

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

Service Campaign Notification

August 29, 2025

Campaign #	Description	Update Charging System Software
N/A	25P5497903	
<input checked="" type="checkbox"/> Over-the-Air ("OTA") Update		

Campaign Details

Total Population	3,120	Model(s)/ Platform(s)	C-Class, GLC, GT, S-Class, SL (206, 254, 290, 223, 232 platform(s))
Model Year(s)	2023-2025		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the charging function does not correspond to the current series production configuration. The charging system software will be updated to stabilize the charging function of the vehicle.		
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.		
Warranty Claim Notice	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 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 "On-Board-Charger" (**Figure 1, B and C**). If the **Software Object Number** (**Figure 1, D**) is **"A0019029715"**, then the OTA update was successful.

The screenshot shows the VeDoc interface with a search bar containing a VIN (A) and a search button. Below the search bar are navigation tabs: Identification, Major assemblies, Codes, SAA numbers, VPD and serial no., **Control units** (B), Theft-relevant data, Navigation, FO texts, History, Sales data, Certification, Model plate, Equipment, Plant texts, and Orders of theft-relevant parts. A table lists various control units, with the first row, 'OBC On-Board-Charger' (C), highlighted. Below this table is a section for 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' containing a table with columns: Object number (D), Version, Software ID, Container ID, Container version, ZGS, SCN, and Factory SCN. The first row in this table shows the object number '0019027202080001'.

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).

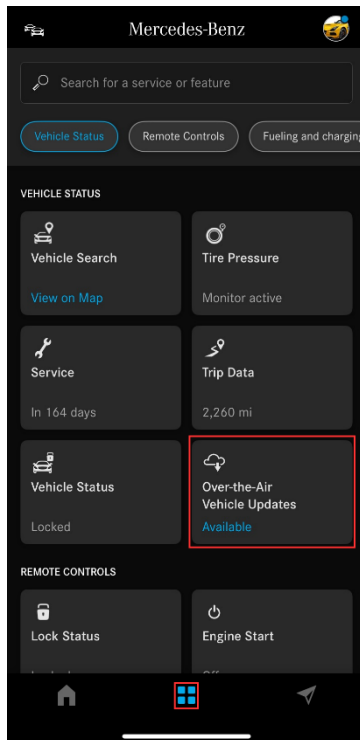


Figure 2 –

Over-the-Air Vehicle Updates

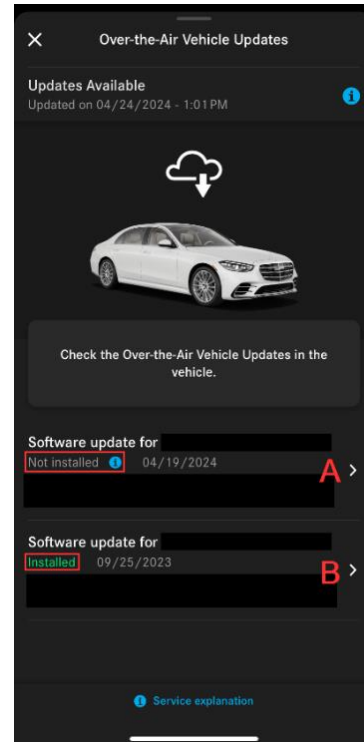


Figure 3 –

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

