

Terms of Use for the Mercedes me connect Services

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1. Scope of Application

The following terms of use for the Mercedes me connect services are an offer of Mercedes-Benz Malaysia Sdn. Bhd., Wisma Mercedes-Benz, 16A Jalan BK1/13, Taman Perindustrian Bandar Kinrara, 47180 Puchong, Selangor Darul Ehsan, Malaysia ("Provider") (hereinafter "Terms of Use") and apply to the provision of Mercedes me connect information and telematics services, temporary activation of on-demand features and other digital content, digital products and digital services that may be purely digital or control certain functionalities of the underlying hardware ("Digital Extras") provided by the Provider and their use by the Customer.

2. Customer, Registered Owner

- 2.1 "Customer" is the person who fulfils the requirements of Clause 4.3 and has concluded these Terms of Use successfully and appropriately pursuant to Clause 3.1.

A "Customer" can be either a consumer or a registered business. A consumer is any natural person who is not primarily acting in a commercial or self-employed professional capacity when entering into a legally binding transaction. A registered business is a legal entity, company, cooperation or partnership which has concluded a contract with the Provider for the use of the Digital Extras in the exercise of its commercial or independent professional activity.

- 2.2 "Registered Owner" is the person who is registered as the person responsible for the vehicle in the relevant National Vehicle Register.

3. Effective Date and Change of the Terms of Use

- 3.1 A precondition for using the Digital Extras is that the Customer has set up a Mercedes me ID, registered himself in the Customer Portal and has accepted these Terms of Use online. The Terms of Use shall become effective between the Customer and the Provider when the Customer receives a confirmation, but no later than the date on which the Customer is able to use the respective Digital Extras for the first time.

If the Customer is a registered business pursuant to Clause 2.1, it must also conclude a data processing on behalf agreement with the Provider before these Terms of Use take effect.

- 3.2 Any terms of the Customer that differ from these Terms of Use shall not apply unless the Provider explicitly agrees to their validity in writing.

- 3.3 The Agreement shall be concluded in English.

- 3.4 The Provider is entitled to make changes to the Terms of Use for valid reasons, in particular if so required by new technical developments, further development of the contractual services, changes in law or other

- equivalent reasons which make this necessary. If the change would lead to significant disruption of the contractual balance between the Parties, it will be waived.
- 3.5 Irrespective of the aforementioned reservation of the right to make changes and amendments to the Terms of Use, the Provider is also entitled to make changes and amendments to the Terms of Use if the Provider notifies the Customer in text form (including by e-mail, SMS, and message in the Mercedes me mailbox) at least seven (7) days prior to the day on which the amendment or addition takes effect (calculated from the date of receipt of the notification by the Customer). The amended Terms of Use shall be deemed to have been accepted unless the Customer files an objection within seven (7) days of the receipt of the notification. The Provider will inform the Customer separately of this legal consequence in its notification.

4. Scope of Digital Extras

- 4.1 When the Terms of Use become effective, the Customer may be entitled to use certain Digital Extras free of charge, if they are offered. The Customer may obtain additional information in this regard on the customer portal referred to in Clause 15.2 ("Customer Portal").
- 4.2 In addition, the Customer may acquire the right to use paid Digital Extras ("Fee-based Digital Extras") together with the purchase of the vehicle¹ or via the Mercedes me Store. The additional terms and conditions agreed for the sale of the Digital Extras shall apply to the purchase of the Fee-based Digital Extras and, in the event of purchase via the Mercedes me Store, the General Terms and Conditions of the Mercedes me Store shall apply. These Terms of Use apply to the use of the Fee-based Digital Extras by the Customer via Mercedes me connect.
- 4.3 The use of the Digital Extras is intended for consumers or registered businesses according to Clause 2.1² who are either the Registered Owner of the vehicle with which the Digital Extras are to be used, or have been authorised by the Registered Owner to use the vehicle including the Digital Extras. In addition, (i) consumers must have their permanent place of residence (registered address) in Malaysia and (ii) registered businesses must have their place of business establishment in Malaysia. The place of residence and place of business establishment will hereinafter be referred to as "residence".
- 4.4 Digital Extras that require a paired vehicle (see Clause 5.2) apply exclusively to the respective vehicle (e.g. charging services, streaming services, "Comfort Data Volume" service) and are not transferable to other vehicles. In addition, all Digital Extras may only be used for the purpose specified in the description of the respective Digital Extras. The same applies to other products paired to the user account (e.g. Mercedes-Benz Wallbox).
- 4.5 The description of the individual Digital Extras, i.e. the scope of services, conditions of use, availability and any further information, can be found in the Customer Portal³, the Mercedes me App, the vehicle order including Digital Extras or in the Mercedes me Store. The scope and availability of Digital Extras may vary depending on the vehicle type and equipment or on the Mercedes-Benz Wallbox type⁴ (such as whether specific equipment is installed or included in the vehicle). The Customer is advised to make an enquiry regarding the availability of the Digital Extras for its vehicle before purchasing the Digital Extras. The Provider reserves the right to further develop the Digital Extras at any time, and to add, change or remove individual functions. Changes will only be made if there is a valid reason and no additional costs are incurred by the Customer. The following circumstances may lead to a change in the Digital Extras: adaptation to a new technical environment, adaptation to an increased number of users, for important operational reasons, further development of Digital Extras, new legal requirements and supreme court rulings or other equivalent reasons.
- 4.6 Subject to Clause 4.15, the Digital Extras are generally available in Malaysia. If certain Digital Extras are geographically limited or are not yet available, this is listed in the service description. The Digital Extras can be used in Malaysia, Thailand and Singapore for vehicles sold or distributed by the Provider and/or its Mercedes-Benz Authorized Sales Agents. If the Customer changes the country of residence in their user account to another country other than Malaysia, or the Customer moves the vehicle to a country outside Malaysia, Thailand or Singapore, it is possible that the Digital Extras may be impaired or may not function at all owing to country-specific technical vehicle equipment (e.g. communication module) or the country-specific availability of third-party providers and content providers.
- 4.7 For the Digital Extras, the Provider shall provide the Customer with the use of the Customer Portal, the Mercedes me App or other means of access (cf. Clause 4.9) via which the Customer can set up an interface and manage his Digital Extras online ("User Account").

¹ At present, Digital Extras cannot be purchased together with the vehicle in all countries.

² For registered businesses, the contractual offer is not available in every country. If no selection option for registered businesses is available during registration or in the existing account, the offer is directed only at consumers.

³ The Customer portal is not available in all countries. In these cases the Mercedes me app is available as an alternative.

⁴ The provisions regarding the Mercedes-Benz Wallbox within these Terms of Use only apply to wallboxes that are pre-equipped with the corresponding remote functions via the Mercedes me app. These Mercedes wall boxes are not available in every country.

- 4.8 The Customer can pair several vehicles (up to a maximum of 20) and up to 3 Mercedes-Benz Wallboxes to his/her User Account and may unpair these again at any time. If the Customer is a registered business, it may also set up additional vehicles if it obtains authorisation and approval to do so from a Mercedes-Benz Authorized Service Dealer ("Service Partner"). Pairing and unpairing of the vehicle or the Mercedes-Benz Wallbox are governed by Clause 5.2.
- 4.9 The Customer may operate and use the Digital Extras via the means of access listed below (collectively "means of access"): a) via the infotainment system in the vehicle, b) online in the Customer Portal and/or c) via mobile applications using compatible end devices ("Apps" or "App"). The means of access available for each Digital Extra is determined by the respective description of the Digital Extras in the Customer Portal, the Mercedes me Apps and/or the Mercedes me Store. We reserve the right to make changes to the means of access, provided that the change is reasonable for the Customer.
- 4.10 The Customer can delete the Apps at any time. In this case, the Digital Extras are no longer available to the Customer via the Apps. Changes made to the compatible end device (e.g. update of the operating system, jail-breaking) may also render the Apps unusable.
Please note: Any obligations to pay the fees for Fee-based Digital Extras shall remain unaffected by deletion of the Apps or by the described changes to the compatible end device.
- 4.11 The Customer is given the option to activate and deactivate individual Digital Extras. When a Digital Extra is activated, the Customer can use the Digital Extra. If a Digital Extra is deactivated, then the Digital Extra will not be available to the Customer during that time. New Digital Extras do not become effective for the Customer until he activates them.
Please note: Any obligations to pay the fees for Fee-based Digital Extras or contractual agreements with third-party providers remain unaffected by a deactivation of the Digital Extras.
- 4.12 If the Customer cancels the purchase of a Fee-based Digital Extra, if a Fee-based Digital Extra expires or if the Fee-based Digital Extra is terminated, the Provider shall be entitled to deactivate the Digital Extras concerned.
- 4.13 In addition, the Provider also reserves the right to deactivate or restrict the Digital Extras for important reasons (e.g. data security, security problems with content providers/third-party providers).
- 4.14 The display in the vehicle's instrument cluster or in the display of the Mercedes-Benz Wallbox has priority over all other information channels, such as the display of the Customer's means of access. The information displayed in the infotainment system or in Apps is not binding, may, in whole or in part, be incomplete, incorrect or not up-to-date; and applies at the time of retrieval.
- 4.15 The provision and use of the Digital Extras may be subject to limitations and inaccuracies that are beyond the control of the Provider, taking into account of the current state of technology. In individual cases, there may be discrepancies between the vehicle operating data displayed in the vehicle (e.g. in the infotainment system) or in the display of the Mercedes-Benz Wallbox and that in the Customer's respective means of access. This applies in particular to the availability of the mobile data connection provided by mobile phone companies, the mobile network, GPS location services via a global navigation satellite system and Internet access. The Digital Extras are therefore geographically limited to the reception and transmission of the radio stations operated by the relevant mobile phone companies. The unavailability of the mobile network may mean that individual Digital Extras are not available because the necessary data transfer cannot take place. Moreover, Digital Extras can be adversely impacted by atmospheric conditions and topographical features or by obstacles (e.g. bridges, tunnels, buildings). The same applies to the GPS. Other disruptions, such as network overload, may impair the use of the internet. In addition, short-term capacity bottlenecks may result from spikes in the use of the Digital Extras, the mobile and landline networks or the internet. The availability of Digital Extras is 97.0% on an annual average. Disruptions of the transmission quality by atmospheric or similar conditions cannot be excluded.
When using data via the mobile telecommunication services, the logged-on users share the available bandwidth (so-called shared medium) in the mobile radio cells. The actual achievable transmission rate during the data usage is also dependent on the total availability of the respective technology, the transmission rate of the server selected for providing the corresponding Digital Extras, the occupancy/capacity utilisation of the mobile network by the number of users in the respective mobile radio cell, the distance to the antenna and the movement of the user.
Disruptions may further arise for reasons of force majeure, including strikes, lockouts or administrative orders, as well as due to technical or other measures (e.g. repairs, maintenance, software updates, enhancements) which need to be carried out on the systems of the Provider or on those of upstream or downstream service providers, content providers or network operators which are necessary in order to ensure that the Digital Extras are properly provided or improved.
The use of the Digital Extras via the Apps may also be subject to restrictions and inaccuracies owing to unavailability, or owing to impairments or malfunctions of the Apps or the compatible end device (e.g. owing to force majeure or to technical and other measures such as maintenance, software updates, enhancements for the Apps).

