

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 New Zealand Limited, Level 3 Office tower, 277 Broadway, Newmarket, Auckland – 1023 ("Provider") (hereinafter "Terms of Use") and apply to the provision of Mercedes me connect information and telematics services, temporary enablement of on-demand features and other digital content and digital services ("Services") provided by the Provider and their use by the Customer.

- 1.1. Additional terms & conditions may apply to some Services and must be accepted by the Customer before the relevant Service can be accessed, where the Customer has the right to access or use the Service. Where additional terms & conditions apply to a Service, this will be set out in the Service Description available via the Customer Portal, as updated from time to time. Where there is inconsistency between these general terms & conditions and additional terms & conditions applicable to a Service, the terms & conditions applicable to the Service will prevail.

2. Customer, Holder

- 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.
The "Customer" may be a consumer or a businessperson. A consumer is any natural person who concludes a legally binding transaction for purposes that cannot be attributed primarily to his or her commercial or independent professional work. A businessperson is a natural person, legal entity or incorporated partnership that is acting in a commercial or private, professional capacity when concluding a legal transaction.
- 2.2 "Holder" 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 Use of the Services requires that the Customer sets up a Mercedes me ID, registers and accepts these Terms of Use online. The Terms of Use shall enter into effect between the Customer and the Provider when the Customer receives a confirmation, but no later than on the date on which the Customer is able to use the respective Services for the first time.

If the Customer is a businessperson pursuant to clause 2.1, he/she must also conclude a data processing on behalf agreement with the provider before the 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 application.
- 3.3 The Agreement shall be concluded in the respective national language.
- 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 services forming part of this contract, changes in legislation or jurisprudence or other equivalent reasons. If the change should lead to significant disruption of the contractual balance between the Parties, it will be waived. The Provider will communicate the changed Terms of Use to the Customer in text form (including by email, SMS and message in the Mercedes me mailbox) at least one month 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 are deemed to have been accepted if the Customer does not object to them within one month of the receipt of the notification. The Provider will inform the Customer separately of this legal consequence in its notification.

4. Scope of Services

- 4.1 When the respective Terms of Use enter into effect, the Customer will be entitled to use certain services free of charge. The Customer may obtain additional information in this regard on the customer portal referred to in Clause 16.2 ("Customer Portal").
- 4.2 The Customer may furthermore acquire the right to use paid services ("Fee-based Services"). The purchase of Fee-based Services is subject to the additionally agreed terms for the sale of the Services, including the General Terms and Conditions of the Mercedes Me Store. The use of the Fee-based Services by the Customer through Mercedes me connect are subject to these Terms of Use.
- 4.3 Use of the Services is intended for consumers or entrepreneurs acc. to Clause 2.1¹ who are either the Holder of the vehicle themselves with which the Services are to be used, or have been authorised by the Holder to use the vehicle including the Services. Furthermore, (i) consumers must be permanently resident (registered address) in New Zealand and (ii) entrepreneurs¹ must have their place of business in New Zealand. The place of residence and business are hereinafter referred to as "Domicile".
- 4.4 Services that require a linked vehicle (see Clause 5.2) apply only to the vehicle concerned (e.g. charging services, streaming services, "Comfort Data Volume" service) and are not transferable to other vehicles. Furthermore, all of these services may only be used for the purpose shown in the service description.
- 4.5 The scope of the individual services, conditions of use, availability and, where applicable, further information or additional terms and conditions are set out in the respective Service Description in the Customer Portal or in the Mercedes me Store. The scope of Services may vary depending on the vehicle type and equipment. The Provider reserves the right to further develop the Services 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 can lead to a change in the services: Adaptation to a new technical environment, to an increased number of users, for important operational reasons, further development of the services, new legal requirements and jurisprudence by senior judges, or other, comparable reasons. The Provider will inform the customer of impending changes and the possible legal consequences.
- 4.6 Subject to Clause 4.15, the Services are generally available in New Zealand. All European overseas territories are excluded. The Service Description shows which Services are geographically limited or are not yet available. If the vehicle is used in a different country from the country of domicile (e.g. cross-border vehicle use), or the vehicle has been imported from a country different from the country of domicile, it is possible that the services are impaired or inoperative 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 The Provider shall provide the Customer for the Services with the use of the Customer Portal and other means of access, via which the Customer may set up a private area and manage their Services online ("User Account").
- 4.8 The Customer can link up to 20 (twenty) vehicles with his/her user account and unlink these again at any time. If the Customer is a businessperson, he/she may also set up additional vehicles if he/she obtains authorization and approval to do so from a participating partner. The linking (connection) and delinking (disconnection) of the vehicle are regulated in accordance with No. 5.2.
- 4.9 The Customer can operate and use the services via the use gateways listed below (together "Use Gateways"):
 - a) via the infotainment system in the vehicle, b) online in the Customer Portal, c) via mobile applications by means of compatible end devices ("Apps" or "App"), d) by means of an adapter for vehicles of older series ("Adapter") along with the corresponding App for the adapter ("Adapter App"). Which Use Gateway is available for each Service is determined by the respective description of the Service in the Customer Portal

