

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

Service Campaign Notification

July 11, 2025

MBUX Software Update - OTA

Campaign #

Description

N/A

25P5497847

Over-the-Air ("OTA") Update

Campaign Details

Total Population

86,568

Model(s)/
Platform(s)

A-Class, CLA, CLS, E-Class, EQB, GLA, GLB, GLC, GLE, GLS, and AMG GT 4-Door (177, 118, 257, 213, 238, 243, 247, 253, 167, and 290 platform)

Model Year(s)

2019-2023

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the MBUX system software does not correspond with the latest series production configuration. The MBUX system will receive an OTA update that includes general product improvements and robustness enhancements for the "Live Traffic Information" and "Point of Interest" (POI) features.

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.

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 "HU Head Unit" (Figure 1, B and C). If any of the Software Object Number (Figure 1, D) is "A 247 904 70 00", then the OTA update was successful.

Vehicle identification no. (FIN) [Redacted] Vehicle identification no. (FIN or VIN) [Dropdown]

Vehicle identification no. (VIN) [Redacted] Search **A**

Identification Major assemblies Codes SAA numbers VPD and serial no. **Control units** Theft-relevant c

+ Add control unit Filter Reset sorting

Designation	Model	Diogenes name	Short des.	ID code
LWR-M Leuchtweitenregulierung Master	VPDPAR	HLI_FL247	LRL	
LWR-S Leuchtweitenregulierung Slave	VPDPAR	HLI_FR247	LRR	
HU Head Unit C	HEAD UNIT	HU6	HU	
KLA-V Klimabedieneinheit vorne		HVAC222	KLA	
KI Kombiinstrument		IC177	KI	
RDU Radar-Steuergerät		IDC213	IDC	

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number ^	Version	Software ID	App ID
247 903 74 02			
247 903 75 02			
247 904 70 00 D			

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).

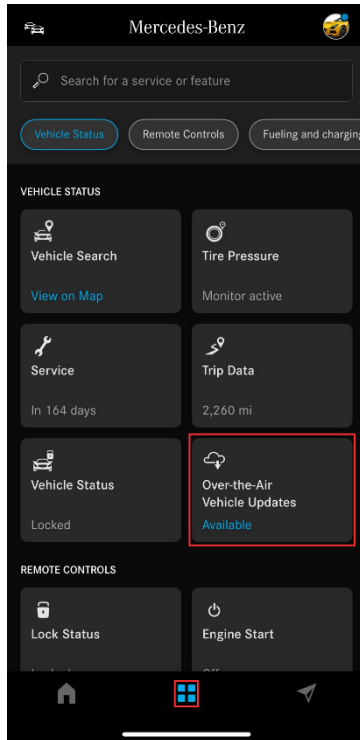


Figure 2 –

Over-the-Air Vehicle Updates

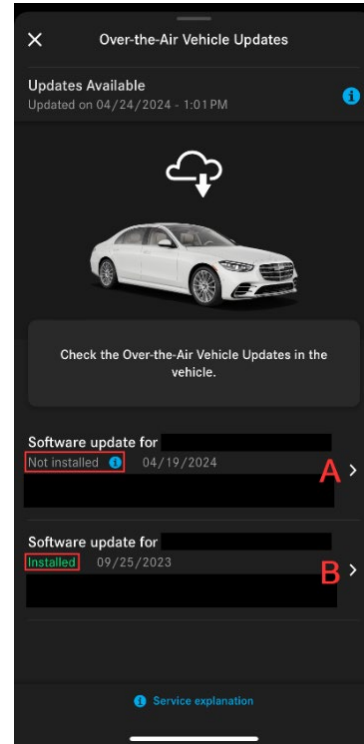


Figure 3 –

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