- 4.16 For certain Digital Extras (e.g., Internet Radio, Petrol Station Prices, Live Traffic, Car-to-X Communication), the information available through the Digital Extra is prepared by third-party content providers and may be incomplete, inaccurate, out of date or unavailable in whole or in part. The Provider assumes no responsibility for checking whether the information is complete, accurate or up-to-date, or for completing, correcting or updating such information, or for making sure that the information is available or is made available in a certain quality. The Customer is independently responsible for his use of the information and make decisions based on his/her own responsibility; accordingly, it is incumbent on the Customer to review whether or not the information is complete, correct, up-to-date, and is available or is made available in a quality suitable for his/her needs.
- 4.17 To prevent disruptions to the workshop process during a workshop visit, Digital Extras may be temporarily unavailable or only available to a limited extent.
In addition, maintenance and repair work carried out on the vehicle during the workshop visit can generate data that lead to erroneous status messages and diagnosis messages via different means of access. As a result, the Customer may receive erroneous offers for maintenance services or an erroneous request for an appointment due to a recognised need for repair by the Service Partner. Under certain circumstances, it may be necessary for the Customer to reactivate the Digital Extras after the workshop visit.
- 4.18 The Digital Extras require a fully functioning power supply in the vehicle from the vehicle battery. If the Digital Extras are used excessively and the vehicle's battery is not intermittently charged by a running engine, or connecting the battery to a power supply (in the case of electric vehicles), then this may result in the battery becoming depleted. If the vehicle is left stationary for a long period, this can cause the communication module ("Communication Module") in the vehicle to turn off and thereby disrupt the mobile data connection to the vehicle until the next time the vehicle is manually started up.
- 4.19 When these Terms of Use come into effect and the vehicle is connected, a download will occur via mobile data connection and software updates for vehicle components such as comfort systems, locking & security systems, driver assistance systems, suspension & drive systems and the vehicle's infotainment system are downloaded and automatically without the need for a workshop visit ("Software Update"). The Software Update may be initiated from the vehicle or from the Backend and may enhance, extend, and provide or enable new features of the vehicle and Digital Extras, or modify or remove features of the vehicle and Digital Extras. The Customer cannot deactivate the Software Update. Depending on its type and scope, the Software Update will either be carried out automatically without any additional consent required from the Customer, or the Customer will be given the option of confirming or rejecting individual Software Updates; the Customer can always reject changes or removals if they are not to the Customer's advantage or the Customer could not be reasonably expected to accept them, taking the interests of the Provider into account. The period between the individual Software Updates is variable. There is no entitlement to Software Updates beyond the maintenance of contractual conformity or security updates.
- 4.20 Software Updates are subject to the availability of or limitations in the mobile network and the equipment of the vehicle. This means that the time it takes to download and install any software can differ from vehicle to vehicle and can take anywhere from a few minutes to several hours. The status is stored in the Backend and shown to the Customer via the means of access.
- 4.21 In some circumstances, the Software Updates may be required for the unimpeded performance and operation of the Digital Extras. The Customer is not entitled to obtain the Software Update by other means (e.g. through the Service Partners). As part of servicing by the Service Partners who are responsible for providing repair and maintenance services for Mercedes-Benz, other measures may be carried out instead of or in addition to the Software Update. While the Software Update is downloading and installing, the functionality of the vehicle or individual components (e.g. infotainment system or Communication Module) may be restricted for a limited period of time. In the unlikely event that a serious technical error occurs during the installation of the Software Update, the functionality may continue to be restricted and a workshop repair may be needed.

5. Conditions of Use

- 5.1 The Digital Extras are available in Mercedes-Benz of newer model series that are equipped with an integrated Communication Module. Some of the Digital Extras are based on a hardware component or require additional special equipment in the vehicle. The Digital Extras for the Mercedes-Benz Wallbox require pre-installation for remote functions via the Mercedes me App. Details and any further conditions of use can be found in the respective service description. For certain functions and Digital Extras, the vehicle requires a mobile data connection between the vehicle and the Backend, as well as the compatible end device of the Customer. In addition, the vehicle must be equipped with an infotainment system. To use the Digital Extras for the Mercedes-Benz Wallbox, the wallbox must have an internet connection (e.g. WLAN, SIM).
For data transmission to the Customer Care Centre ("CCC"), it is necessary that the Customer's compatible end device must have GPS and the GPS must be activated. Any additional conditions of use or exceptions can be specified in the description of the respective Digital Extras.

- 5.2 In order to use the Digital Extras for a vehicle, the vehicle must be paired to the User Account and remain paired ("Pairing"). In order to use the Digital Extras with the Mercedes-Benz Wallbox, the Mercedes-Benz Wallbox must be paired to the User Account and remain paired. Pairing is carried out locally by Service Partners or online via the User Account. The Customer can obtain more information on this in the Customer Portal or from Service Partners.
- Digital Extras can only be activated and used in the vehicle and/or for the Mercedes-Benz Wallbox once the vehicle or the Mercedes-Benz Wallbox has been paired. Only one Customer can be assigned to each vehicle and each Mercedes-Benz Wallbox as the main user at any one time. If the Customer is a registered business, several main users can be created for each vehicle. Additional vehicle users may be registered as "Co-Users" within the meaning of Clause 11.1.
- The unpairing of a vehicle or a Mercedes-Benz Wallbox takes place by the Customer either by removing the vehicle or the Mercedes-Benz Wallbox from his User Account, or requesting unpairing in text form (including by e-mail) to the Provider or CCC referred to in Clause 15.2. With the unpairing, the Digital Extras in the affected vehicle or for the affected Mercedes-Benz Wallbox are deactivated for the Customer.
- Note: Any obligations to pay the fees for Fee-based Digital Extras shall remain unaffected by any unpairing.
- 5.3 For security reasons, an identity check is required for the use of some Digital Extras. This can be done with an identification document on site at the Service Partners or online via the App. The Customer will be informed of the necessity of the identity check when activating all Digital Extras or the corresponding Digital Extra. The Digital Extra can only be used by the Customer after a positive identity check. The Provider reserves the right to repeat the identity check at a later date.
- 5.4 For the use of the Digital Extras that embed services from other companies ("Third-Party Providers") (e.g., streaming services, parking, charging, refueling), the Customer shall enter into a separate agreement with the respective Third-Party Provider at the terms and conditions of the respective Third-Party Provider. If necessary, the Customer must create a separate User Account with the Third-Party Provider ("Third-Party Provider Account") (e.g. streaming services). In addition, for certain Digital Extras, the Customer must conclude a contract with a mobile communications provider who is independent of the Provider. The Provider assumes no responsibility for the performance of the Third-Party Provider and the mobile communications provider.
- 5.5 The use of Digital Extras via Apps requires a compatible end device and a mobile data connection, and the App must be obtained and installed on the compatible end device.
- 5.6 Another prerequisite for using the Digital Extras is regular updating of the Apps when updates are available.
- 5.7 For Customers with a vehicle featuring optional equipment for highly automated driving functions ("System"), the following applies: To use the System requires Digital Extras to be activated and available during use. Despite the activation of these Digital Extras, it is possible that the System will not be available or only available to a limited extent. This is because the System's availability and activation depend on other system requirements and limits, and are subject to functional, geographical, local and time-related restrictions. Among other things, the System's availability depends on suitable weather conditions, the route network that is currently available, route approval and/or the respective traffic situation. The availability of the System may be limited for security reasons. The availability of the System also depends on the current applicable laws of the country in which the vehicle is to be used. The operating instructions contain more information regarding the System requirements and limits, as well as the processing of data in vehicles with highly automated driving functions.

6. Payment Function within the Scope of Digital Extras

- 6.1 The payment function enables the Customer to conclude and pay for a contract within the scope of certain Digital Extras.
- 6.2 When using the payment function, the respective third party provider or sales partner becomes the contractual partner ("Seller") of the Customer. The Provider merely acts as an intermediary for the conclusion of the contract, and does not itself become a contracting party. The contract shall be governed by the respective Seller's general terms and conditions.
- 6.3 With respect to the payment of the price, the Provider acts as a technical service provider and shall only provide the technical platform for the payment. The Provider may engage other service providers for this purpose. Authorization of a payment, access to a payment account of the Customer as well as the transfer of the price from the Customer's payment account to the Seller shall be made exclusively by payment service providers commissioned by the respective Seller (e.g. payment service provider or acquirer) (hereinafter referred to as "Payment Processor"). At no point during a payment transaction does the Provider come into possession of the funds to be transferred.
- 6.4 The prices displayed by the respective Seller apply to the contract. Once the contract has been concluded, the price to be paid will be displayed in the corresponding means of access, if applicable. The price shall fall due immediately upon conclusion of the contract. The Customer shall immediately notify the Provider of any discrepancies between the price shown for the relevant user access and the amount stated by the Seller (e.g. by email to me-connect.mys@cac.mercedes-benz.com).

- 6.5 Use of the payment function is only possible if the necessary payment and customer data is entered in full, and if a valid means of payment is stored in the User Account.
- 6.6 When using the payment function, some Sellers require the pre-authorisation of the transaction by the Payment Processor based on a maximum limit set by the Customer. If the Payment Process does not pre-authorise the transaction, the Seller reserves the right to refuse the transaction.
- 6.7 After confirmation of the payment by the Customer via the payment function, the Provider shall forward the information required for the payment of the price to one or more Payment Processors and/or the Seller. The Provider may engage other service providers to forward the necessary data to one or more Payment Processors or a Seller. The purchase price shall only be debited by a single Payment Processor to the means of payment stored in the User Account, and transferred to an account of held by the Seller. The successful payment of the price to the Seller shall be displayed accordingly in the corresponding access point. The seller shall also be notified that payment has been made. The Customer shall receive a corresponding receipt from the Seller for the price paid via the notification options configured in the User Account.
- 6.8 In the case of multiple payments for the same service, this is ascertained by the Payment Processor, and the automatic reversal of the payment is initiated. This reversal is processed using the means of payment stored in the User Account by the Customer.
- 6.9 The Seller is solely responsible for claims arising from or relating to the contract. The Provider is not a party to the contract and therefore not obliged to provide a warranty or assume liability in connection with the contract.

7. Fees and Costs

- 7.1 There is no fee for completing the Terms of Use. The fees for the Fee-based Digital Extras apply to the order for vehicles include Digital Extras¹ or are those displayed in the Mercedes me Store.
To be able to use the Digital Extras in the vehicle which are based on a hardware component in the vehicle, special equipment for the vehicle is also sometimes necessary and may incur an increased vehicle price. Details of the required special equipment are provided in the service description and/or the order for vehicles including Digital Extras¹. The Customer is advised to make an enquiry regarding the availability of the Digital Extras for its vehicle before purchasing the Digital Extras.
The Apps are provided to the Customer free of charge.
- 7.2 Any costs for the mobile data connection between the vehicle and the Backend are generally borne by the Provider.
The preceding paragraph does not apply for such Digital Extras where the Customer must separately purchase a data volume from a mobile service provider. The costs for purchasing the data volume depend on the respective mobile service provider's tariffs; higher fees may be incurred abroad.
- 7.3 Any costs for mobile data connection that are incurred when the Customer using his compatible end device or other media and telecommunications equipment accesses the Customer Portal or his User Account outside the vehicle shall be borne by the Customer, in accordance with the rates charged by his own service provider.
- 7.4 Any costs for the use of services from Third-Party Providers shall be borne by the Customer.

8. Obligations of the Customer

- 8.1 The Customer warrants that he is either the Registered Owner of the vehicle or that the Registered owner of the vehicle has allowed him to use the vehicle and thus also to use the Digital Extras in the vehicle (e.g. company car driver). In the case of the Mercedes-Benz Wallbox, the customer warrants that he is either the Registered Owner thereof or that the Registered Owner has permitted him to use the Mercedes-Benz Wallbox and the available Digital Extras.
- 8.2 The Customer warrants that his profile data (e.g. name, address, e-mail address, mobile phone number, date of birth) which were reported to the Service Partner and entered in the Customer's User Account are correct. The Customer shall inform the Provider of any changes to this data without undue delay. The same applies to all other data, which has been reported voluntarily. For certain vehicles, a PIN-protected Customer profile is automatically created when the vehicle is paired.
If the data is incorrect and communication with the Customer is therefore not possible, the Provider reserves the right to block the Digital Extras.
Note: Any obligations to pay the fees for Fee-based Digital Extras shall remain unaffected by the disconnection.
- 8.3 To receive notifications via the Apps for individual Digital Extras (e.g. theft and collision monitoring, charging), the Customer must be logged into the corresponding App.
- 8.4 **The Customer is obliged to immediately disconnect the vehicle from the Digital Extras in accordance with Clause 5.2 if he is no longer entitled to use the vehicle (e.g. because it is sold or he has lost his right to continue using the company or leased car) or if this vehicle has been destroyed. The same applies to other products that are paired to the User Account. (e.g. Mercedes-Benz Wallbox).**

If the Customer fails to fulfill his obligation to unpair the vehicle or other paired products and another person successfully authenticates himself in accordance with Clause 5.2, or if the Registered Owner of the vehicle or other product reports the termination of the customer's right to use the vehicle or other product, the Provider shall unpair the vehicle or other product without further notice in accordance with Clause 5.2 and inform the Customer that the unpairing has taken place. The liability of the Customer under Clause 8.9 remains unaffected thereby.