¹ For entrepreneurs, the contractual offer is not available in every country. If no selection option for entrepreneurs is provided during the registration or in the existing account, the offer is intended only for consumers.

and/or the Mercedes me Store. We reserve the right to make changes to the Use Gateway insofar as the change is reasonable for the Customer. The Services that are available via the Adapter may differ in some regards from the Services that are available through the other Use Gateways. Further information regarding the Adapter and its purchase can be obtained by the Customer in the Customer Portal or from the branches and authorised dealers of the Provider, which are involved in sales of the Services (both "Participating Partners"). The Provider does not assume any obligation to provide the Customer with the Adapter. The purchase of the Adapter will, if applicable, be governed by the terms and conditions agreed between the Customer and the Participating Partner.

- 4.10 The Customer may delete the Apps and the Adapter App at any time. In this case, the Customer will no longer have any access to the Services via the Apps or the Adapter. Furthermore, changes made to the compatible end device (e.g. update of the operating system, jail-breaking) could render the Apps or the Adapter App unusable.

Note: Any obligations for payment of the fees for Fee-based Services will remain unaffected by deletion of the Apps or Adapter App or by the described changes to the compatible end device.

- 4.11 The Customer has the possibility to activate individual Services and to deactivate such Services. The Customer is able to use a Service when it is activated. If a Service is deactivated, then the Service will not be available to the Customer during that time. New Services will only become active when they are activated by the Customer.

Note: Any obligations for payment of the fees for Fee-based Services or contractual agreements with Third-Party Providers remain unaffected by a deactivation of the Services.

- 4.12 If the Customer revokes a Fee-based Service, the Provider is entitled to deactivate the affected Services.
- 4.13 The Provider also reserves the right to deactivate or restrict the services for good cause (e.g. data security, security problems at content providers/Third-Party Providers).
- 4.14 The display in the instrument cluster of the vehicle takes precedence over all other information channels, for example, the display via the Customer's Use Gateways. The information displayed in the infotainment system or in Apps or in the Adapter App is not definitive and may in full or in part be incomplete or incorrect or not up to date; in addition, it only applies as of the time it is queried.

- 4.15 Due to the currently available technology, the provision and use of the Services may be subject to certain restrictions and inaccuracies which are beyond the Provider's control. In individual cases there may be discrepancies between the vehicle operating data displayed in the vehicle (e.g. in the infotainment system) and that in the Customer's respective Use Gateway. 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 Services are therefore geographically limited to the transmission and reception areas of the transmission stations operated by the relevant mobile phone companies. The unavailability of the mobile network can in some cases mean that individual Services are not available because the necessary data transfer cannot take place. The Services may also be adversely impacted by atmospheric conditions and topographical features or obstacles (e.g. bridges, tunnels, buildings). The same applies to the GPS coordinates determined on the basis of global navigation satellite systems. Other disruptions, such as network overload, may restrict use of the Internet. Moreover, sudden capacity bottlenecks may arise from spikes in the use of the Services, the mobile and landline networks or the Internet. The mobile communications connection between the vehicle and the back end, which is currently provided by an external German telecommunications operator or its roaming partners outside Germany, currently has a service availability of 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 actually 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 the provision of the relevant Service, 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 also be caused by force majeure, including strikes, lockouts or administrative orders, or result from 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 Services are properly provided or improved.

The use of the Services via the Apps or the Adapter and the Adapter App may also be subject to limitations and inaccuracies due to the unavailability of or disruptions in the Apps, Adapter App or the compatible end device (e.g. for reasons of force majeure or due to technical and other measures such as maintenance, software updates, enhancements to the Apps or Adapter App).

- 4.16 For certain Services (e.g. Internet Radio, Petrol Station Prices, Live Traffic, Car-to-X Communication), the information available via the Service is prepared by Content Providers and may be incomplete, incorrect, not current or unavailable in whole or in part. The Provider assumes no responsibility for checking whether the

information is complete, accurate or current, 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 decisions made on the basis of the information; accordingly, the Customer is responsible for checking whether the information is complete, accurate or current and is available or is made available in a quality suitable for his purposes.

