

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign OTA Notification</b> <b>Sound System Software Update – Non Mercedes Me Connect OTA MY21-23 EQE, EQS, EQS SUV, and S-Class (223, 295, 296, and 297 platform)</b>	DATE: May 19, 2023

**IMPORTANT SERVICE CAMPAIGN INFORMATION**

**No Action Required by Dealer**

**Over-the Air (“OTA”) Information Only**

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Service Campaign OTA Notification</b>		May 19, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Sound System Software Update – Non Mercedes Me Connect OTA</b>
N/A	23P5497232	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the sound system software in <b>10,155</b> Model Year (“MY”) 2021-2023 EQE, EQS, EQS SUV, and S-Class (223, 295, 296, and 297 platform) vehicles. <b>The vehicles will not be visible or flagged in VMI or EVA.</b></p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021-2023 EQE, EQS, EQS SUV, and S-Class (223, 295, 296, and 297 platform) vehicles, the software of the sound system does not correspond with the latest series production configuration.</p> <p>The software update serves as the necessary preparation for additional functionalities that will be included in the future to improve and expand the sound system of the vehicles. The update is free of charge and will be carried out in the background. The installation will take approximately 3 minutes, the system can be used without restrictions during this period. The new software will be active during the next driving cycle.</p>	
<b>What We’re Doing</b>	<p>MBUSA will conduct an OTA service campaign. Remote software updates are automatically downloaded and installed in the customer’s vehicle free of charge without an additional workshop visit via the data link of the communication module. All customers will be mailed a letter informing them of this software update.</p>	
<b>Parts</b>	<p><b>Parts are not required for repair. Remedy software will be pushed via OTA.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021-2023	
<b>Vehicle Model</b>	EQE, EQS, EQS SUV, and S-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	10,155	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMS – This OTA campaign may generate questions from your dealers.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		

