

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

Service Campaign Notification

September 5, 2025

Campaign #		Description	MBUX 3.3 Software Update - OTA
N/A	25P5497906		
☒ Over-the-Air ("OTA") Update			

Campaign Details

Total Population	115,887	Model(s)/ Platform(s)	C-Class, CLE, E-Class, GLC, GT, SL (206, 236, 214, 254, 192, and 232 platform)
Model Year(s)	2024-2026		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, there is a new software release for the MBUX Infotainment system. An OTA update will enhance both functionality and entertainment features. The update introduces Dolby Atmos support for in-car apps, improvements to the MBUX calendar app, and the launch of MBUX SOUND DRIVE. To deliver a better music streaming experience, new apps will be installed and existing integrations with online streaming providers will be removed. Each provider will now require a separate app, which will be installed during the update.		
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 instance of the **Software Object Number** (**Figure 1, D**) is "A 236 904 19 00", then the OTA update was successful.

The screenshot displays the VeDoc interface for vehicle data. At the top, there are input fields for 'Vehicle identification no. (FIN)' and 'Vehicle identification no. (VIN)', both with red circles around them. A search bar with a magnifying glass icon and a red circle around it is also present. Below the search bar, there are tabs for 'Identification', 'Major assemblies', 'Codes', 'SAA numbers', 'VPD and serial no.', 'Control units', 'Theft-relevant data', 'Navigation', 'FO texts', 'History', and 'Sales data'. The 'Control units' tab is selected, and a red circle around it is labeled 'B'. Below the tabs, there is a table of control units. The 'HU Head Unit' row is highlighted in blue, and a red circle around it is labeled 'C'. Below this table, there is a section titled 'VEHICLE INFORMATION FOR CONTROL UNITS' and a sub-section 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT'. This section contains a table with columns for 'Object number', 'Version', 'Software ID', 'Container ID', and 'Container version'. The first row of this table has an object number '206 902 36 13' and a version '241775', and a red circle around it is labeled 'D'.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object
SEAT-D Sitzsteuergerät Fahrer	SEAT	SEAT_D223	SFD			206 901 88 08
SEAT-P Sitzsteuergerät Beifahrer	SEAT	SEAT_P223	SFP			206 901 91 08
SAM-V SAM-Modul vorn	VPDPAR	BC_F206	BCF			206 901 35 12
SAM-H SAM-Modul hinten	VPDPAR	BC_R206	BCR			206 901 19 00
HU Head Unit	HEAD UNIT	CIVIC206	HU			214 901 25 07
CPC Central Powertrain Controller	VPDPAR	CPC3	CPC			000 901 62 22
OBf Oberes Bedienfeld		CTRLU223	ZBE			206 901 64 09

Object number	Version	Software ID	Container ID	Container version
206 902 36 13	241775			
206 902 45 15	243045			
206 902 46 15	243045			

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).

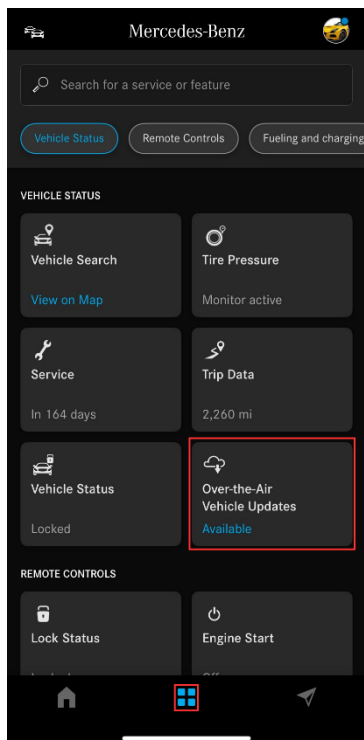


Figure 2 –

Over-the-Air Vehicle Updates

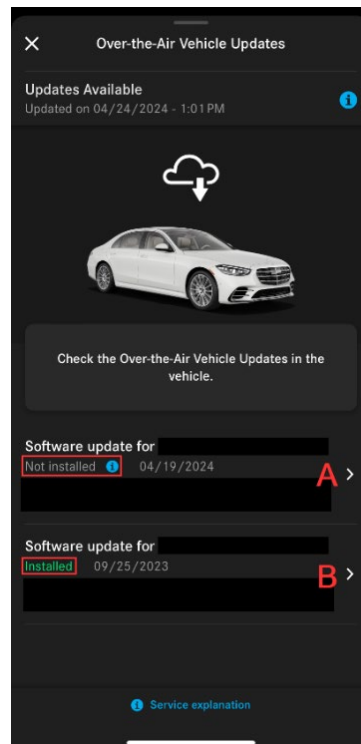


Figure 3 –

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