- 8.5 The Customer shall keep all access details and passwords required for the use of the Digital Extras safe, not disclose them to third parties and prevent them from being misused. In particular, the Customer shall not use the same combination of e-mail address and password for accessing to the User Account that he uses for other online services. The Customer is obliged to impose the above obligation on any "Co-Users" as defined by Clause 11.1.
- 8.6 The Customer shall only be entitled to use the Digital Extras provided that he complies with all legal requirements and does not pursue any purposes that violate the Terms of Use or applicable law.
- 8.7 If the Customer identifies that the Digital Extras have been used in violation of the Terms of Use or that an unauthorised third party has carried out an inadmissible activity on the mobile network provided for the Digital Extras, the Customer must inform the Provider accordingly without undue delay via his User Account or by contacting the CCC using one of the methods described in Clause 15.2.
- 8.8 The software applications provided for the use of the Digital Extras may not be modified, edited, decompiled (including by means of reverse engineering), stored or otherwise reproduced.
- 8.9 The Customer shall be liable to the Provider for any loss or damage caused by violation of the obligations arising from the Terms of Use in accordance with the legal provisions.
- 8.10 The Customer shall indemnify the Provider from all claims, costs, damage and losses (including the costs of appropriate legal proceedings) caused by a third-party claim against the Provider in connection with the violation of legal provisions, third-party rights, or the Terms of Use by the Customer, provided that the Customer is liable in accordance with Clause 8.9.
- 8.11 The Customer is responsible for any storage of data on his compatible end devices.
- 8.12 If the Customer provides the vehicle to another vehicle user for their use, the Customer is obligated (i) to inform the other vehicle user about the Digital Extras and associated data collection prior to the start of the journey and possibly to obtain his consent, as well as to refer to the option to deactivate individual Digital Extras and (ii) deregister from his connected Third-Party Provider account or to deactivate the Digital Extra, in order, for example, to prevent any misuse by another vehicle user. Prior to the drive, the Customer must check whether the Digital Extras and functions he needs are activated.
- 8.13 The Customer is responsible for preserving and fulfilling the vehicle users' or Co-Users' (as defined by Clause 11.1) legal rights to data access, correction, erasure or exclusion, and the Provider shall support it in this regard. When processing requests for information from vehicle users or Co-Users, the Provider shall assist the Customer with compiling the necessary information upon written request and in return for the assumption of costs. If a vehicle user or Co-User contacts the Provider directly to ask for information or request that his personal data be corrected, erased, or removed, the Provider shall forward this request to the Customer without delay.
- 8.14 The Customer is under obligation to treat all knowledge of business secrets and the Provider's data security measures that it obtains in connection with the contractual relationship as confidential.

9. Obligations of the Provider, Instructions

- 9.1 Subject to any legal obligations to process data, the Provider and any person under its control with access to the Customer's data shall be obligated to follow the Customer's documented instructions exclusively when collecting, processing, and using the Customer's data. These Terms of Use specify in greater detail the rights of instruction attributable to the Customer with respect to the processing of personal data. In the event of legal obligations to process data, the Provider shall notify the Customer of such legal requirements prior to the processing, unless the relevant law prohibits such notification (e.g., due to an important public interest).
- 9.2 In the event of more extensive instructions by the Customer with respect to the processing of personal data ("**Specific Instructions**"), the Provider reserves the right to assess the necessity, technical feasibility, and appropriateness of the said instructions. If the instruction is not necessary in order to comply with mandatory requirements, the Provider can reject it. Any costs resulting from Specific Instructions that are not strictly necessary, or were not yet necessary when the contractual relationship between the Customer and the Provider was established, shall be borne by the Customer unless the costs arise as a result of the manner in which the Provider has designed the Digital Extras. Instructions must be issued in writing or by email ('text form'). The Provider is entitled to postpone the implementation of an instruction issued only orally until it is confirmed or amended by the Customer by email or in writing in response to the Provider's immediate request for such confirmation or amendment.
- 9.3 The Provider shall notify the Customer if it is of the opinion that an instruction issued by the Customer breaches the provisions of the Personal Data Protection Act 2010 ("**PDPA 2010**"). However, the Provider is

under no obligation to check whether this is the case. The Provider is entitled to postpone the implementation of the corresponding instruction until it is confirmed or amended by the Customer by email or in writing.

- 9.4 The Provider undertakes to treat all information and documents, to which it is given access or which it receives from the Customer in connection with the contractual relationship, as confidential and to only make them accessible to authorized persons (including employees) who have also been obligated to observe confidentiality. The non-disclosure obligation of the Provider with regard to information that has been made available to the Provider during the term of this Agreement shall continue to apply for a period of five (5) years after the termination of the contractual relationship unless such information is publicly available or becomes publicly available through no action or fault of the Provider. The Provider shall, regardless of the nature of the data included in the subject matter of the contractual relationship, train its employees who are involved in the processing and use of the Customer's data in the area of data protection. In that respect, the Provider has appointed a corporate data protection officer and shall provide the Customer with their identity and contact details in the Privacy Notice. Unless otherwise agreed, any other legal confidentiality obligations shall remain unaffected unless the Digital Extra descriptions specify that certain data, information and/or documents must be passed on to third parties in order to provide the respective Digital Extra.

10. Term and Termination

- 10.1 The Terms of Use are applicable for an indefinite period. The term of the Digital Extras is set forth in the respective service description or in the contract between the Customer and the seller of the Fee-based Digital Extras. Digital Extras that can be subscribed to for a specific term and at the end of the term are deactivated.
- 10.2 The Provider may terminate the Terms of Use at any time with 30 days' notice, but no earlier than the expiration of the last Fee-based Digital Extra. Fee-based Digital Extras shall end with the expiration of the purchased Fee-based Digital Extra. Free Digital Extras may be canceled by the Provider at any time with a reasonable period of notice. The Provider shall give notice of the termination in text form (including by email, SMS and a message in the Mercedes me inbox).
The Customer may terminate the Terms of Use at any time without notice. The Customer can issue the termination by clicking on the Terms of Use in the User Account, by deleting the User Account or in text form (including e-mail) addressed to the CCC. In doing so, the Customer will no longer have access to the Digital Extras.
Please note: Any obligations to pay the fees for Fee-based Digital Extras shall remain unaffected by any termination of the Terms of Use or deactivation of individual Digital Extras by the Customer.
Please note: The deletion of the App in accordance with Clause 4.9 and the deactivation of Digital Extras in accordance with Clause 4.11 do not constitute a termination. Notice of termination must be given via the Customer's User Account or in text form (including email) to the CCC.
- 10.3 If a Customer who uses the Digital Extras via the Apps relocates to a country in which the Apps are not available, the Customer can no longer use the Digital Extras via the Apps.
Please note: Any obligations to pay the fees for Fee-based Digital Extras shall remain unaffected by a change of residence.
- 10.4 Termination of the Terms of Use for good cause shall remain unaffected. A good cause for termination by the Provider may include contravention of these Terms of Use and misuse of Digital Extras. The Provider shall give notice of termination for good cause in text form (including by email and Mercedes me inbox message) and the Customer shall do so via his/her User Account or in text form (including email) to the CCC.
Please note: Any obligations for payment of fees for Fee-based Digital Extras will remain unaffected by any termination of the Terms of Use for good cause by the Provider.
- 10.5 In the event of a termination of the Terms of Use, the relevant Digital Extras will be deactivated in the affected vehicles or for the affected Mercedes-Benz Wallboxes. The Customer's User Account shall remain valid even after the termination of the Terms of Use until the deletion of the User Account.
- 10.6 The Provider may transfer all rights and obligations arising from the contract to a third party or to the local Mercedes-Benz Group AG Group companies located in the target countries ("Contract Transfer"). The Provider shall notify the Customer of the contract transfer in advance in text form (including by e-mail, SMS or a message to the Mercedes me inbox) with a notice period of two (2) months. In this case, the Customer is entitled to terminate the contract with immediate effect within this two-month period after the announcement of the Contract Transfer. The Customer can give notice of termination via his User Account or in text form (including email) to the CCC.

11. Other Users and Co-User Authorisation

- 11.1 To enable other persons to access Digital Extras, the Customer may authorise these other persons as co-users ("Co-Users") on his User Account. To use the Digital Extras as Co-Users, the Co-Users are required to set up a User Account and confirm online that the Customer has authorised them. The Co-Users are also required to consent to the Privacy Notice set out in the Apps.

To use the Digital Extras as Co-Users via Apps, these persons must also purchase Apps and install them on a compatible end device.

- 11.2 The Co-User is able to view, operate and use certain Digital Extras in exactly the same way as the Customer (e.g. to query the vehicle's status and program the auxiliary heating). However, the purchase or subscription (if available) of Digital Extras, cancellations, activation and de-activation of Digital Extras, as well as pairing and unpairing of the vehicle or Mercedes-Benz Wallbox, remain at the customer's discretion.
In the case of programming, the last command received always applies, regardless of whether the command originates from the Customer or the Co-User. However, Co-Users cannot activate or deactivate the Digital Extras themselves. The scope of the Digital Extras available for the Co-User may vary.
- 11.3 The Customer can revoke the authorisation of a Co-User at any time via his User Account.

12. Liability

- 12.1 In the event that the Provider is liable in accordance with applicable laws for damages caused by negligence, the liability of the Provider shall be limited as follows: liability exists only if material imminent obligations arising from the use of the Digital Extras have been violated, in particular those which are imposed upon the Provider in accordance with the spirit and purpose of the Terms of Use or whose performance is a prerequisite for the due and proper performance of the Digital Extras, where the Customer regularly relies and ought to be able to rely upon compliance with such obligations. This liability is limited to typical damage foreseeable at the time the Terms of Use take effect.
- 12.2 Regardless of the issue of fault, this shall not prejudice the liability of the Provider if the Provider has provided a guarantee or accepted a procurement risk, or under the governing laws of Malaysia
- 12.3 Personal liability on the part of the legal representatives, vicarious agents and employees of the Provider is excluded in cases of damage resulting from the Provider's slight negligence.
- 12.4 The aforementioned limitations on liability and the aforementioned exclusion of liability do not apply to damages resulting from a grossly negligent or intentional breach of the obligations of the Provider, its legal representatives or its vicarious agents, or in the event of death or personal injury.
- 12.5 If the Customer is a consumer within the meaning of Section 3 of the Consumer Protection Act 1999 ("CPA 1999") and the subject matter of the contract is also the provision of digital content or digital services, whereby the vehicle can also fulfill its function without these digital products, the statutory provisions of the CPA 1999 shall apply to this digital content or digital services.

13. Data Protection and Data Security

- 13.1 The Provider takes the protection of the personal data of the users of the Digital Extras seriously, and gives due consideration to the protection of the user's privacy when processing personal data.
- 13.2 Further information regarding the data processing, as well as data protection and data security can be found in the Privacy Notices for the Mercedes me connect Services.
- 13.3 The relationship between a registered business (cf. Clause 4.3) and the Provider is governed by the provisions of these Terms of Use (with the exception of the Van Uptime Digital Extras (see Clause 4.49 of the Privacy Notices for the Mercedes me connect Services)). If the Customer is a registered business and uses the Digital Extras in the pursuit of its commercial or private professional activities and it provides the vehicle to another vehicle user for use, the registered business must note that it may give have access to the vehicle user's personal data via the Digital Extras. In this case, the registered business is the data controller for the processing of the vehicle user's personal data. As the data controller, the Customer or registered business is obliged to protect the vehicle user's legal rights (cf. Clauses 8.11 and 8.12 in particular)

14. Final Provisions

- 14.1 If the Customer is a merchant, legal entity of public law or a special fund under public law, the exclusive court of jurisdiction for all disputes arising from the contractual relationship between the Customer and the Provider is competent Courts Malaya.. The same court of jurisdiction applies if the Customer has no general place of jurisdiction in Malaysia, moves his/her place of residence out of Malaysia after conclusion of the contract or if his/her place of residence is unknown at the time the action is brought.
- 14.2 This present relationship between the Customer and the Provider is governed and construed in accordance with the laws of Malaysia.
- 14.3 Should one or more of the foregoing provisions be or become invalid, the validity of the remaining provisions herein will not be affected thereby.

