

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

## Service Campaign Notification

August 8, 2025

Campaign #

Description

### Update Mobile Access Unit – OTA Mercedes App

N/A

24P5497834

Over-the-Air (“OTA”) Update

### Campaign Details

<b>Total Population</b>	615	<b>Model(s)/ Platform(s)</b>	E-Class (214 platform)
<b>Model Year(s)</b>	2024		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the software for the Mobile Access Unit (“MAU”) control unit may not correspond to the current series production configuration. This OTA software update for the Digital Vehicle Key (“DVK”) function within the MAU will improve battery management by disconnecting the vehicle network when it is not required. In addition, the software update contains general improvements for system stability and DVK device compatibility.		
<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 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 "Mobil Access Unit" (**Figure 1, B and C**). If the **Software Object Number** (**Figure 1, D**) is **"A0019025612"**, then the OTA update was successful.

The screenshot displays the VeDoc interface for a vehicle. At the top, there are search fields for 'Vehicle identification no. (FIN)' and 'Vehicle identification no. (VIN)'. A search bar contains the letter 'A'. Below this, a navigation menu includes 'Control units' (labeled 'B') and 'Mobil Access Unit' (labeled 'C'). The main table lists various components, with 'MAU Mobil Access Unit' highlighted in blue. Below the table, a section titled 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' shows a table with columns for 'Object number', 'Version', 'Software ID', 'Container ID', 'Container version', 'ZGS', 'SCN', and 'Factory SCN'. The 'Object number' field contains the value 'A0019025612' (labeled 'D').

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object num	Cal ID	CVN	Flash	SCN	pi	Service	Serial number
KOM (Kommunikationsmodul)	VPDPAR	RAMSES	RAMSES			214 901 22 07			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		21490122070009ERB15HNAD32418...
LRE (Lenktralelektronik)	VPDPAR	SWSP223	LRE			099 901 87 02			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
LRSM Regen-Licht-Sensor		VCS214	LRSM			214 900 98 08			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		214900980800015214900980815240...
LWR-M Leuchtweltenregulierung Master	VPDPAR	HL_FL223	LRL			223 901 72 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		22390173140009E240404014383
LWR-S Leuchtweltenregulierung Slave	VPDPAR	HL_FR223	LRR			223 901 73 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		22390172140009E240401033773
MAM Steuergerät		MAM_X	MAM			000 906 84 12			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		000906841200117241091651728
<b>MAU Mobil Access Unit</b>	<b>VPDPAR</b>	<b>MAU296</b>	<b>MAU</b>			<b>000 901 40 26</b>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<b>00090140260009E182209203302102412/05:517</b>
MPC Multi Purpose Camera		SMPC223	SMPC			223 901 13 19			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2239011319000EF2239009238EF24...
MSG Motor-Steuergerät	VPDPAR	MRG3	MSG			256 901 23 00		B7F41E61	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
OBF Oberes Bedienfeld		CTRLU214	ASBMD			214 901 00 08			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2149010080007BHUN12404170102...
OCS Steuergerät		OCM223	OCM			223 901 33 13			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		254900590000F228749726AW254...
ORC Airbag-Steuergerät	VPDPAR	ORC223	ORC			214 901 82 04		EF462228	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2149018204000032149007811T6424...

Object number	Version	Software ID	Container ID	Container version	ZGS	SCN	Factory SCN
						0009020697010020	0009020697010020

Figure 1 – Successful OTA update in VeDoc



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

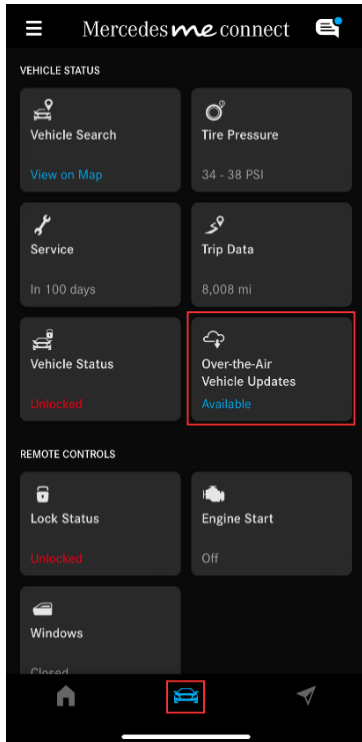


Figure 2 – Over-the-Air Vehicle

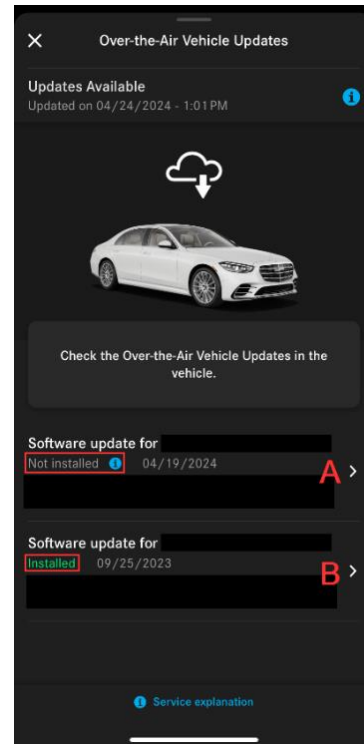


Figure 3 –

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

