Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers,	FROM: Gregory Gunther, Senior Manager, Vehicle						
Sales Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services						
RE: Service Campaign OTA Notification Air Suspension System Software Update –							
Mercedes Me Connect OTA	DATE: December 8, 2023						
MY21-23 S-Class, EQS (223, 297 platform)							

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



Vehicle Compliance & Analysis

Service Campaign OTA Notification December 8, 2023							
Campaign No. :	Campaign Desc. :	Air Susp	ension System Software Update				
N/A	23P5497243	-	lercedes Me Connect OTA				
,,			pension system software in <u>16,722</u> Model Year ("MY") les will <u>not be</u> visible or flagged in VMI or EVA.				
		Background					
lssue	determi air sus product	ined that on certain pension system a tion configuration.	AG"), the manufacturer of Mercedes-Benz vehicles, has n MY21-23 S-Class, EQS (223, 297 platform) vehicles, the software does not correspond with the latest series The air suspension system will receive an OTA update to mprove the ground clearance, especially during parking.				
What We're Doing	automa and do	MBUSA will conduct an OTA service campaign. Remote software updates are automatically downloaded and installed in the customer's vehicle free of cha and do not require a dealer visit. No customer letter will be mailed for this O software update.					
Parts	Parts a	re not required for	or repair. Remedy software will be pushed via OTA.				
	V	ehicles Affec	ted				
Vehicle Model Year(s)	2021-2	023					
Vehicle Model	S-Class	, EQS					
	V	ehicle Popula	tion				
Total Campaign Population	on 16,722						
	N	ext Steps/No	tes				
AOMS/SOMS	AOMs -	- This OTA campaig	n may generate questions from your dealers.				

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.



No Service Action is required by the Dealer for this Campaign

Over-the-Air ("OTA") updates are performed remotely and do not require a dealer visit. 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:

Dealers can check for a successful OTA update in VeDoc, or alternatively the customer can check using the Mercedes me connect App.



VeDoc

Dealers can search the VIN in VeDoc (**Figure 1, A**), then click "Control Units" and "SPC" control unit (**Figure 1, B**). If any of the Object Numbers (**Figure 1, C**) match "**223 903 80 05**", then the OTA update was successful.

		_	AC					Q Search < >									
Identification Major assembli	es Codes	SAA n	umbers VPD	and seria B	Control uni	ts Theft-relev	ant data	Navigation	FO texts	s History	Sale	es data	Certifica	ation 1	Model plate	Equipment	
+ Add control unit	C Reset so	orting		/													
Designation		Moder			e Short des.	. ID code	Version	Hardware objec Cal II CVN			Flash SCN Servi Serial number						
SCM Mantelrohrschaltmodul		-		SCCM223	MRM			223 901 32 16		FD3A0254	Ø	Ø				0	
MPC Multi Purpose Camera	/			SMPC223	SMPC			223 901 87 13			Ø	Ø				0	
SND Soundverstärker				SND7	SND			223 901 43 14								0	
SPC Advanced-Agility-Steuergera	it			SPC223	SPC			297 901 39 03			Ø	Ø				0	
LRE (Lenkradelektronik)			VPDPAR	SWSP223	LRE			099 901 87 02			Ø					90	
Maut-Steuergerät			VPDPAR	TGS223	MAUT			223 901 02 15			\square					90	
CERTIFICATE CHAINS																	
SOFTWARE AND COMPONENTS	OF THE SELEC	TED CON						+ Add com	nponent								
	ZGS		SCN		B F	actory SCN	2	Alias 🔨	Des	ignation				Identif	ication/serial	number	
223 902 43 22		Û	223902	4322010041	22	39024322010041	1										
223 903 88 04		Ū															
223 903 93 03		Ū	*														

Figure 1 - Successful OTA update in VeDoc



Mercedes Me Connect App

Customers can alternatively check the status of OTA updates using the Mercedesme connect App on Android or Apple, by navigating to your vehicle's home page and selecting the "More" icon (**Figure 2**) and selecting "Over-the-Air Vehicle Updates" (**Figure 3**). Successful OTA updates will show as "Installed" (**Figure 4**).

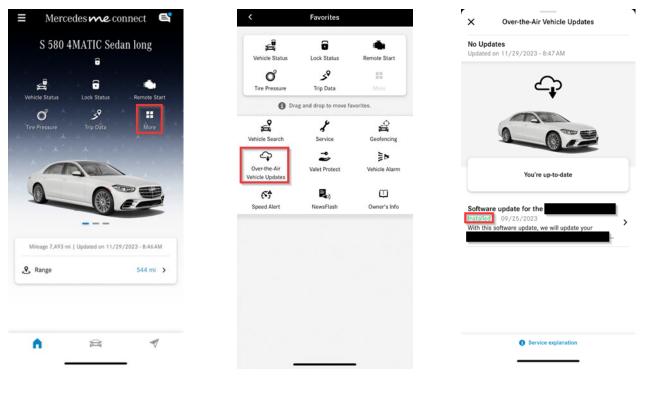


Figure 2 – Vehicle home page

Figure 3 – Over-the-Air Vehicle Updates

Figure 4 – Successful OTA software update