

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

Service Campaign Notification

July 11, 2025

Campaign #		Description	Instrument Cluster Software Update - OTA
N/A	25P5497844		
☒ Over-the-Air ("OTA") Update			

Campaign Details

Total Population	66,984	Model(s)/Platform(s)	C-Class, EQE, EQS, GLC, S-Class, and AMG SL (206, 294, 295, 296, 297, 254, 223, and 232 platform)
Model Year(s)	2021-2024		
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 current production specifications.		
Remedy	MBUSA will conduct an OTA service campaign. The instrument cluster will receive an OTA software update that increases the robustness and system stability for the instrument cluster as well as the head-up display. Additionally, the software update allows for the “Automatic Lane Change” function to be installed via a subsequent software update and modifies the acoustic warning of the “Traffic Sign Assist” function. 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.		

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 "KI Kombiinstrument" (**Figure 1, B and C**). If the **Object Number** (**Figure 1, D**) list contains **"223 904 83 02"** or **"223 904 84 02"**, then the OTA update was successful.

The screenshot displays the VeDoc interface for a vehicle with VIN 223 904 83 02. The interface is divided into several sections:

- Vehicle Data:** At the top, there is a search bar for the VIN (labeled A) and a dropdown menu for the vehicle identification number.
- Navigation:** Below the search bar, there are tabs for various vehicle information sections: Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., **Control units** (labeled B), Their relevant data, Navigation, History, Sales data, Certification, Model plate, Equipment, Plant tests, and Orders of their relevant parts.
- Control Units Table:** The main table lists various control units. The row for "KI Kombiinstrument" (labeled C) is highlighted. The table columns include Designation, Model, Diogenes name, Short des., ID code, Version, Hardware object number, Cal IDRe, CVN, Flashwear, SCN pres, Service s, and Serial number.
- Object Number Table:** Below the main table, there is a section titled "VEHICLE INFORMATION FOR CONTROL UNITS" and "SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT". This section contains a table with columns for Object number, Version, Software ID, Container ID, Container version, ZGS, SCN, and Factory SCN. The row for "223 904 83 02" (labeled D) is highlighted.

Figure 1 – Successful OTA update in VeDoc



Instructions to verify a successful OTA update in Mercedes-Benz App:

Using the Mercedes-Benz 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).

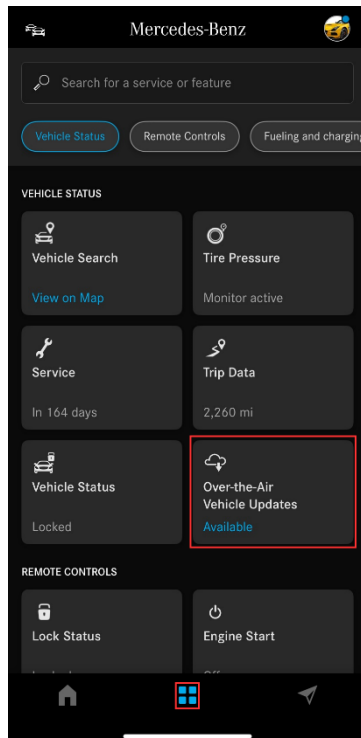


Figure 2 –

Over-the-Air Vehicle Updates

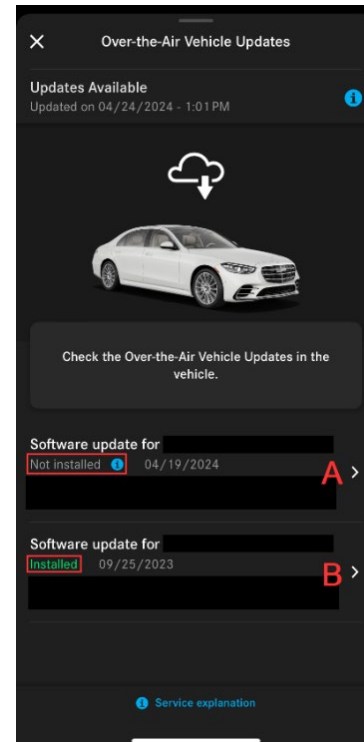


Figure 3 –

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

