

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

## Service Campaign Notification

July 25, 2025

Campaign #

Description

# Driver Assistance System Software Update

N/A

25P5497843

Over-the-Air ("OTA") Update

### Campaign Details

<b>Total Population</b>	150,635	<b>Model(s)/ Platform(s)</b>	C-Class, CLE, E-Class, EQE, EQS, GLC, AMG GT, S-Class, AMG SL (206, 236, 214, 294, 295, 296, 297, 254, 192, 223, and 232 platform)
<b>Model Year(s)</b>	2021-25		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has updated driver assistance system software available for certain subject vehicles. The updated software improves system stability and enhances the robustness of the driver assistance system.		
<b>Remedy</b>	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.		
<b>Launch Date</b>	The vehicles will not be visible or flagged in VMI or EVA.		
<b>Warranty Claim Notice</b>	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-Benz 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 "IDC223" (Figure 1, B and C). If the Software Object Number (Figure 1, D) is "A2239027537", then the OTA update was successful.

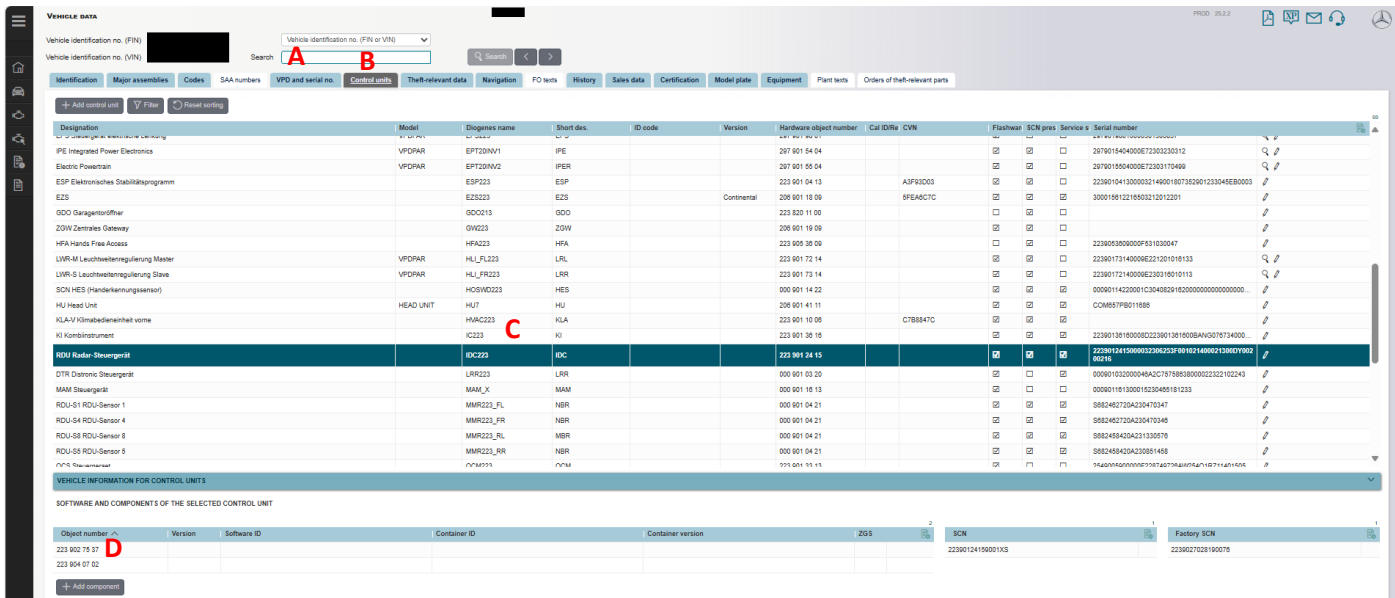


Figure 1 – Successful OTA update in VeDoc



## 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).

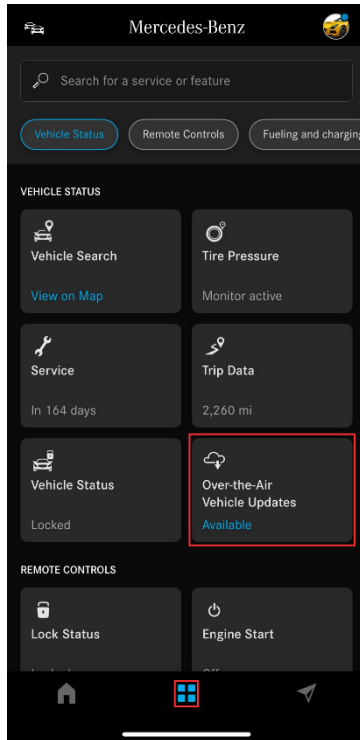


Figure 2 –

Over-the-Air Vehicle Updates

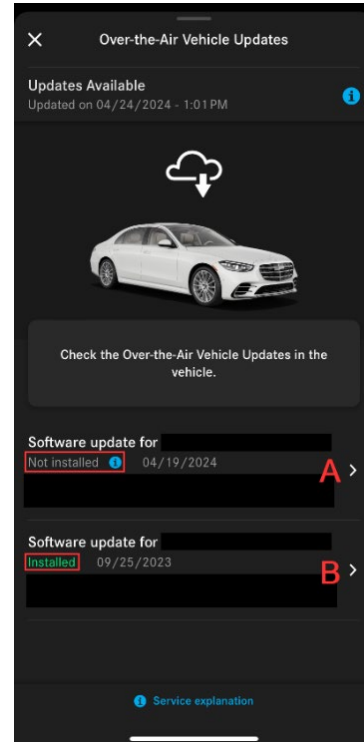


Figure 3 –

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