15. Identity of the Provider; Contact Details

- 15.1 The Digital Extras are offered by Mercedes-Benz Malaysia Sdn. Bhd., Wisma Mercedes-Benz, 16A Jalan BK 1/13, Taman Perindustrian Bandar Kinrara, 47180 Puchong, Selangor Darul Ehsan.
- 15.2 Contact details for CCC:

Mercedes-Benz Malaysia Sdn. Bhd.
Wisma Mercedes-Benz
16A Jalan BK 1/13
Taman Perindustrian Bandar Kinrara
Malaysia

Email address	Toll-free number
me-connect.mys@cac.mercedes-benz.com	1-800-88-1133

Customer Portal: <https://www.mercedes-benz.com.my/mercedes-me>

The data services for some Digital Extras and functions for Mercedes me connect are based on technical applications from Third-Party Providers. The terms and conditions of the Third-Party Providers can be found at:

<https://legal.here.com/terms/serviceterms/>

<https://legal.connectedrad.io/tandc/daimler>

<https://opendatacommons.org/licenses/odbl/1-0/> (OpenStreetMap database)

https://maps.google.com/help/terms_maps.html (Google Maps)

<https://www.google.com/policies/privacy/> (Google Maps)

Index	Mercedes me connect overview of services ^{*)} Release 23-16	Terms ¹⁾	Required special equipment and/or apps ²⁾	Availability in the following model series from production date	National restrictions ^{3) 4)} and other notes
FURTHER INFORMATION Release 23-16					
1)	Service Management			Transfer mode 1: A-Class (09/2015 to 12/2017), AMG GT (06/2015 to 12/2017), B-Class Sports Tourer (11/2014 to 12/2017), C-Class Sedan/Wagon (09/2014 to 12/2017), CLA Coupe (11/2014 to 12/2017), CLA Shooting Brake (03/2015 to 12/2017), CLS Coupe (09/2014 to 12/2017), CLS Shooting Brake (09/2014 to 07/2018), E-Class Sedan/Wagon (03/2015 to 12/2017), E-Class Coupe (03/2015 to 12/2017), E-Class Convertible (03/2015 to 12/2017), G-Class (09/2017 to 04/2018), GLA Coupe (09/2015 to 12/2017), GLC (09/2015 to 12/2017), GLC Coupe (09/2016 to 12/2017), GLE (09/2015 to 12/2017), GLE Coupe (07/2015 to 12/2017), GLS (12/2015 to 12/2017), S-Class (09/2014 to 12/2017), S-Class Coupe (09/2014 to 12/2017), S-Class Convertible (03/2016 to 12/2017), SL Roadster (03/2016 to 12/2017), SLC Roadster (03/2016 to 12/2017), V-Class (09/2016 to 04/2019), X-Class (11/2017 to 08/2019).	Temporarily, no extended technical data will be transmitted to determine the vehicle condition for the E-Class (Sedan, Coupe and Wagon), the CLS and the Mercedes-AMG GT 4-Door Coupe with production dates between December 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments). The basic functions of the service remain operable. For the A-Class and B-Class from 12/2022 until likely 08/2023, the transfer of the extended technical data for determining the vehicle condition will be incomplete. The basic functions of the service remain fully operable. The full scope of service can be restored at a later date via a software update.
				Transfer mode 2: A-Class (12/2017), AMG GT (12/2017), B-Class (12/2017), C-Class (12/2017), CLA (12/2017), CLS (12/2017), Citan (08/2021) E-Class (12/2017), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQV (06/2020), EQS (06/2021) G-Class (04/2018), GLA (12/2017), GLB (07/2019), GLC (12/2017), GLE (12/2017), GLS (12/2017), S-Class (12/2017), SL Roadster (12/2017), SLC Roadster (12/2017), Sprinter (06/2018), eSprinter (03/2020), V-Class (05/2019), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (09/2019)	
2)	Telediagnosics			A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), Citan (06/2022), CLS Shooting Brake (09/2014), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQV (06/2020), EQS (06/2021) GLA (09/2015), GLB, GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), Vito (05/2019), eVito (03/2019), T-Class (06/2022),	This service is temporarily unavailable for the E-Class (Sedan, Coupe and Wagon), the CLS and the Mercedes-AMG GT 4-Door Coupe with production dates between December 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments) For the A-Class and B-Class from 12/2022 until likely 08/2023, the transfer of the extended technical data for determining the vehicle condition will be incomplete. The scope of the services is severely restricted. The full scope of service can be restored at a later date via a software update.

					Availability for Citan/T-Class: Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Croatia, Hungary, Ireland, Italy, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia
3)	Accident Recovery and Breakdown Management			Transfer mode 2: A-Class (12/2017), AMG GT (12/2017), AMG ONE (06/2021) B-Class (12/2017), C-Class (12/2017), CLA (12/2017), CLS (12/2017), Citan (08/2021) E-Class (12/2017), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQV (06/2020), EQS (06/2021) G-Class (04/2018), GLA (12/2017), GLB (07/2019, GLC (12/2017), GLE (12/2017), GLS (12/2017), S-Class (12/2017), SL Roadster (12/2017), SLC Roadster (12/2017), Sprinter (06/2018), eSprinter (03/2020) V-Class (05/2019), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (09/2019)	Temporarily, no extended technical data will be transmitted to determine the vehicle condition for the E-Class (Sedan, Coupe and Wagon), the CLS and the Mercedes-AMG GT 4-Door Coupe with production dates between December 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments). The basic functions of the service remain operable.
4)	Accident Recovery			Transfer mode 1: A-Class (09/2015 to 12/2017), AMG GT (06/2015 to 12/2017), B-Class Sports Tourer (11/2014 to 12/2017), C-Class Sedan (09/2014 to 12/2017), C-Class Wagon (09/2014 to 12/2017), CLA Coupe (11/2014 to 12/2017), CLA Shooting Brake (03/2015 to 12/2017), CLS Coupe (09/2014 to 12/2017), CLS Shooting Brake (09/2014 to 07/2018), E-Class Sedan (03/2015 to 12/2017), E-Class Wagon (03/2015 to 12/2017), E-Class Coupe (03/2015 to 12/2017), E-Class Convertible (03/2015 to 12/2017), G-Class (09/2016 to 04/2018), GLA Coupe (09/2015 to 12/2017), GLC (09/2015 to 12/2017), GLC Coupe (09/2016 to 12/2017), GLE Coupe (07/2015 to 12/2017), GLE (09/2015 to 12/2017), GLS (12/2015 to 12/2017), S-Class Coupe (09/2014 to 12/2017), S-Class (09/2014 to 12/2017), S-Class Convertible (03/2016 to 12/2017), SL Roadster (03/2016 to 12/2017), SLC Roadster (03/2016 to 12/2017), V-Class (09/2016-04/2019), X-Class (05/2018 - 08/2019)	For the A-Class and B-Class from 12/2022 until likely 08/2023, the transfer of the extended technical data for determining the vehicle condition will be incomplete. The basic functions of the service remain fully operable. The full scope of service can be restored at a later date via a software update.
5)	Breakdown Management			Transfer mode 1: A-Class (09/2015 to 12/2017), AMG GT (06/2015 to 12/2017), B-Class Sports Tourer (11/2014 to 12/2017), C-Class Sedan (09/2014 to 12/2017), C-Class Wagon (09/2014 to 12/2017), CLA Coupe (11/2014 to 12/2017), CLA Shooting Brake (03/2015 to 12/2017), CLS Coupe (09/2014 to 12/2017), CLS Shooting Brake (09/2014 to 07/2018), E-Class Sedan (03/2015 to 12/2017), E-Class Wagon (03/2015 to 12/2017), E-Class Coupe (03/2015 to 12/2017), E-Class Convertible (03/2015 to 12/2017),	

				G-Class (09/2016 to 04/2018), GLA Coupe (09/2015 to 12/2017), GLC (09/2015 to 12/2017), GLC Coupe (09/2016 to 12/2017), GLE Coupe (07/2015 to 12/2017), GLE (09/2015 to 12/2017), GLS (12/2015 to 12/2017), S-Class Coupe (09/2014 to 12/2017), S-Class (09/2014 to 12/2017), S-Class Convertible (03/2016 to 12/2017), SL Roadster (03/2016 to 12/2017), SLC Roadster (03/2016 to 12/2017), V-Class (09/2016-04/2019), X-Class (05/2018 – 08/2019)	
6)	Remote vehicle diagnostics			A-Class (09/2015), B-Class (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), E-Class (03/2015), EQC (05/2019) EQV (06/2020), EQA, EQB, EQE (12/2021), EQS GLA (09/2015), GLB (07/2019), GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan/Coupe (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), Vito (05/2019), eVito (09/2020)	<p>This service is temporarily unavailable for the E-Class (Sedan, Coupe and Wagon), the CLS and the Mercedes-AMG GT 4-Door Coupe with production dates between December 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments)</p> <p>For the A-Class and B-Class from 12/2022 until likely 08/2023, the transfer of the extended technical data for determining the vehicle condition will be incomplete. The scope of the services is severely restricted. The full scope of service can be restored at a later date via a software update</p>
7)	Remote Retrieval of Vehicle Status			All model series since 09/2014 with Mercedes me connect	
8)	Auxiliary Heating	3 years from activation Term extension via Mercedes me Store	Stationary heater or hot water heater	<p>A-Class (10/2015), A-Class (05/2018), AMG ONE (06/2021) B-Class (10/2015) C-Class Sedan/Wagon (09/2014), C-Class Convertible (06/2016), C-Class Coupe (01/2016), CLA Coupe (10/2015), CLA Shooting Brake (10/2015), G-Class (09/2017), GLA (10/2015), GLB (07/2019), GLC (09/2015), GLC Coupe (09/2016), GLE (12/2015), GLE Coupe (12/2015), GLS (03/2016), E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), S-Class (09/2014), S-Class Coupe (09/2014), Mercedes-Maybach S-Class (02/2015), Sprinter (06/2018), V-Class (09/2016), Vito (05/2019).</p>	<p>For the A-Class and B-Class from 12/2022 until likely 08/2023, the transfer of the extended technical data for determining the vehicle condition will be incomplete. The scope of the services is severely restricted. The full scope of service can be restored at a later date via a software update.</p> <p>Available in: Abu Dhabi, Dubai, Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, Italy, Liechtenstein, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand, South Africa, Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Singapore, Taiwan, USA</p>
9)	Charging Settings & Pre-Entry Climate Control		COMAND Online, Audio 20 or MBUX multimedia system	Available for EVs and plug-in vehicles as well as for the EQC (05/2019) and EQV (06/2020), eSprinter (03/2020) and eVito (09/2020). EQA (07/2020), EQS (08/2021) and EQB (09/2020) and EQE (04/2022), EQS SUV (08/2022). Excluding AMG ONE	This service is available for VAN vehicles in the following countries: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, United Kingdom, Greece, Italy, Ireland, Croatia, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta,

					Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Czech Republic, Hungary, Austria, Cyprus
10)	Remote Door Lock & Unlock			All model series with Mercedes me connect (from 09/2014) except X-Class	
11)	Remote sunroof opening and closing, remote window opening and closing		COMAND Online, Audio 20 or MBUX multimedia system and sliding sunroof or panoramic sliding sunroof	Available for the following vehicles: From 06/2019: A-Class, AMG GT 4-Door Coupe, B-Class, C-Class Sedan, C-Class Wagon, CLA Coupe, CLA Shooting Brake, CLS Coupe, E-Class Sedan/Wagon, EQC, GLB (07/2019), GLC, GLC Coupe, GLE, GLS, S-Class Sedan, From 09/2019: G-Class All model series (except Vans) with Mercedes me connect (from 09/2020)	Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom
12)	Remote Window Control		COMAND Online, Audio 20 or MBUX multimedia system	Available for the following vehicles: From 06/2019: A-Class, AMG GT 4-Door Coupe, AMG ONE (06/2021) B-Class, C-Class Sedan, C-Class Wagon, CLA Coupe, CLA Shooting Brake, CLS Coupe, E-Class Sedan/Wagon, EQC, GLB (07/2019), GLC, GLC Coupe, GLE, GLS, S-Class Sedan (09/2014) From 09/2019: G-Class All model series (except Vans) with Mercedes me connect (from 09/2020)	Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom
13)	Personalization		MBUX multimedia system	A-Class (06/2018), C-Class Sedan/Coupe/Wagon (06/2021), Citan (08/2021), E-Class Sedan (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), EQC (06/2019), EQV (06/2020), GLB (07/2019), S-Class (12/2020), S-Class Sedan (12/2020), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020) B-Class (02/2019), CLA Sedan (05/2019) and CLA Shooting Brake (09/2019), EQA (12/2020), EQB (11/2021), GLA (01/2020), GLE (02/2019), GLS (07/2019) GLE Coupe (01/2020)	Effective 22 February 2023, Personalization service is discontinued in for the model series with COMAND Online and Audio 20.
14)	Vehicle Locator	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), GLB, C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLS (09/2014), CLS Shooting Brake (09/2014), Citan (08/2021) EQV (06/2020), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), EQC (06/2019) G-Class (09/2017), GLA (09/2015), GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015),	Available in: Abu Dhabi (UAE), Australia, Belgium, Bulgaria, China, Germany, Denmark, Dubai (UAE), Estonia, Finland, France, United Kingdom, Greece, Hong Kong, India, Ireland, Italy, Japan, Canada, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Russia, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South