- 4.17 To prevent malfunctions in the workshop process during a stay in the workshop, Services 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 incorrect status messages and diagnosis messages via different Use Gateways. As a result, the Customer may receive faulty offers for maintenance services or a faulty 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 services after the workshop visit.

- 4.18 The Services require a fully functioning power supply in the vehicle from the vehicle battery. If the Services are used excessively and the vehicle's battery is not intermittently charged by running the 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 longer periods, this may cause the communication module ("Communication Module") in the vehicle to shut down 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 enter into effect and the vehicle is connected, a download will occur via mobile data connection and software updates for vehicle components, e.g. comfort systems, locking & security systems, driver assistance systems, chassis & drive systems as well as the vehicle's infotainment system, will be installed automatically without the need for a workshop visit ("Software Update"). The Software Update can be initiated from the vehicle or from the back end and can improve and enhance functions of the vehicle and the Services, as well as provide or facilitate new functions of the vehicle and the Services, or modify or remove functions of the vehicle and the Services. The Software Update cannot be deactivated by the Customer. 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 may always reject changes or removals if they are not advantageous to the Customer or if the Customer could not be reasonably expected to accept them, taking the interests of the Provider into account. The period of time between the individual Software Updates can vary. There is no entitlement to software updates that go beyond the contractual terms or security updates.

- 4.20 The Software Updates are subject to the availability and limitations of the mobile network and the equipment in 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 back end and shown to the Customer via his Use Gateways.

- 4.21 Under certain circumstances, the Software Updates may be required for the unimpeded performance and operation of the Services. The Customer is not entitled to obtain the Software Updates by other means (e.g. through the Participating Partners). As part of servicing by Mercedes-Benz which is responsible for providing repair and maintenance services for Mercedes-Benz vehicles ("Service Partners") or Participating Partners, other measures may be carried out instead of or in addition to the Software Updates. While the Software Updates are 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 fatal 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. Requirements for Use

- 5.1 The Services are available in vehicles from newer Mercedes-Benz model series that are fitted with an integrated Communication Module. Some Services require additional optional equipment in the vehicle. Details and any further conditions of use are provided in the respective Service description. Moreover, certain Services are also available for vehicles from older model series. The Customer can obtain information about the model series in which the Services are available from the Participating Partners. For certain functions and Services, the vehicle requires a mobile data connection between the vehicle and the back end as well as the compatible end device of the Customer. In addition, the vehicle must have an infotainment system. The use of the Services via the Adapter additionally requires an active Bluetooth connection between the Adapter and the compatible end device.

To use the navigation options of certain Adapter Services and for the data transmission to the CAC, the Customer's compatible end device must have GPS, and the GPS must be activated. Further conditions of use or deviations can be specified in the description of the respective Service.

- 5.2 To enable using the Services for a vehicle, the vehicle must be connected. Connection takes place at a Participating Partner's premises or online via the User Account. The Customer can obtain more information in the Customer Partner Portal or from Participating Partners.

Services in the vehicle cannot be activated and used until the vehicle is connected. Each vehicle may only ever be assigned to a single Customer as the main user. If the Customer is a businessperson, in derogation from this, multiple main users may be set up for each vehicle. Additional vehicle users may be registered as 'Co-Users' within the meaning of clause 10.1.

The Customer may disconnect (delink) a vehicle either by removing the vehicle from his User Account or by a Participating Partner or sending a request concerning the disconnection in text form (including by email) to the Mercedes-Benz Customer Assistance Centre (CAC) referred to in Clause 16.2. The disconnection will deactivate the Services in the relevant vehicle for the Customer.

Note: Any obligations for payment of the fees for Fee-based Services will remain unaffected by the disconnection.

