

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign OTA Notification</b> <b>Communication Module Software Update</b> <b>Non-Mercedes Me Connect OTA</b> <b>MY21 S-Class (223 platform)</b>	DATE: September 18, 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

Senior Manager, Vehicle Compliance & Analysis



<b>Service Campaign OTA Notification</b>		September 18, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Communication Module Software Update – Mercedes Me Connect OTA</b>
N/A	23P5497108	
<p>This is to notify you of the <a href="#">Service Campaign OTA</a> update for the communication module software in <b>1,841</b> Model Year (“MY”) 2021 S-Class (223 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 S-Class (223 platform) vehicles, the software for the communication module does not correspond to the latest series production configuration.</p> <p>The update is free of charge and will be carried out in the background.</p> <p>The installation will update the communication module in order to be able to perform remote software updates on further control units in the future. Further contributions to product improvement and increases in robustness will also be implemented with this software update.</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. Customer letters were mailed August 11, 2023.</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	
<b>Vehicle Model</b>	S-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	1,841	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs – This OTA campaign may generate questions from your dealers.</p>	
<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>		