				S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), Sprinter (06/2018), eSprinter (03/2020), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (11/2017)	Africa, Taiwan, Thailand, Czech Republic, Hungary, United States, Cyprus
15)	Vehicle Tracker	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLS (09/2014), CLS Shooting Brake (09/2014), Citan (08/2021) E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), EQC (06/2019), EQV, EQV (06/2020), G-Class (09/2017), GLA (09/2015), GLB, GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), Sprinter (06/2018), eSprinter (03/2020), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (11/2017)	Available in: Abu Dhabi (UAE), Australia, Belgium, Bulgaria, China, Germany, Denmark, Dubai (UAE), Estonia, Finland, France, United Kingdom, Greece, Hong Kong, India, Ireland, Italy, Japan, Canada, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Russia, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South Africa, Taiwan, Thailand, Czech Republic, Hungary, United States, Cyprus
16)	Route Planning	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system and Navigation	Available for EVs and plug-in vehicles (except AMG ONE)	
16.1)	Last Mile Navigation			A-Class Sedan (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), CLS Shooting Brake (09/2014), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), G-Class (09/2016), GLA (09/2015), GLB, GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016),	
16.2)	Trip statistics			A-Class Sedan (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), CLS Shooting Brake (09/2014), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015),	

				G-Class (09/2016), GLA (09/2015), GLB, GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016) X-Class (11/2017)	
17)	Geofencing	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), CLS Shooting Brake (09/2014), Citan (08/2021), GLS (12/2015), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), EQC (06/2019), EQV (06/2020), G-Class (09/2016), GLA (09/2015), GLB (07/2019), GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), T-Class (04/2022), X-Class (11/2017), Vito (05/2019), eVito (09/2020)	Available in: Abu Dhabi (UAE), Australia, Belgium, Bulgaria, China, Germany, Denmark, Dubai (UAE), Estonia, Finland, France, United Kingdom, Greece, Hong Kong, India, Ireland, Italy, Japan, Canada, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Russia, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South Africa, Taiwan, Thailand, Czech Republic, Hungary, United States, Cyprus
18)	Live Traffic Information	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or Audio 40 or MBUX multimedia system with Navigation	All model series (Vito from 06/2020) are compatible in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom. In Bulgaria, Croatia, Finland, Greece, Ireland, Norway, Slovakia, Slovenia, Romania the following model series are compatible: A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), GLB, GLE (06/2019), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (09/2016), Vito (06/2020), eVito (09/2020),	
18.1)	Live Traffic Information	7 years from activation Term extension via Mercedes me Store	MBUX multimedia system with Navigation	A-Class (12/2022) B-Class (12/2022) GLE (12/2022) EQS SUV (08/22)	Available in Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, United Kingdom.

19)	Car-to-X Communication	3 years from activation Term extension via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class (06/2017), Citan (08/2021) E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), EQE (12/2021) G-Class (05/2018), GLB, GLC (06/2022), GLE (06/2019), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Maybach (10/2020), T-Class (04/2022), Sprinter (06/2018), V-Class (03/2020)	
19.1)	Car-to-X Communication	7 years from activation Term extension via Mercedes me Store	MBUX multimedia system with Navigation	A-Class (12/2022) B-Class (12/2022) GLE (12/2022) EQS SUV (08/22)	Available in Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, United Kingdom.
20)	Internet Radio		MBUX multimedia system:	A-Class Sedan (12/2018), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), Citan (08/2021) EQC (06/2019), EQV (06/2020) GLB (07/2019), GLE (09/2018), Sprinter (06/2018) T-Class (04/2022), V-Class (03/2020) AMG GT (07/2020), EQA (07/2020), EQB (09/2020), GLA (02/2020)	For the specified model series the services require a data volume from a separate cell phone contract with a telecommunications provider, which can be purchased via the customer portal
20.1)	Internet Radio with tethering	3 years from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	S-Class (10/2020), EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) SL-Class AMG (06/2022) EQE (12/2021) GLC SUV (06/2022) EQE (06/2022) EQE SUV (from market launch) EQS SUV (from market launch),	The service can only be used with tethering (customer's data volume/smartphone's hotspot). Available in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Australia, New Zealand, Hungary, India, Japan, Korea, Malaysia, Romania, Singapore, Slovakia, South Africa, Thailand, Mexico, Netherlands, Norway, Poland, Portugal, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA.
20.2)	Internet Radio with Comfort data volume from third party	1 year from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	C-Class Sedan and C-Class Wagon (06/2022), EQE (06/2022) S-Class (06/2022), EQS (06/2022), SL (06/2022)	Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom

21)	Parking	3 years from activation Term extension via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	Vehicle models 1: Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (06/2017). Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020) S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), E-Class (03/2016), T-Class (04/2022), V-Class (09/2017) X-Class (11/2017)	
21.1)	Parking POI Overlay in public parking garages			A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), G-Class (05/2018), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017),	This information is currently available in selected parking garages and cities in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, United Kingdom and USA.
21.2)	Parking POI Overlay on public roads with probability forecast			A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), T-Class (04/2022), V-Class (03/2020)	This information is currently available in selected parking garages and cities in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, United Kingdom and USA.
21.3)	Payment function for parking on public roads and in public parking garages			Mercedes-Benz Parking Card (parking garages): A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Payment for street parking and reservation directly from the vehicle:	This service is available in Germany, Netherlands, Belgium, Switzerland, France, Norway, Italy, Finland, Slovenia, Austria and Denmark.

				Vehicles with MBUX Update 2 – available since 02/2019 for various models since A-Class (03/2018)	
22)	Online Map Update	3 years from activation Term extension via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	<p>Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (06/2017).</p> <p>Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class all models (06/2018), CLA (06/2019), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018) with code EX6 term 6 years, GLE (06/2019), GLS (06/2019), S-Class (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020)</p> <p>Vehicle models 3: S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)</p>	
22.1)	Online Map Update	7 years from activation Term extension via Mercedes me Store	MBUX multimedia system with Navigation	<p>A-Class (12/2022) B-Class (12/2022) GLE (12/2022) EQS SUV (08/22)</p>	Available in Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, United Kingdom.
23)	e-Navigator/charging stations		COMAND Online or MBUX multimedia system with Navigation	Available for EVs and plug-in vehicles	
24)	Local Search	3 years from activation Term extension via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	<p>Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (06/2017).</p> <p>Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018), S-Class (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017),</p>	

				<p>S-Class Convertible (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020).</p> <p>Vehicle models 3: S-Class (10/2020)</p>	
24.1)	Send2Car (POI download)			All model series with Mercedes me connect, except Vito, eVito and eSprinter	
25)	Weather	3 years from activation		<p>Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (06/2017).</p> <p>Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021), C-Class all models (06/2018), CLS (03/2018), Citan (08/2021), E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018), S-Class (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020).</p> <p>Vehicle models 3: S-Class (10/2020)</p>	
26)	Predictive Navigation	<p>3 years from activation</p> <p>Term extension via Mercedes me Store</p>		<p>Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (06/2017).</p> <p>Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021), C-Class all models (06/2018), CLS (03/2018), E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017).</p> <p>Vehicle models 3: S-Class (10/2020)</p>	

				EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)	
27)	Dictation	Usable until 2026		C-Class (06/2017), E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), S-Class (06/2017), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017)	
28)	Mercedes-Benz Apps				Calling up websites requires an appropriate cell phone (see www.mercedes-benz.com/connect) and the activation of a data option as well as the use of the cell phone as a modem (tethering) via the cell phone provider. Additional costs may be incurred during use (depending on the cell phone provider).
28.1)	Internet Radio		COMAND Online or Audio 20	A-Class Sedan (09/2015), B-Class Sports Tourer (09/2015), C-Class Sedan, C-Class Wagon, C-Class Convertible, C-Class Coupe, CLA Coupe (12/2015), CLA Shooting Brake (12/2015), CLS Coupe (12/2015), CLS Shooting Brake (12/2015), E-Class Sedan (03/2016), E-Class Coupe (12/2015), E-Class Convertible (12/2015), EQC (06/2019), G-Class (09/2016), GLA SUV (09/2015), GLC and GLC Coupe (12/2016), GLS SUV (12/2015), GLE Coupe (12/2015), GLE SUV (12/2015), SL Roadster (03/2016), SLK Roadster (03/2016), V-Class (09/2016), X-Class (11/2017).	Voice control of these services is available exclusively with the special equipment COMAND Online in 6 languages (German, English, French, Italian, Dutch, Spanish) in 21 European destination countries. Voice control of Local Search, Weather and Internet Radio services is not available in the Czech Republic, Denmark, Hungary, Norway, Poland, Portugal, Slovakia and Sweden.
28.2)	Local Search			A-Class Sedan (09/2015), B-Class Sports Tourer (09/2015), C-Class Sedan, C-Class Wagon, C-Class Convertible and C-Class Coupe (12/2016), CLA Coupe (12/2015), CLA Shooting Brake (12/2015), CLS Coupe (12/2015), CLS Shooting Brake (12/2015), E-Class Sedan (03/2016), E-Class Coupe (12/2015), E-Class Convertible (12/2015), G-Class (09/2016), GLA SUV (09/2015), GLC and GLC Coupe (12/2016), GLE Coupe (12/2015), GLE SUV (12/2015), GLS SUV (12/2015), SLK Roadster (03/2016), SL Roadster (03/2016), V-Class (09/2016), X-Class (11/2017).	Voice control of these services is available exclusively with the special equipment COMAND Online in 6 languages (German, English, French, Italian, Dutch, Spanish) in 21 European destination countries. Voice control of Local Search, Weather and Internet Radio services is not available in the Czech Republic, Denmark, Hungary, Norway, Poland, Portugal, Slovakia and Sweden.

28.3)	Weather			<p>A-Class Sedan (09/2015), B-Class Sports Tourer (09/2015), C-Class Sedan, C-Class Wagon, C-Class Convertible and C-Class Coupe (12/2016), CLS Coupe (12/2015), CLS Shooting Brake (12/2015), CLA Coupe (12/2015), CLA Shooting Brake (12/2015), E-Class Sedan (03/2016), E-Class Coupe (12/2015), E-Class Convertible (12/2015), G-Class (09/2016), GLA SUV (09/2015), GLC and GLC Coupe (12/2016), GLS SUV (12/2015), GLE Coupe (12/2015), GLE SUV (12/2015), SLK Roadster (03/2016), SL Roadster (03/2016), V-Class (09/2016), X-Class (11/2017).</p>	<p>Voice control of these services is available exclusively with the special equipment COMAND Online in 6 languages (German, English, French, Italian, Dutch, Spanish) in 21 European destination countries.</p> <p>Voice control of Local Search, Weather and Internet Radio services is not available in the Czech Republic, Denmark, Hungary, Norway, Poland, Portugal, Slovakia and Sweden.</p>
28.4)	e-Navigator			Available for EVs and plug-in vehicles	This service is not available in: Finland, Norway, Sweden, Denmark, Poland, Hungary, Switzerland and Luxembourg.
29)	Remote Parking Assist	<p>For vehicles up to year of manufacture 11/2019: 3 years from activation</p> <p>For vehicles from year of manufacture 12/2019: 1 year from activation</p> <p>For vehicles from year of manufacture 09/2020: 3 years from activation</p> <p>Term extension via Mercedes me Store</p>	<p>For vehicles up to year of manufacture 08/2020: COMAND Online, Audio 20 and Parking Package with 360° camera, KEYLESS-GO and pre-installation for Remote Parking Assist or Remote Parking Package</p> <p>For vehicles from year of manufacture 09/2020: Parking Package with Remote Parking functions</p>	<p>E-Class Sedan (03/2016 - 06/2020), E-Class Wagon (09/2016 - 06/2020), S-Class Sedan (09/2017 - 08/2020), S-Class Sedan/Maybach (09/2020). EQS (06/2021), EQE (06/2022)</p>	<p>Necessary: Remote Parking App (free for iOS and Android).</p> <p>This service is available in the following countries: Abu Dhabi, Australia, Austria, Belgium, China, Czech Republic, Denmark, Dubai, Finland, France, Germany, Hungary, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Slovakia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom</p>
30)	Mercedes me Adapter				<p>The Mercedes me Adapter is available in over 20 countries: Abu Dhabi, Australia, Austria, Belgium, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, India, Ireland, Italy, Japan, Lithuania, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovakia, South Korea, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey, United Kingdom and through your Mercedes-Benz Service Partner.</p> <p>A list of the supported countries, model series, smartphones and operating systems can be found at www.mercedes.me/adapter</p>
30.1)	My Vehicle			<p>A-Class (2004 to 09/2015), B-Class Sports Tourer (2005 to 11/2014), C-Class Sedan/Wagon (2007 to 09/2014), C-Class Coupe/Convertible (2011 to 06/2015), CLA Coupe, CLA Shooting Brake (2013 to 11/2014), CLS (2004 to 09/2014), CL (06/2006 to 12/2013) E-Class Sedan/Wagon (2002 to 03/2015), E-Class Coupe (2009 to 03/2015),</p>	
30.2)	Service Management				
30.3)	My Trips				
30.4)	Park & Find				Available in France, Italy, Spain, Australia, United Kingdom, Japan, Portugal and Turkey.

