

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: Service Campaign OTA Notification Inductive Charging System Software – Mercedes Me Connect OTA MY21-24 C-Class, EQE, EQS, S-Class (206, 294/295, 296/297 and 223 platform)	DATE: December 1, 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



Service Campaign OTA Notification		December 1, 2023
Campaign No. :	Campaign Desc. :	Inductive Charging System Software – Mercedes Me Connect OTA
N/A	23P5497345	
<p>This is to notify you of the OTA Service Campaign to update the inductive charging system software in 58,838 Model Year (“MY”) 2021-2024 C-Class, EQE, EQS, S-Class (206, , 294/295, 296/297 and 223 platform) vehicles. The vehicles will not be visible or flagged in VMI or EVA.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-24 C-Class, EQE, EQS, S-Class (206, 294/295, 296/297 and 223 platform) vehicles, the inductive charging system software does not correspond with the latest series production configuration. The inductive charging system will receive an OTA update that includes improvements for the wireless charging of the Apple iPhone 14 and subsequent generations with MagSafe.	
What We’re Doing	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. No customer letter will be mailed for this OTA software update.	
Parts	Parts are not required for repair. Remedy software will be pushed via OTA.	
Vehicles Affected		
Vehicle Model Year(s)	2021-2024	
Vehicle Model(s)	C-Class, EQE, EQS, and S-Class	
Vehicle Populations		
Total Campaign Population	58,838	
Next Steps/Notes		
AOMS/SOMS	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>		



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

- 1) **Dealers** can search the VIN in VeDoc (**Figure 1, A**), then click "Control Units" (**Figure 1, B**) and "WMI (Wireless Media Interface)" (**Figure 1, C**). If the Object Number (**Figure 1, D**) matches object number found in (**Table 1**), then the OTA update was successful.

The screenshot shows the VeDoc interface for a vehicle with VIN 4JGDM2DBXPA009527. The 'Control units' tab is selected, showing a list of components. The 'WMI (Wireless Media Interface)' component is highlighted. Below, the 'Certificate chains' section shows software components with object numbers and SCNs.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware object number	Cal ID	CVN	Flash	SCN	Service	Serial number
SND Soundverstärker		SND7	SND			297 901 07 04			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29790107040001D0068183
SPC Advanced-Agility-Steuergerät		SPC223	SPC			297 901 39 03			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2979013903000220522B0800593
LRE (Lenkradelektronik)	VPDPAR	SWSP223	LRE			099 901 86 02			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
RDK Reifendruckkontrolle		TPM223	TPM			000 901 25 14			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	00090125140006B00090016320...
TPM-HL Steuergerät	VPDPAR	TPM223_HL	TPMHL						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TPM-HR Steuergerät	VPDPAR	TPM223_HR	TPMHR						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TPM-VL Steuergerät	VPDPAR	TPM223_VL	TPMVL						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TPM-VR Steuergerät	VPDPAR	TPM223_VR	TPMVR						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SCU Schiebedach Steuergerät		TSSR296	ASD			296 901 03 01			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2969010301000693224010480
WMI (Wireless Media Interface)		WMI7D	WMI			223 901 93 15			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	22390193150009E16628816002207210121

Figure 1 – Successful OTA update in VeDoc

Object Number	Relevance to VIN
2239028129	WMI7D: (WMI7D only or WMI7D and WMI7R)
2239028229	WMI7D: (WMI7D and WMI7P or WMI7D and WMI7P and WMI7R)
2239028329	WMI7P
2239028529	WMI7R (without code 856)
2239028429	WMI7R (with code 856)

Table 1 –Object Numbers for Updated Inductive Charging Software



Mercedes Me Connect App

Customers can alternatively check the status of the OTA update using the Mercedes-me connect App on Android or Apple, 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**).

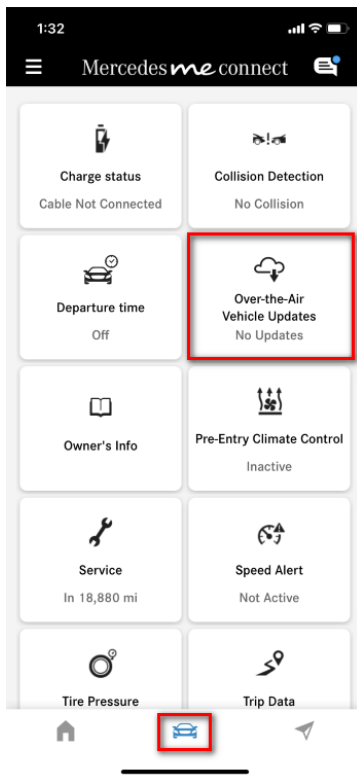


Figure 2 – Over-the-Air Vehicle Updates

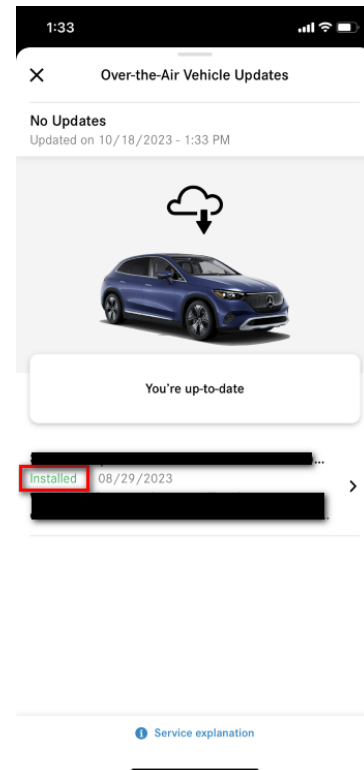


Figure 3 – Successful OTA Update

