

OTA Update Does Not Start (SRS/ORC occupant restraint system)

Topic number	LI00.00-P-079603
Version	1
Function group	00.00 - General
Date	9/8/25
Validity	294, 295, 296, 297 and hybrid variants of model series 206, 254, 214, 223, 236, 192, 232
Reason for change	Distribution extended

Complaint

The OTA software update prepares the SRS/ORC controller and enables it to be updated remotely in the future.

Based on technician feedback, the OTA (code: 25P5496529) does not start even after an extended period of time and several driving cycles. In addition, the "Continue" button is grayed out.

Cause

The exact cause for the OTA not to start is currently under analysis.

Remedy

Please check whether the vehicle is affected by the field measure "Update software of Supplemental Restraint System (SRS) control unit" (code: 25P5496529) and if yes, perform this update using a XENTRY with all latest Add-Ons and bill under accounting number 5496529.

If the vehicle is not affected by this field measure, in the event of a complaint update control unit ORC223 using XENTRY and use damage code 8251M01.

As of XENTRY Release Version 06/25, control unit ORC223 can also be updated in this context without a password.

Provided control unit ORC223 is error-free after the update, the vehicle can be handed back.

IMPORTANT

-In isolated cases, the OTA update may continue to be displayed for up to 3-4 weeks even after flashing with XENTRY.

Note:

This LI applies only to the OTA update for occupant protection!

Disclaimer

XENTRY Tips

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms

Overall vehicle > Networking > Diagnosis/software > Software update (add-on)
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Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
		5 AW	8251M01	