30.5)	Fueling Statistics			E-Class Convertible (2010 to 03/2015), G-Class (07/2012 to 08/2016), GL (09/2009), GLA Coupe (2013 to 09/2015), GLK (from 2008), M-Class (2005), R-Class (2005), S-Class Sedan (2005 to 09/2014), SL (2012 to 03/2016), SLK (2003 to 03/2016), SLS AMG (from 2010), Sprinter (2006 to 06/2018), V-Class (2014 to 09/2016), Viano (11/2010).	
30.6)	Dealer Locator				
30.7)	My Dealer				
30.8)	Accident & Breakdown				
30.9)	Reminders				
30.10)	Service appointment request				
31)	Theft Notification and Parking Damage Detection	3 years from activation Term extension via Mercedes me Store	GUARD 360° Vehicle Protection (P54)	A-Class (06/2018), AMG ONE (06/2021), AMG GT (12/2020) B-Class (06/2019), C-Class Sedan/Wagon/Coupe (06/2018) CLA (06/2019), CLS (04/2018), E-Class Sedan/Wagon/Coupe (12/2017), G-Class (09/2019), GLA (12/2019), GLB, GLC (06/2019) GLS/GLE/GLE Coupe (06/2019), S-Class Sedan / Coupe (12/2017), SL (06/2022) EQA, EQB, EQC (06/2019), EQE, EQS, EQS SUV	Not available in Japan
			Guard 360° Vehicle Protection Plus (P82)	C-Class Sedan/Wagon (06/2021) GLC (06/2022) S-Class Sedan (06/2021), SL (06/2022), EQE, EQS, EQS SUV	Not available in Japan
31.1)	Theft Notification and Parking Damage Detection incl. 360° camera images	3 years from activation Term extension via Mercedes me Store	GUARD 360° Vehicle Protection Plus (P82), as well as Parking Package with 360° camera (P47)	C-Class Sedan/Wagon (06/2021) E-Class Sedan (07/2023) GLC (06/2022) S-Class Sedan (06/2021), SL (06/2022), EQE, EQE SUV, EQS, EQS SUV	Not available in Japan, China, Hong Kong & Macao.
32)	Online Music	3 years from activation Unlimited for MB VANS	MBUX multimedia system:	Available directly via "Online Music" in the infotainment system: A-Class Sedan (12/2018), AMG ONE (06/2021) B-Class (11/2018), GLB (07/2019), CLA (02/2019), Citan (08/2021) EQC (06/2019), GLE (09/2018), Sprinter (06/2018). V-Class (03/2020) T-Class (06/2022), AMG GT (07/2020), EQA (07/2020), EQB (09/2020), GLA (02/2020)	For the specified model series the services require a data volume from a separate cell phone contract with a telecommunications provider, which can be purchased via the customer portal For music streaming services such as TIDAL, Amazon Music or Spotify and others, the app must be available in the respective country. Available for MB VANS in: Austria, Belgium, Switzerland, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Hungary, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia.
33)	Online Music with tethering		MBUX multimedia system: & 22U & 853 or 810 or 811	S-Class (10/2020); EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) SL-Class AMG (06/2022) EQE (12/2021)	This service was only installed until May 2020. The term therefore ends at the end of May 2023 at the latest.
33.1)	Online Music with Comfort data volume from third party	1 year from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	C-Class Sedan and C-Class Wagon (06/2022), EQE (06/2022) S-Class (06/2022), EQS (06/2022), SL (06/2022), GLC SUV (06/2022) EQE (06/2022), EQS (from market launch) EQE SUV (from market launch)	Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia,

					Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom
34.1)	In-Car Office	1 year from activation with COMAND Online Term extension via Mercedes me Store	COMAND Online	C-Class Sedan C-Class Coupe C-Class Wagon (06/2016) GLC (12/2017), GLC Coupe (from 12/2017), V-Class (09/2016 to 09/2017),	This service is available in: Austria, Belgium, Czech Republic, Denmark, France, Germany, Hungary, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom. This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Cyprus, Spain, Sweden, Switzerland, United Kingdom
34.2)	In-Car Office	1 year from activation with COMAND Online Term extension via Mercedes me Store	COMAND Online	AMG GT Coupe (01/2019), AMG GT Roadster (01/2019), AMG GT 4-Door Coupe (10/2018), C-Class Sedan (06/2018), C-Class Wagon (06/2018), CLS (02/2018), E-Class Sedan (12/2017), E-Class Wagon (08/2016), E-Class Coupe (12/2017), E-Class Convertible (12/2017), G-Class (05/2018), GLC, GLC Coupe (06/2018), S-Class Sedan (12/2017), S-Class Maybach (12/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017).	This service is available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.
34.3)	In-Car Office	1 year from activation with PBG and MBUX or can be purchased via the Mercedes me Store. Term extension via Mercedes me Store.	MBUX multimedia system and 10.25-inch media display (or larger) and Vehicle Setup service	A-Class Compact Sedan (03/2018), A-Class Sedan (08/2018), AMG GT (07/2020), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), CLA Shooting Brake (06/2019), CLS (06/2020), E-Class Coupe and Convertible (08/2020), EQC (05/2019), EQV (06/2020), E-Class Sedan (07/2020), EQA (07/2020), EQB (09/2020), GLA (02/2020), GLB (07/2019), GLC (06/2019), GLC Coupe (06/2019), GLE (10/2018), GLE Coupe (08/2019), GLS (07/2019), GLS Maybach (01/2020), S-Class Sedan/Maybach (09/2020), Sprinter (06/2018) V-Class (03/2020), EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)	This service is available in the following countries: France, Italy, Portugal, Spain, United Kingdom This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Cyprus, Spain, Sweden, Switzerland, United Kingdom
35)	Interface to Third-Party Providers		COMAND Online, Audio 20 or MBUX multimedia system	Available for all vehicles since production start 2015	

36)	Links to Content Providers	3 years from activation Term extension via Mercedes me Store		A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), EQC (06/2019), EQV (06/2020), GLE (06/2019), Sprinter (06/2018) T-Class (04/2022), V-Class (03/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021), Citan (08/2021)	
37)	Online Voice Control System	3 years from activation Term extension via Mercedes me Store MB VANS: Unlimited term	MBUX multimedia system with pre-installation for Navigation or media display	C-Class (06/2018), Citan (08/2021) E-Class Coupe and Convertible (08/2019), EQV (06/2020), GLE (10/2018), GLE Coupe (08/2019), GLS (07/2019), S-Class (12/2017) T-Class (04/2022), Sprinter (06/2018), V-Class (12/2019)	
38)	Global Search	3 years from activation Term extension via Mercedes me Store Unlimited term for MB VANS (US 3 years from activation)	MBUX multimedia system with pre-installation for Navigation or media display	A-Class Compact Sedan (07/2018), A-Class Sedan (08/2018), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), EQC (06/2019), EQV (06/2020), GLE (09/2018), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020). EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)	Available in Germany, Belgium, France, United Kingdom, Ireland, Italy, Malta, Netherlands, Austria, Poland, Portugal, Sweden, Switzerland, Czech Republic, Spain, Abu Dhabi, Dubai, Bulgaria, Canada, Denmark, Finland, Greece, Hong Kong, Hungary, Croatia, India, Japan, Korea, Lithuania, Luxembourg, Moldova, Mexico, Malaysia, Norway, Romania, Singapore, Slovenia, Slovakia, Thailand, Taiwan, USA, Australia, New Zealand, South Africa. The following languages are available, but are dependent on the particular market: German, US English, UK English, Chinese/Mandarin, Dutch, French, Italian, Spanish, Canadian French, Mexican Spanish, Japanese, Korean, Chinese/Cantonese, Portuguese, Swedish, Czech, Polish, Portuguese (Brazil), Cantonese/Hong Kong, Mandarin/Taiwan, Mandarin/Sichuan; language availability market-dependent.
39)	Digital key handover (Car Sharing)	3 years from activation Term extension via Mercedes me Store	Pre-installation for Car Sharing / Car Sharing App (iOS and Android)	A-Class Compact Sedan (07/2018), A-Class Sedan (08/2018), B-Class (11/2018), C-Class all models (06/2020), CLS (06/2020), GLC and GLC Coupe (06/2020), GLB (06/2020)), CLA (02/2019), GLB, GLE (09/2018), GLS, E-Class (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), E-Class Convertible (06/2020), EQC (06/2020), EQS (06/2021), EQA, EQB, EQE S-Class (06/2021) G-Class (06/2020), SL-Class (Roadster) AMG, X290 AMG.	Abu Dhabi (UAE), Australia, Belgium, Bulgaria, Germany, Denmark, Dubai, Estonia, Finland, France, United Kingdom, Greece, India, Ireland, Italy, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Czech Republic, Hungary, Cyprus.

40)	Valet Protect	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class (06/2018), Citan (08/2021) E-Class Sedan (03/2016), E- Class Wagon (09/2016), E- Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018), GLE (06/2019), S-Class Sedan (09/2017), S- Class Convertible (09/2017), S-Class Coupe (09/2017), Sprinter (06/2018), eSprinter (03/2020), T-Class (04/2022), V-Class (05/2019), Vito (05/2019), eVito (03/2019) X-Class (09/2019)	Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States
41)	Speed Alert (notification when speed limit is exceeded)	3 years from activation Term extension via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class (06/2018), Citan (08/2021) E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), G-Class (09/2019), GLE (06/2019), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), Sprinter (06/2018), eSprinter (03/2020), T-Class (04/2022),	
42)	ENERGIZING COACH	from activation ENERGIZING COACH	Special equipment PBR PBP or PBS	A-Class (12/2018), AMG ONE (06/2021) B-Class (02/2019), CLA Sedan (05/2019) and CLA Shooting Brake (09/2019) GLC and GLC Coupe (07/2019), GLB (12/2019)), GLE (02/2019) E-Class Sedan (06/2020) and E-Class Wagon (09/2020), EQC (06/2019) S-Class (10/2020). EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) GLA, A-Class Sedan, EQA, EQB, GLE Coupe, GLS, AMG GT and GT Coupe and EQE (04/2022)	
43)	Navigation with Electric Intelligence		MBUX multimedia system with pre-installation for Navigation eVito: via app	EQC, EQV, EQA, EQB, EQS, eVito Tourer (09/2020), EQE (04/2022) eVito Panel Van M8E (03/2022), EQS SUV (08/2022), EQE SUV (04/2023), EQV	Navigation with Electric Intelligence is available in the following countries: Belgium, Denmark, Finland, France, Germany, Liechtenstein, Ireland, Latvia, Italy, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Sweden, Switzerland, Slovakia, Slovenia, Czech Republic, Hungary, United Kingdom, USA, Canada, China, Japan, South Korea; Spain This service is available for VAN vehicles in the following countries: Belgium, Denmark, Germany, Finland, France, United Kingdom, Hungary, Italy, Ireland, Latvia, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Czech Republic, Austria

44)	Charging Station Overlay		MBUX multimedia system with pre-installation for Navigation	EQC, EQV, EQA, EQB, EQS, eVito (03/2019), eSprinter (03/2020) Plug-in hybrids of the following model series: A-Class (02/2020), B-Class (07/2020), C-Class (09/2021); /CLA Sedan (06/2020) and CLA Shooting Brake (06/2020), GLA (08/2020), GLC and GLC Coupe (09/2019), E-Class (06/2020), GLE (11/2019) GLE Coupe (07/2020) and S-Class (07/2021) EQE (04/2022); EQS SUV (08/2022), EQE SUV f(04/2023)	Charging Station Overlay is available in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA, Canada, Mexico, China, Taiwan, Japan, South Korea, Australia, New Zealand, Malaysia This service is available for VAN vehicles in the following countries: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, United Kingdom, Greece, Italy, Ireland, Croatia, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Czech Republic, Hungary, Austria
45)	Mercedes me Charge		MBUX multimedia system with pre-installation for Navigation, Remote & Navigation Services (13U, EW5)	EQC, EQV, EQA, EQB, EQS, plug-in hybrids of the following model series: A-Class (02/2020), B-Class (07/2020), CLA Sedan (06/2020) and CLA Shooting Brake (06/2020), GLA (08/2020), GLC and GLC Coupe (09/2019), C-Class (09/2021); E-Class (06/2020), GLE (11/2019) GLE Coupe (07/2020) S-Class (07/2021), EQE (04/2022); EQS SUV (08/2022), EQE SUV f(04/2023)	Mercedes me Charge is available in the following countries: Germany, Belgium, Estonia, Latvia, Lithuania, Luxembourg, Liechtenstein, Netherlands, Denmark, Austria, Poland, France, Portugal, Greece, Sweden, United Kingdom, Switzerland, Italy, Slovenia, Spain, Czech Republic, Finland, Norway, China, Japan, Canada, USA, Ireland, Slovakia, Hungary. This service is available for VAN vehicles in the following countries: Belgium, Estonia, Denmark, Finland, France, Germany, United Kingdom, Greece, Italy, Ireland, Latvia, Lithuania, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Czech Republic, Hungary, Austria
46)	Individual Consumption			A-Class (09/2019), C-Class (09/2019), GLE (09/2019), GLS (09/2019).	Available in: Abu Dhabi, Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA.
47)	Remote Vehicle Finder			Available from 06/2020 for all model series, from 06/2018 with Mercedes me connect (except V-Class, Vito and X-Class)	Not available in China, Hong Kong & Macao.

