

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 MBUX System Software Update – Mercedes Me Connect OTA MY21-23 C-Class, S-Class, SL, EQS (206, 223, 232, 297 platform)	DATE: March 22, 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		March 22, 2024
Campaign No. :	Campaign Desc. :	MBUX System Software Update – Mercedes Me Connect OTA
N/A	24P5497707	
<p>This is to notify you of the Service Campaign OTA update for the MBUX control unit software in 14,559 Model Year (“MY”) 21-23 C-Class, S-Class, SL, EQS (206, 223, 232, 297 platform) vehicles. The vehicles will <u>not be</u> visible or flagged in VMI or EVA.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY21-23 C-Class, S-Class, SL, and EQS vehicles (206, 223, 232, 297 platform), the MBUX System software does not correspond with the latest series production configuration. The MBUX control unit will receive an OTA update that includes functional improvements and new features such as: Dolby Atmos®, video streaming, personalized images on the front passenger display, and additional commands for the MBUX Voice Assistant.	
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)	2021-2023	
Vehicle Model	C-Class, S-Class, SL, EQS	
Vehicle Populations		
Total Campaign Population	14,559	
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

Dealers can search the VIN in VeDoc (**Figure 1, A**), then click "Control Units" and "HU – Head Unit" (**Figure 1, B-C**). If the Object Number (**Figure 1, D**) matches "297 904 86 00", then the OTA update was successful.

Vehicle identification no. (FIN) 4JG1671461B025048 Vehicle identification no. (FIN or VIN)
 Vehicle identification no. (VIN) 4JGFB4GB8RB025048 Search **A**

B

Identification Major assemblies Codes SAA numbers VPD and serial no. **Control units** Theft-relevant

+ Add control unit Filter Reset sorting

Designation	Model	Diogenes name	Short d
GDO Garagentoröffner		GDO213	GDO
Hermes - Controlunit	VPDPAR	HERMES	HERME
HFA Hands Free Access		HFA213	HFA
LWR-M Leuchtweitenregulierung Master	VPDPAR	HLL_FL247	LRL
LWR-S Leuchtweitenregulierung Slave	VPDPAR	HLL_FR247	LRR
HU Head Unit C	HEAD UNIT	HU7	HU
KLA-V Klimabedieneinheit vorne		HVAC222	KLA
KI Kombiinstrument		IC177M	KI
RDU-S8 RDU-Sensor 8		IMMR223_RL	BMSR3
RDU-S5 RDU-Sensor 5		IMMR223_RR	BMSR1
IFE Integrated Power Electronics	VPDPAR	INV1640	IFE

VEHICLE INFORMATION FOR CONTROL UNITS

SOFTWARE AND COMPONENTS OF THE SELECTED CONTROL UNIT

Object number ^	Version	Software ID	App ID
297 902 89 11			
297 903 91 03			
297 904 86 00 D			

Figure 1 – Successful OTA update in VeDoc



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**).

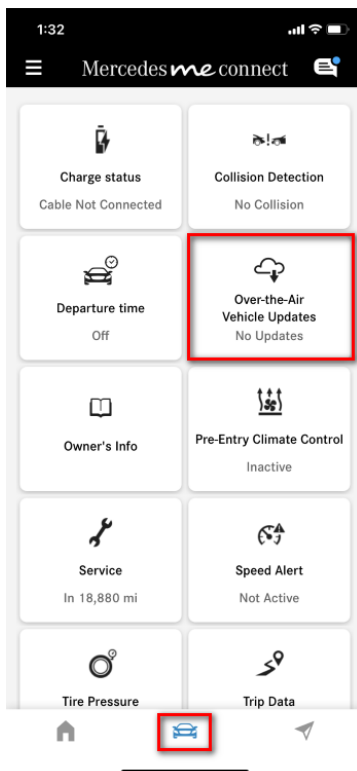


Figure 2 – Over-the-Air Vehicle Updates

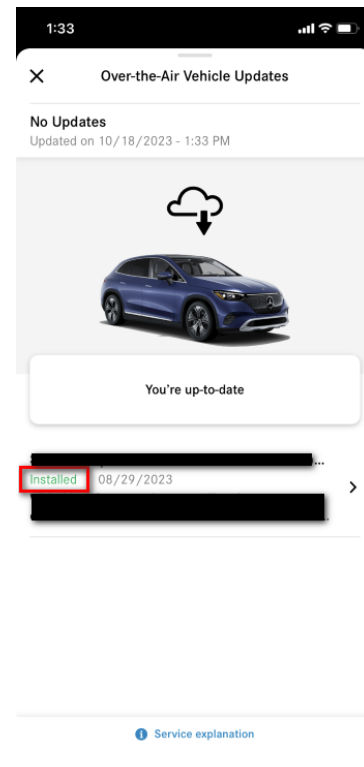


Figure 3 – Successful OTA Update

