

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 Communication Module Software Update – non-Mercedes Me Connect OTA MY20-23 A-Class, C-Class, CLA, CLS, E-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class (177, 205, 118, 257, 213, 238, 247, 253, 167, 290, 217, 222 platform)	DATE: February 9, 2024

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		February 9, 2024
Campaign No. :	Campaign Desc. :	Communication Module Software Update - Non-Mercedes Me Connect OTA
N/A	23P5497718	
<p>This is to notify you of the Service Campaign OTA update for the communication module system software in 25,451 Model Year (“MY”) 2020-2023 A-Class, C-Class, CLA, CLS, E-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class (177, 205, 118, 257, 213, 238, 247, 253, 167, 290, 217, 222 platform) vehicles. The vehicles will <u>not be visible or flagged in VMI or EVA.</u></p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY20-23 A-Class, C-Class, CLA, CLS, E-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class (177, 205, 118, 257, 213, 238, 247, 253, 167, 290, 217, 222 platform) vehicles, the communication module system software does not correspond with the latest series production configuration. The communication module will receive an OTA update to improve the system stability and allow for better accessibility of Mercedes me services.	
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. All customers have been mailed a letter informing them of this OTA software update.	
Parts	Parts are not required for repair. Remedy software will be pushed via OTA.	
Vehicles Affected		
Vehicle Model Year(s)	2020-2023	
Vehicle Model	A-Class, C-Class, CLA, CLS, E-Class, GLA, GLB, GLC, GLE, GLS, AMG GT, S-Class	
Vehicle Populations		
Total Campaign Population	25,451	
Next Steps/Notes		
Customer Letter	Customer Letters were mailed January 5, 2024.	
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.



VeDoc

Dealers can search the VIN in VeDoc (Figure 1, A), then click "Control Units" and "Hermes - control unit" (Figure 1, B). If any of the Object Numbers (Figure 1, C) match "A 247 902 78 15", then the OTA update was successful.

The screenshot displays the VeDoc interface for a vehicle with VIN WDD2173861A040536. The 'Control Units' tab is selected, showing a list of components. The 'Hermes - Controlunit' is highlighted. Below, the 'SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT' section shows a list of object numbers, with '247 902 78 15' highlighted in red.

Designation	Model	Diogenes name	Short des.	ID code	Version	Hardware objec	Cal II CVN	Flash	SCN	Servi	Serial number
Hermes - Controlunit	VPDPAR	HERMES	HERMES			167 901 85 02		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	16790049120084M178J0079152
HFA Hands Free Access		HFA213	HFA			167 905 02 00		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
LWR-M Leuchtweitenregulierung Master	VPDPAR	HLI_FL217	LRL			217 901 79 00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	217900010482190417294082
LWR-S Leuchtweitenregulierung Slave	VPDPAR	HLI_FR217	LRR			217 901 79 00		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	217900010482190417294161
HU Head Unit	HEAD U...	HU55	HU			213 901 17 11		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MEG890K3072527
KLA-V Klimabedienung vorne		HVAC222	KLA			000 901 78 06	A246A416	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Object number	ZGS	SCN	Factory SCN
000 902 70 52		2479027815900012	2479027803010012
000 902 71 52			
247 902 78 15			

Figure 1 - Successful OTA update in VeDoc