48)	Digital Assistants		COMAND Online, Audio 20 or MBUX multimedia system	A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class (06/2018), Citan (08/2021) E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (10/2020) G-Class (05/2018), GLE (06/2019), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (09/2016), X-Class (11/2017)	
49)	GPS-based online information for driving functions		MBUX multimedia system with pre-installation for Navigation, Remote & Navigation Services and Driver Assistance Package (23P) or Driver Assistance Package Plus (P20)	A-Class Compact Sedan (06/20), A-Class Sedan (06/20), A-Class Sedan long (09/20), B-Class (06/20), CLA (06/20), CLA Shooting Brake (06/20), GLB (07/20), GLB electric (01/21), GLA (02/20), GLA electric (09/20), GLC (06/20), GLC Sedan long (09/20), GLC Coupe (06/20), E-Class Sedan (05/20), E-Class long version (09/20), E-Class Wagon (05/20), GLE (01/20), GLE Coupe (02/20), GLS (01/20)	
50)	Remote Engine Start (for pre-entry climate control)		Automatic transmission without ESL, code 26U and 08U/11U	All model series from 06/2018 (market launch dates may vary from country to country) Current country rollout USA, Canada, China, Turkey, South Africa, Japan, South Korea, UAE (Dubai, Abu Dhabi), Taiwan, Australia, New Zealand, Thailand, Mexico, Malaysia	Available in the following countries: South Korea, South Africa, UAE, Taiwan. Prerequisite for this service is Vehicle Setup.
51)	Stolen Vehicle Assistance (Stolen Vehicle Help)	3 years from activation, Term extension via Mercedes me Store Can also be purchased in the Mercedes me Store	Ex works: Guard 360° Vehicle Protection Plus (P82) or Remote Services Premium (34U) for VAN: Guard 360° Vehicle Protection Plus (Z2U) Via Mercedes me Store: communication module	Ex works: A-Class (06/2020), AMG ONE (06/2021), AMG GT (12/2020) B-Class (06/2020), C-Class (06/2020), CLA (06/2020), CLS (06/2020), E-Class (06/2020), G-Class (06/2020), GLA (06/2020), GLB (06/2020), GLC (09/2020), GLE and GLE Coupe (06/2020), GLS (06/2020), E-Class (06/2020), EQA (2021), EQB (2021), EQC (09/2020), EQE (12/2021), EQS (06/2021), EQS SUV (08/2022) S-Class Sedan (06/2021) SL (02/2022) V-Class (05/2019), EQV (10/2020) Via Mercedes me Store: all models with communication module	Available in: Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA This service has been rolled out for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Cyprus, Spain, Sweden, Switzerland, United Kingdom

52)	Mercedes me Eco Coach		App	A-Class Plug-In Hybrid (02/2020), B-Class Plug-In Hybrid (07/2020), CLA Plug-In Hybrid (06/2020), GLA Plug-In Hybrid (09/2020); GLE Plug-In Hybrid (11/19), GLE Plug-In Hybrid (09/2020) GLE Coupe Plug-In Hybrid (10/2020), GLC Plug-In Hybrid (09/2019), GLC Coupe Plug-In Hybrid (09/2019), EQA (01/2021), EQC (06/2019), E-Class Sedan Plug-In Hybrid (12/2018), E-Class Wagon Plug-In Hybrid (12/2018), E-Class Wagon Plug-In Hybrid (08/20), S-Class Sedan Plug-In Hybrid (10/2018), C-Class Sedan Plug-In Hybrid (06/2019), C-Class Wagon Plug-In Hybrid (06/2019), EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)	Available in: Abu Dhabi, Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA.
53)	Online Route Calculation	3 years from activation	Navigation	S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021), A-Class, B-Class, E-Class, CLA, GLA, GLB, GLE, SL and GLC ab 09/2023	ECE Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, IT Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Norway, Netherlands, Poland, Portugal, Romania, Russia, Sweden, Slovenia, Slovakia, South Africa AMAP: Argentina, Australia, Brazil, Canada, Japan, Korea, Mexico, New Zealand, USA, China
54)	MBUX Voice Assistant	Unlimited term when ordered ex works	MBUX multimedia system with pre-installation for Navigation or media display	A-Class (05/2018) AMG ONE (06/2021) B-Class (11/2018), C-Class Sedan and C-Class Wagon (06/2021), Citan (08/2021) CLA (02/2019), CLA Shooting Brake (06/2019), E-Class, E-Class Sedan/Wagon (06/2020), GLA (02/2020), GLB (07/2019), GLC (06/2019), GLC Coupe (06/2019), GLE (10/2018), GLS (07/2019), GLS Maybach (01/2020), EQC (05/2019), EQV (06/2020), EQS (06/2021) S-Class (10/2020), Sprinter (03/2020), T-Class (04/2022), V-Class (03/2020)	
55)	Augmented Radio with tethering	3 years from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) SL-Class AMG (06/2022) EQE (12/2021)	Available in Germany, Belgium, France, United Kingdom, Ireland, Italy, Malta, Netherlands, Austria, Poland, Portugal, Sweden, Switzerland, Czech Republic, Spain, Abu Dhabi, Dubai, Bulgaria, Canada, Denmark, Finland, Greece, Hong Kong, Hungary, Croatia, India, Japan, Korea, Lithuania, Luxembourg, Moldova, Mexico, Malaysia, Norway, Romania, Singapore, Slovenia, Slovakia, Thailand, Taiwan, USA, Australia, New Zealand, South Africa. The following languages are available, but are dependent on the particular market: German, US English, UK English, Chinese/Mandarin, Dutch, French, Italian, Spanish, Canadian French, Mexican Spanish, Japanese, Korean, Chinese/Cantonese, Portuguese, Swedish, Czech, Polish, Portuguese (Brazil), Cantonese/Hong Kong, Mandarin/Taiwan, Mandarin/Sichuan, Turkish, Thai, Danish, Norwegian, Arabic.

					Language availability dependent on the market.
56)	Augmented Radio Information with comfort data volume from third party	1 year from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	C-Class Sedan and C-Class Wagon (06/2022), EQE (06/2022) S-Class (06/2022), EQS (06/2022), SL (06/2022) GLC SUV (06/2022) EQE (06/2022) EQE SUV (from market launch)	Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom
57)	Radio Service Following with tethering	3 years from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) SL-Class AMG (06/2022) EQE (12/2021)	The service can only be used with tethering (customer's data volume/smartphone's hotspot). membership with the respective third-party provider. Available in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Australia, New Zealand, Hungary, India, Japan, Korea, Malaysia, Romania, Singapore, Slovakia, South Africa, Thailand, Mexico, Netherlands, Norway, Poland, Portugal, Slovenia, Sweden, Switzerland, Taiwan, United Kingdom, USA.
58)	Radio Service Following with Comfort data volume from third party	1 year from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	C-Class Sedan and C-Class Wagon (06/2022), EQE (06/2022) S-Class (06/2022), EQS (06/2022), SL (06/2022) GLC SUV (06/2022) EQE (06/2022) EQE SUV and EQS SUV (from market launch)	Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom
59)	Stationary Heater and Pre-Entry Climate Control	3 years from activation	Stationary heater or hot water heater	S-Class (10/2020 – 06/2022) (with 48 V on-board electrical system / EQ Boost technology), S-Class (from 06/2022): stationary heater only. C-Class Sedan and C-Class Wagon (06/2021): stationary heater only.	The service can only be used with tethering (customer's data volume/smartphone's hotspot). Expected to be available in: Abu Dhabi (UAE), Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Australia, New Zealand, Hungary, India, Japan, Korea, Malaysia, Romania, Singapore, Slovakia, South Africa, Thailand, Mexico, Netherlands, Norway, Poland, Portugal, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA.

60)	Fuel & Pay		MBUX multimedia system:	A-Class (05/2018), B-Class (02/2019), CLA Sedan (05/2019) and CLA Shooting Brake (09/2019), GLB-Class (12/2019), GLA-Class (02/2020), GLC and GLC Coupe (07/2019), GLE-Class (02/2019); GLE-Class Coupe (04/2020), GLS-Class (06/2019). E-Class Sedan (06/2020) and E-Class Wagon (09/2020) E-Class Coupe (08/2020), E-Class Convertible (08/2020), S-Class (06/2021) C-Class (06/2021) Citan/T-Class (01/2023) V-Class (06/2022) Sprinter (06/2022)	Available in Germany, Belgium, Austria, Netherlands, Luxembourg and at selected partner filling stations. The service is available for VAN vehicles in: Germany, Austria, Belgium, Netherlands, Luxembourg
61)	Emergency Key Deactivation	3 years from activation	Guard 360° Vehicle Protection Plus (P82)	A-Class (06/2020), B-Class (06/2020) C-Class Sedan and C-Class Wagon (Q3/2021) CLA Sedan (06/2020) and CLA Shooting Brake (06/2020) GLC and GLC Coupe (06/2020), GLB (06/2020)), GLE (06/2020) C-Class all models (06/2020), CLS (06/2020), E-Class (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), E-Class Convertible (06/2020), EQC (06/2020), EQS (06/2021), EQA, EQB, EQE S-Class (06/2021) G-Class (06/2020), SL-Class (Roadster) AMG AMG GT 4-Door Coupe	Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, India, Ireland, Italy, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom.
62)	Plug & Charge		MBUX Navigation system, Mercedes me Charge (38U, 39U, 36U, 35U, 44U)	EQS (06/2021), EQE (04/2022), S-Class Plug-In and C-Class Plug-In (06/2022); GLC Plug-In (06/2022); EQS SUV (08/2022), EQE SUV (04/2023)	Plug & Charge available in: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA.
63)	Traffic Restriction Zones (Traffic restriction)	3 years from activation	PBG	S-Class (06/2021), EQS (06/2021), C-Class (06/2021)	Available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Malta, Hungary, Romania, Netherlands, Poland, Portugal, Slovenia, Spain, Sweden, United Kingdom, USA, Switzerland, Liechtenstein, South Africa, Canada
64)	Temporary activation of on-demand features				Available in: Abu Dhabi, Australia, Belgium, Bulgaria, China, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, UK, Hong Kong, India, Ireland, Italy, Japan, Canada, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Mexico, New Zealand, Netherlands, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Singapore, Slovenia,

					Spain, South Africa, South Korea, Taiwan, Thailand, Czech Republic, Hungary, USA, Cyprus, Canada
64.1)	Adaptive Highbeam Assist	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	LED headlamps (631/632)		Available in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, Hungary, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA, Slovakia, Canada
64.2)	DIGITAL LIGHT Projection Function for Animations	With Individualization Package purchased ex works: 1 year from the date the vehicle is paired with a Mercedes me ID; or available for purchase subsequently from the Mercedes me Store with a limited term	DIGITAL LIGHT with Projection Function (PAX) and Projection Function for Animations (43U)	C-Class Sedan & Wagon (from 06/2022) EQE (from market launch) EQS (from 12/2021) GLC-Class (from 09/2022)	Available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Malta, Hungary, Romania, Netherlands, Poland, Portugal, Slovenia, Spain, Sweden, United Kingdom, USA, Switzerland, Liechtenstein, South Africa, Canada
64.3)	Rear-axle steering with steering angle of up to 10°	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	Rear-axle steering with steering angle of up to 4.5° (201) and 360° Camera (501) and PARKTRONIC (235)	EQS (from 12/2021)	Available in: Australia, Belgium, Bulgaria, China, Denmark, Germany, Estonia, Finland, France, Greece, United Kingdom, India, Ireland, Italy, Japan, Canada, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Spain, South Korea, Taiwan, Czech Republic, Hungary, USA, Cyprus, Thailand, Slovakia
64.4)	Beginner Driver Mode	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	GLC exclusively for GLC 200 and GLC 300	EQE (from market launch) EQS (from market launch) EQE SUV (from market launch) EQS SUV (from market launch) GLC (from production date 01.07.2023)	Available in: Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Taiwan, USA China (EQE and EQS only)
64.5)	Valet Service Mode	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	GLC exclusively for GLC 200 and GLC 300	EQE (from market launch) EQS (from market launch) EQE SUV (from market launch) EQS SUV (from market launch) GLC (from production date 01.07.2023)	Available in: Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand

					Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Taiwan, USA China (EQE and EQS only)
64.6)	Minigames*	1 year from activation, term extension via Mercedes me Store	C-Class Package PBF/PBG	A-Class (from 12/2022) B-Class (from 12/2022) C-Class Sedan & Wagon (from 06/2022) EQE (from market launch) EQS (from 07/2021) GLC SUV (from 09/2022) S-Class (from 06/2022) * TETRIS® available exclusively for EQS	Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Estonia, Finland, Croatia, Ireland, India, Lithuania, Latvia, Luxembourg, Liechtenstein, Malta, Norway, Slovenia, South Africa, South Korea, Mexico, Malaysia, Taiwan, Thailand, Australia, New Zealand, Canada, USA
64.7)	Sound Experience	With Individualization Package purchased ex works: 1 year from the date the vehicle is paired with a Mercedes me ID; or available for purchase subsequently from the Mercedes me Store with a limited term	Burmester® surround sound system (810) and no AMG (PUF)	EQE (from 06/2022) EQS (from 06/2022)	Available in: Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Singapore, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA
64.8)	AMG TRACK PACE Online Functions		AMG TRACK PACE (256)	All passenger cars with MBUX multimedia system from 06/2022	Germany, Italy, Liechtenstein, Portugal, Spain, Switzerland, United Kingdom, Belgium, Denmark, France, Greece, Luxembourg, Netherlands, Sweden, Austria, Czech Republic, Hungary, Poland, Romania, Slovakia, Australia, Canada, India, Japan, Mexico, South Africa, South Korea, USA, Ireland, Taiwan, Bulgaria, Croatia, Finland, Estonia, Latvia, Lithuania, Malaysia, Malta, New Zealand, Slovenia, Thailand
64.9)	Energizing Package	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	Ambient lighting (891), front seat heating (873/401/902) and (525/534/535)	C-Class Sedan & Wagon (06/2022) EQE (06/2022) EQS (06/2022) GLC SUV (from 09/2022) S-Class (06/2022) SL (06/2022) GLE (from 06/2023)	Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Estonia, Finland, Croatia, Ireland, Lithuania, Latvia, Luxembourg, Liechtenstein, Malta, Norway, Slovenia, South Africa, South Korea, Mexico, Malaysia, Taiwan, Australia, New Zealand
64.10)	Trailer Maneuvering Assist	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	Trailer hitch (550) and 360° Camera (501)	B-Class (from 12/2022) C-Class Sedan & Wagon (from 06/2022) EQS SUV (from market launch) GLC (from 09/2022)	Available in Abu Dhabi, Dubai, Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Croatia, Hungary, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, South Africa

					Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovakia, Slovenia, Spain, South Africa, Czech Republic, Hungary, Cyprus Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Estonia, Finland, Croatia, Ireland, Lithuania, Latvia, Luxembourg, Liechtenstein, Malta, Norway, Slovenia, South Africa
64.11)	Acceleration Increase	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	EQS 450 4MATIC EQE 350 4MATIC	EQE (from market launch) EQS (from market launch)	USA, Mexico
64.12)	Active Distance Assist DISTRONIC (PRO)	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	Technical pre-installation for DISTRONIC (5B0)	A-Class (from 06/2023) W/V177 B-Class (from 06/2023) W247 C-Class Sedan & Wagon (from 06/2023) W/S206) CLA-Class (from 06/2023) V/C118 EQE Sedan (from 06/2023) EQS Sedan (from 06/2023) GLA (from 06/2023) GLC (from 06/2023) E-Class Sedan (from 08/2023) W214 GLB (from 08/2023) X247 E-Class Sedan (from 08/2023) W214 GLB (from 08/2023) X247 CLE (from market launch)	Available in: Mexico, Belgium, Bulgaria, Denmark, Germany, Estonia, France, Greece, United Kingdom, India, Ireland, Italy, Croatia, Liechtenstein, Lithuania, Latvia, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, Thailand, Czech Republic, Hungary, South Africa, South Korea, Malaysia
64.13)	Mode App	1 year from activation, term extension via Mercedes me Store	2S0 (Individualization Package)	S-Class, EQS, EQS SUV, EQE, EQE SUV, C-Class	Available in: Abu Dhabi, Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Singapore, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA
64.14	Dashcam	Purchasable in the Store	U19	A-Class (06/2018), C-Class Sedan/Coupe/Wagon (06/2021), E-Class Sedan (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), EQC (06/2019), GLB (07/2019) S-Class (12/2020), S-Class Sedan (12/2020), B-Class (02/2019), CLA Sedan (05/2019) and CLA Shooting Brake (09/2019), EQA (12/2020), EQB (11/2021), GLA (01/2020), GLE (02/2019), GLS (07/2019) GLE Coupe (01/2020) GLC/GLC Coupe (06/2019))	Available in: UK, USA (only S-Class, C-Class from 06/21, EQS, EQE), Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Malta, Netherlands, Poland, Romania, Slovenia, Sweden, Switzerland, Canada, Australia, New Zealand

				EQE EQS	
65)	AMG ONE Remote Pre-Heating Powerunit	unlimited		AMG ONE	Available in Germany, Belgium, France, United Kingdom, Ireland, Italy, Malta, Netherlands, Austria, Poland, Portugal, Sweden, Switzerland, Czech Republic, Spain, Abu Dhabi, Dubai, Bulgaria, Canada, Denmark, Finland, Greece, Hong Kong, Hungary, Croatia, India, Japan, Korea, Lithuania, Luxembourg, Moldova, Mexico, Malaysia, Norway, Romania, Singapore, Slovenia, Slovakia, Thailand, Taiwan, USA, Australia, New Zealand, South Africa
66)	Van Uptime (business customers)	Option available via a ServiceCare service contract	Communication module (JH3)	Sprinter (06/2018)	Germany, Denmark, Italy, Spain, Czech Republic, Switzerland
67)	Individual recommendations		MBUX multimedia system:	A-Class Compact Sedan (03/2018) A-Class Sedan (05/2018) AMG GT (07/2019) AMG EQE (04/2022) AMG ONE (06/2021) B-Class (11/2018) C-Class Sedan and Wagon (06/2021) CLA (02/2019) CLA Shooting Brake (06/2019) CLS (06/2020) E-Class Sedan and Wagon (07/2020) E-Class Coupe and Convertible (08/2020) EQA (07/2020) EQB (09/2020) EQC (06/2019) EQS (06/2021) EQV (06/2020) GLA (02/2020) GLB (12/2019) GLC (06/2019) GLC Coupe (06/2019) GLE (10/2018) GLE Coupe (08/2019) GLS (07/2019) S-Class (09/2020) V-Class (03/2020)	Available in Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, United Kingdom, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Hungary, Romania, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Argentina, Brazil, Canada, Japan, South Korea, Mexico, Malaysia, Taiwan, USA
68)	Toll Service	1 year with automatic extension for another year	Code 943	S-Class from 11/2021 EQS from 11/2021	Available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Hungary, Romania, Netherlands, Poland, Portugal, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, United Kingdom
69)	Remote Functions for Mercedes-Benz Wallbox		Mercedes-Benz Wallbox	All electrified Mercedes-Benz vehicles and other makes	Available in: Austria (AUT), Belgium (BEL), Bulgaria (BGR), Croatia (HRV), Cyprus (EU) (CYP), Czech Republic (CZE), Denmark (DNK), Estonia (EST), Finland (FIN), France (FRA), Germany (GER), Greece (GRC), Hungary (HUN), Ireland (IRL), Italy (ITA), Latvia (LVA), Lithuania (LTU), Luxembourg (LUX), Netherlands (NLD), Norway (NOR), Poland (POL), Portugal (PRT), Romania (ROU), Slovakia (SVK), Slovenia

					(SVN), Spain (ESP), Sweden (SWE), Switzerland (CHE), Thailand (THA); Australia (AUS), Mexico (MEX), New Zealand (NZL)
70)	Navigation for Trailers and Oversized Vehicles	3 years	MBUX multimedia system and Navigation	Sprinter (02/2022)	Available in: Austria, Belgium, Bulgaria, Switzerland, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Hungary, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia
71)	Renewable Energy Charging Program ⁵⁰⁾		COMAND Online, Audio 20 or MBUX multimedia system	All electrified Mercedes-Benz vehicles	This service is temporarily unavailable for the E-Class (Sedan, Coupe and Wagon), the CLS and the Mercedes-AMG GT 4-Door Coupe with production dates between December 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments).
72)	ZYNC Video Streaming		MBUX multimedia system and Comfort data volume	S-Class (from 12/2022) EQS (from 12/2022) EQS SUV (from 12/2022) EQE (from 12/2022) EQE SUV (from 12/2022)	Available in Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA
73)	Shared Navigation	Term 3 years (except USA, where a 1-year term applies)	PBG and mobile phone connected via Bluetooth with active Bluetooth message function	E-Class (expected from 07/2023)	Available in Germany, United Kingdom
74)	Learning Assist Learning Assistant (LEA)		App in vehicle	EQE SUV (05/2023)	Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, United Kingdom, Hungary, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland, Malta, Cyprus, Greece, Romania, Croatia, Slovenia, Latvia, Estonia, Lithuania, Bulgaria
75)	Pre-installation for Digital Vehicle Key on the Smartphone		896	E-Class (07/2023)	Abu Dhabi, Belgium, Bulgaria, Austria, Croatia, Denmark, Dubai, Estonia, Finland, France, Germany, Liechtenstein, Greece, Hungary, India, Ireland, Italy, Latvia, Lithuania, China, Australia, Canada, Hong Kong, Japan, Korea
76	Hybrid Navigation for Low Emission Zones	3 years	Navigation	Plug-in Hybrid E-Class from 07/2023	Austria, Germany, Belgium, Switzerland, Denmark, Spain, Finland, France, United Kingdom, Greece, Liechtenstein, Italy, Luxembourg, Malta, Netherlands, Norway, Poland, Sweden

77	Trailer route planner	3 years	Navigation (365) and trailer hitch (550)	A-Class, B-Class, C-Class, E-Class, S-Class, CLA, GLA, GLB, GLE, SL, GLC from 08/2023	Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Norway, Netherlands, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia
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*) Please note that the scopes may vary according to model series and year of manufacture or local standard equipment offered in the vehicle between private and business customer accounts.

- 1) To use the Mercedes me connect services you require a personal Mercedes me ID and must accept the terms of use for the Mercedes me connect services. In addition, the relevant vehicle must be linked to the user account. On expiry of the initial term, the services can be extended for a fee, provided that they are still available for the vehicle concerned. Initial activation of the services can be carried out by the customer within 1 year of initial registration or start-up, whichever occurs first.
- 2) For information on compatible devices and operating systems, visit www.mercedes-benz-mobile.com
- 3) The Mercedes me connect services have been rolled out in the following countries: Belgium, Denmark, Germany, Finland, France, United Kingdom, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Sweden, Switzerland, Slovakia, Spain, Czech Republic, Hungary, Malta, Cyprus, Greece, Romania, Croatia, Slovenia, Latvia, Estonia, Lithuania, Bulgaria, Dubai, Abu Dhabi, China, South Africa, Japan, USA, Canada, Taiwan, Australia, New Zealand, Thailand, Mexico, Malaysia, India, Hong Kong, Macao, Singapore
- 4) The Mercedes me connect services have been rolled out for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Cyprus, Spain, Sweden, Switzerland, United Kingdom, USA, Canada, China (V-Class)
- 5) In Malaysia, Mercedes me connect services are available for all model series from production date 06/2019 onwards. However the availability of certain services may depend on whether specific equipment(s) are installed in the vehicle. The availability of these services and equipment may also vary depending on the offerings. You are advised to make an enquiry regarding the availability before making a purchase.