

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

Service Campaign Notification

June 6, 2025

Campaign #

Description

Update Instrument Cluster Software – OTA

N/A

25P5497850

Over-the-Air (“OTA”) Update

Campaign Details

Total Population	113	Model(s)/ Platform(s)	S-Class and EQS (223, 227 platform)
Model Year(s)	2024-2026		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the instrument cluster software does not correspond to the latest series production configuration. This software update improves robustness and system stability for both the instrument cluster and the head-up display.		
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. Friday, June 6, 2025.		
Warranty Claim Notice	No Service Action is required by the Dealer for this Campaign.		

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. 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 **"2239046802"**, then the OTA update was successful.

The screenshot shows the VeDoc interface with the following elements:

- Search Bar (A):** A search input field containing a VIN.
- Control Units Tab (B):** The 'Control units' tab is selected in the navigation menu.
- Control Unit Selection (C):** The 'KI Kombiinstrument' control unit is highlighted in the main table.
- Software Object Number (D):** The 'Object number' column in the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' table shows the value '2239046802'.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object nu	Cal ID/ CVN	Flash	SCN pr	Servio	Serial number
LWR-S Leuchtwagenregulierung Slave	VUFAPAK	HL_FR223	LWR			223 901 19 11					22390118170009E250113422702
SCN HES (Handerkennungssensor)		HOSWD223	HES			000 901 14 22		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	00090114220001C307025093300000...
HU Head Unit	HEAD UNIT	HU7	HU			238 901 97 02		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	HBM657S91UV6ED
HUD Head-Up-Display		HUD223	HUD			223 901 27 17		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	223901271700089000050210020241...
BFK Bediengerät Fond Klima		HVAC_R223	KLAH			223 901 07 16		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2239010716000D720403250201475...
KLA-V Klimabedieneinheit vorne		HVAC223	KLA			223 901 10 06	BB758E31	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
KI Kombiinstrument		IC223	KI			223 901 83 17		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	22390183170008D2239018317000BAR T011279000000000000000000000000
RDU Radar-Steuergerät		IDC223	IDC			223 901 23 15		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	22390123150000032505853F0010214...
HCP Hybrid-Control-Prozessor		ISG4B2	ISG			725 901 19 00	AAAC20AC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	725901190000133EA44C0300920
LIDAR Steuergerät		LRL223	LRL			223 901 40 19		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	223901401900048223901401910471...
DTR DISTRONIC Steuergerät		LRR223	LRR			000 901 05 22		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	000901052200046A2C7575850000...
LSM-FL Steuergerät		LSM223_FL	LSMFL			223 901 00 15		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	223901001500005120241116CB1116

Object number	Version	Software ID	Container ID	Container version	ZGS	SCN	Factory SCN
223 902 63 37						2239026337010658	2239026337010658
223 902 64 37							
223 902 65 37							

Figure 1 – Successful OTA update in VeDoc



Instructions to verify a successful OTA update in the Mercedes-Benz 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).

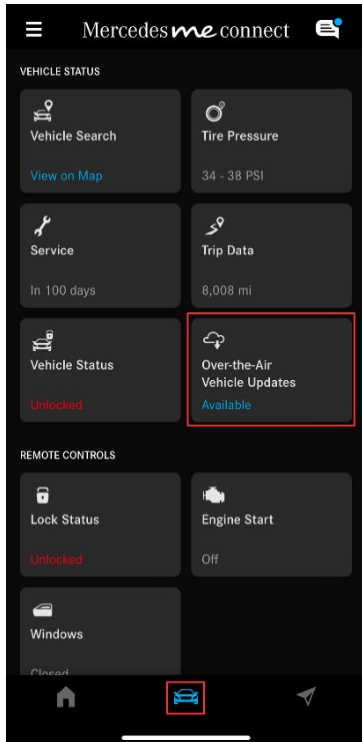


Figure 2 – Over-the-Air Vehicle

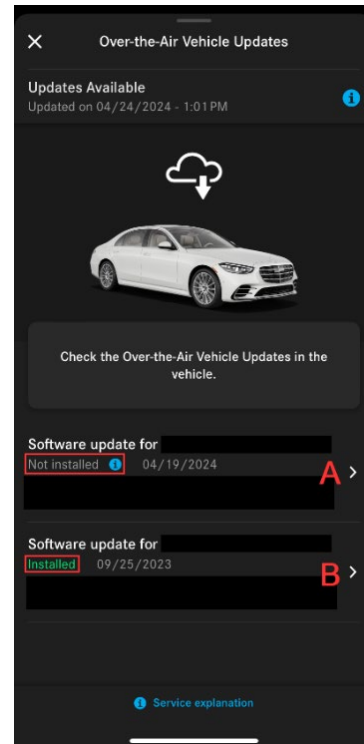


Figure 3 –

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