- 5.3 For security reasons, an identity check is required for the use of some Services. This can be done with an identification document on site at the Participating Partners or online via the App. The Customer will be informed of the necessity of the identity check when activating all Services or the corresponding Service. The Service 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 utilisation of Services that involve services from other companies ("Third-Party Providers") (e.g. streaming services, parking), the Customer concludes a separate agreement with the respective Third-Party Provider, under the conditions of the respective Third-Party Provider. The Customer may have to create a separate User Account with the Third-Party Provider ("Third-Party Provider Account") (e.g. streaming services). Furthermore, for certain Services, the Customer must conclude an agreement with a mobile service provider, independent from the Provider. The Provider assumes no responsibility for the services of the Third-Party and the Mobile Service Providers.
- 5.5 Use of the Services 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. Using the Services via the Adapter requires the purchase and installation of the Adapter at a Participating Partner, a compatible end device and a mobile data connection, and the purchase and installation of the Adapter App on the compatible end device.
- 5.6 In addition, use of the Services also requires regular updates of the Apps and the Adapter App when such updates are available.
- 5.7 The following applies to Customers with a vehicle featuring special equipment for highly automated driving functions ("System"): Use of the System requires Services to be activated and available during use. Despite the activation of these Services, it is possible that the System will not be available in full or at all. This is because the System's availability and activation depend on other system requirements and limits, and are subject to functional, spatial, geographical 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 restricted 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 in Connection with Services

- 6.1 The payment function enables the Customer to conclude an agreement and pay for certain Services.
- 6.2 When using the payment function, the third party in question, or their distribution partner, acts as the contracting partner ("Seller") for the Customer. The Provider merely acts as an intermediary for the conclusion of the agreement, and does not act as a contracting partner itself. The agreement is governed by the 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 merely provides the technical platform for the payment. The Provider may engage other service providers for this purpose. Only the payment service provider engaged by the seller in question (e.g. Payment Service Provider or Acquirer) (referred to hereinafter as the "Payment Processor") may authorize a payment, access to a payment account held by the Customer, or the transfer of the price from the Customer's payment account to the Seller. At no point does the Provider take ownership of the monies to be transferred during a payment process.
- 6.4 The prices advertised by the Seller in question apply to the agreement. Once the agreement has been concluded, the price to be paid may be displayed in the corresponding access point. The price shall fall due immediately upon conclusion of the agreement. The customer must immediately notify the Provider of deviations between the price shown for the relevant user access and the amount stated by the seller (e.g. using the communication channel acc. to Clause 16).
- 6.5 The payment function can only be used 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-authorization of the transaction by the Payment Processor based on a maximum limit set by the Customer. If the Payment Processor does not pre-authorize the transaction, the Seller reserves the right to decline the transaction.

- 6.7 After the Customer has confirmed the payment 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 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 agreement. The Provider is not party to the agreement, and therefore not obliged to provide warranty or assume liability in connection with the agreement.

7. Fees and Costs

- 7.1 The conclusion of the Terms of Use is not associated with any fees. The Fee-based Services are subject to the fees listed in the Mercedes me connect Store.
Optional equipment is also necessary in some cases in order to use the Services in the vehicle and could result in a higher vehicle price. Details on the required special equipment are provided in the Service Description.
Apps and the Adapter App are provided to the Customer free of charge. The Customer obtains the Adapter on the terms and conditions agreed upon between him and the Participating Partner.
- 7.2 Any costs for the mobile data connection between the vehicle and the back end are generally borne by the Provider.
The foregoing paragraph does not apply if the Customer uses the Services via the Adapter and the Adapter App. In that case, the Customer bears any costs for the mobile data connection between the vehicle and the back end. These costs are based on the rates charged by the Mobile Service Provider used by the Customer; higher fees may apply abroad.
Likewise, the first paragraph does not apply to Services for which the Customer must purchase a volume of data separately from a Mobile Service Provider. The costs for the purchase of the data volume depend on the respective Mobile Service Provider's tariffs; higher fees may be incurred abroad.
- 7.3 Any costs for the 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 holder of the vehicle or that the vehicle's holder has permitted him to use the vehicle and thus also to use the Services in the vehicle (e.g. driver of a company car).
- 8.2 The Customer warrants that his profile data, specifically the name, address (e.g. name, address, email address, mobile phone no., date of birth), which were reported to the Participating Partner and entered in the Customer's User Account, are correct. The Customer shall inform the Provider of any changes to these data without undue delay. The same applies to all other data, which has been posted voluntarily. For certain vehicles, a PIN-protected Customer profile is created automatically when the vehicle is linked.
If the data are incorrect and communication with the Customer is therefore not possible, the Provider reserves the right to block the Services.
Note: Any obligations for payment of the fees for Fee-based Services will remain unaffected by the disconnection.
- 8.3 **The Customer shall without undue delay have the vehicle disconnected from the Services 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.**
If the Customer does not fulfil his obligation to disconnect the vehicle and another person successfully authenticates himself in accordance with Clause 5.2 or if the holder or owner of the vehicle reports that the Customer is no longer authorised to use the vehicle, then the Provider will disconnect the vehicle in accordance with Clause 5.2 without further warning and will then inform the Customer that the disconnection has taken place. The liability of the Customer under Clause 8.8 remains unaffected thereby.
- 8.4 The Customer shall keep all access details and passwords necessary to use the Services safe, not disclose them to third parties, and prevent them from being misused. The Customer shall not use the same

combination of email address and password for accessing the User Account which he uses for other online services. The Customer is obliged to impose the above obligation on any "Co-Users" as defined by Clause 10.1.

