

The screenshot shows the VeDoc interface with the following elements:

- Vehicle Data:** Search fields for VIN (labeled A) and a search button (labeled B).
- Navigation:** Tabs for Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., **Control units**, Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, Model plate, Equipment, Plant texts, and Orders of theft-relevant parts.
- Table:** A table of control units with columns: Designation, Model, Diogenes name, Short des., ID code, Version, Hardware object num, Cal ID/ CVN, Flashw, SCN p, Service, and Serial number. The 'EZS' row is highlighted in blue.
- Software and Components:** A section below the table showing software object numbers for the selected control unit (EZS), with a red 'D' pointing to the object number column.

Figure 1 – Successful OTA update in VeDoc

Software Object Numbers (based on Carline):

2069028609	2069029312	2069020815
------------	------------	------------



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).

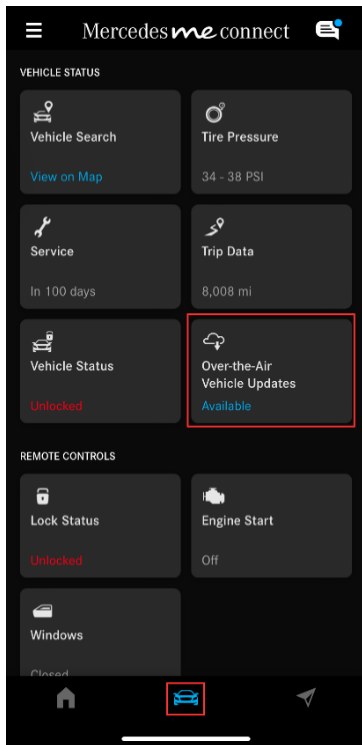


Figure 2 – Over-the-Air Vehicle

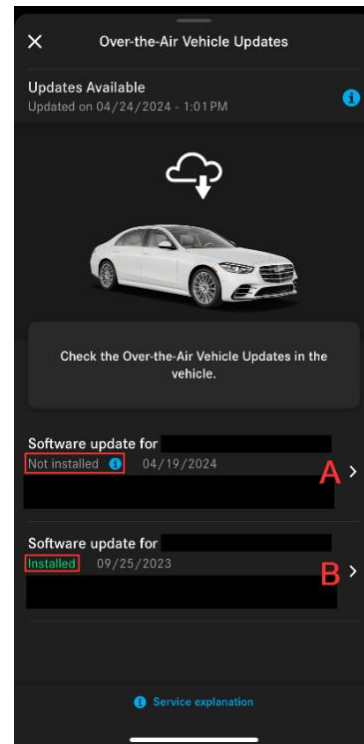


Figure 3 –

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

