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

Service Campaign Notification

January 23, 2026

Campaign #	Description	Update Central Display Control Unit Software
N/A	25P5497909	

☒ Over-the-Air ("OTA") Update

Campaign Details

Total Population	1,030	**Model(s)/ Platform(s)**	C-Class, CLE, GLC (206, 236, 254 platform)
Model Year(s)	2024-2026		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that in certain subject vehicles, the software for the central display control unit does not correspond to the current series production configuration. A remote software update is planned for the central display control unit to increase robustness of the touch screen as well as enhance the touch system functionality/sensitivity.		
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.

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company
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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 "Zentraldisplay (ZDP)" (**Figure 1, B and C**). If the **Software Object Number** (**Figure 1, D**) is **"A2069025715"**, then the OTA update was successful.

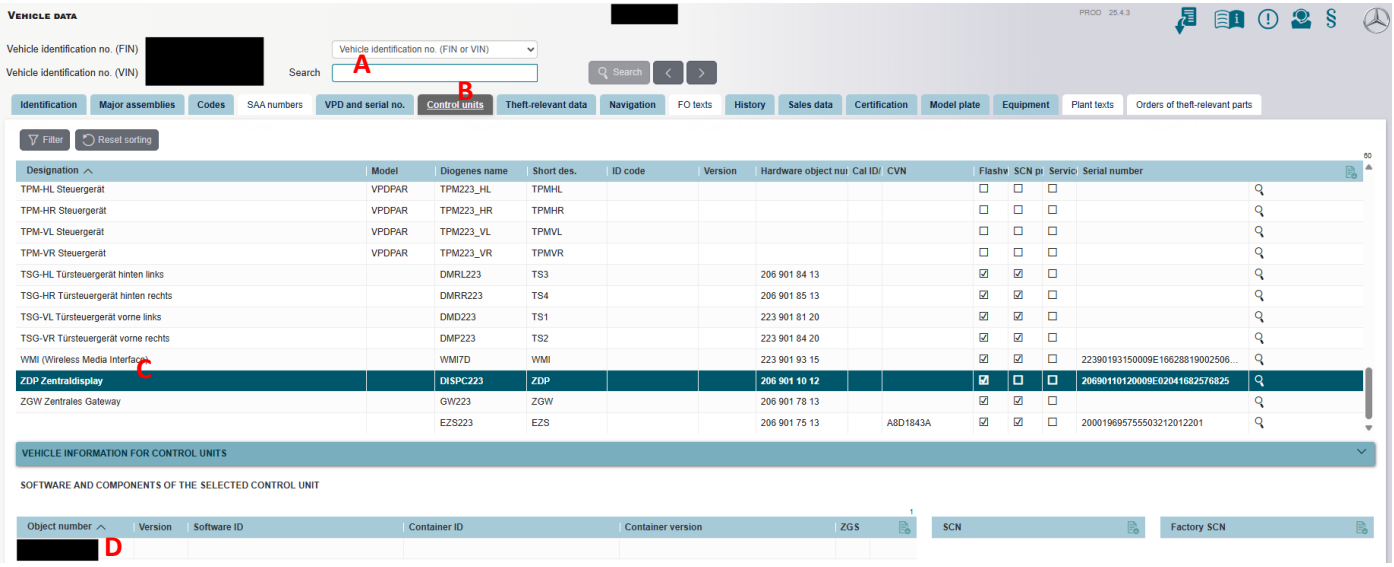

Figure 1 – Successful OTA update in VeDoc

Instructions to verify a successful OTA update in Mercedes-me connect 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**).

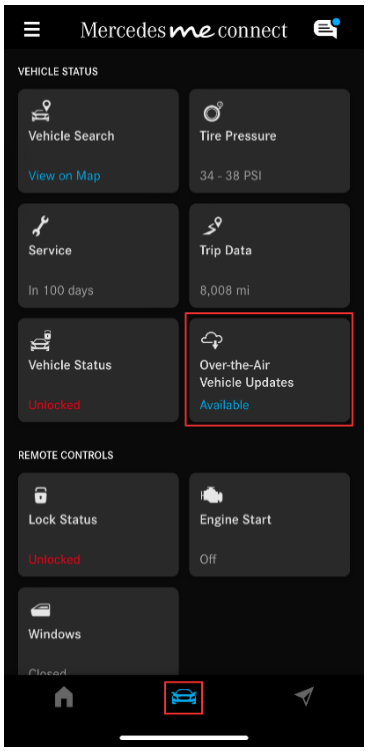

Figure 2 – Over-the-Air Vehicle

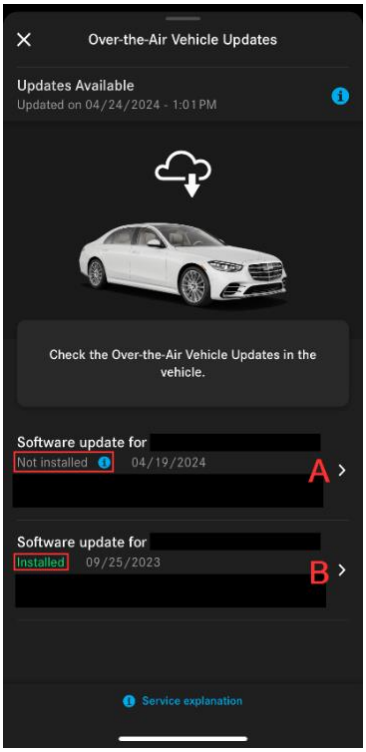

Figure 3 –

A. Pending OTA Update
B. Successful OTA Update