- 8.5 The Customer will be entitled to use the Services only if he complies with all legal requirements and does not pursue any purposes in breach of the Terms of Use or applicable law.
- 8.6 If the Customer establishes that the Services have been used in breach of the Terms of Use or that an unauthorised third party has carried out an inadmissible activity on the mobile network provided for the Services, the Customer must inform the Provider accordingly without undue delay via his User Account or by contacting the CAC using one of the methods described in Clause 16.2.
- 8.7 The software applications provided for the use of the Services may not be modified, edited, decompiled (including by means of reverse engineering), stored or otherwise copied. Any changes to or reworking of the Adapter are done at the Customer's own risk.
- 8.8 The Customer shall be liable to the Provider for any loss or damage arising from his violation of the obligations under the Terms of Use in accordance with the legal provisions.
- 8.9 The Customer shall indemnify the Provider from all claims, costs, damage and losses (including the costs of reasonable legal proceedings) caused by a third-party claim against the Provider in connection with a violation of statutory provisions, third-party rights, or the Terms of Use by the Customer, provided that the Customer is liable in accordance with clause 8.8 and is responsible for the violation of the law.
- 8.10 The Customer is responsible for storing any data as needed on his compatible end-devices.
- 8.11 If the Customer makes the vehicle available to another vehicle user for use, the Customer is obligated (i) to inform the other vehicle user, prior to driving, of the Services and the related data collection and processing, as well as to obtain their consent if needed and to point out the possibility of deactivating individual Services and (ii) to log out of their connected Third-Party Provider Account or to deactivate the Service, in order to avoid potential misuse by another vehicle user, for instance. Prior to driving, the Customer must check whether the Services and functions they need are activated.

9. Term and Termination

- 9.1 The Terms of Use have an unlimited term. The term of the Services is set forth in the respective Service Description or in the agreement between the Customer and the seller of the Fee-based Services.
- 9.2 The Provider may terminate the Terms of Use at any time with a notice period of 30 days, but at the earliest on expiry of the last Fee-based Service. Fee-based Services shall end with the expiration of the posted term of use. Free Services can be terminated by the Provider at any time with a reasonable period of notice. The Provider will give notice of termination in text form (including by email, text message and Mercedes me inbox message).

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 email) addressed to the CAC. If the Customer cancels the Mercedes me ID, this will also lead to a termination of these Terms of Use.

Note: Any obligations for payment of fees for Fee-based Services shall remain unaffected by a cancellation of the Terms of Use or individual Services by the Customer.

Note: The deletion of the App or Adapter App in accordance with Clause 4.10 and the deactivation of the Services 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 CAC.
- 9.3 If a Customer who uses the Services via the Apps or the Adapter moves his/her domicile to a country in which the Apps, the Adapter App and the Adapter are not available, the Customer can no longer use the Services via the Apps, the Adapter App or the Adapter.

Note: Any obligations for payment of the fees for fee-based Services will remain unaffected by a change of domicile.
- 9.4 A cancellation of the Terms of Use for an important reason remains unaffected. Important reasons for termination by the Provider particularly include contravention of these Terms of Use and misuse of Services. The Provider shall give notice of termination for good cause in text form (including email, text message and Mercedes me inbox message), and the Customer shall do so via his/her User Account or in text form (including email) to the CAC.

Note: Any obligations for payment of fees for Fee-based Services will remain unaffected by a termination of the Terms of Use for good cause by the Provider.
- 9.5 In the event of a termination of the Terms of Use or individual Services, the relevant Services will be deactivated in the affected vehicles. The Customer's User Account shall continue to exist even after the termination of the Terms of Use until it is deleted.
- 9.6 The Provider may transfer all rights and obligations arising from the Agreement to a third party or to the local Daimler AG group company located in the target countries ("Contract Transfer"). The Provider shall notify the Customer of the Transfer of Contract in advance in text form (including by email, text message or Mercedes me inbox message) with a notice period of one month. In this case, the Customer is entitled to terminate the

contract with immediate effect within this period of one month after the announcement of the Contract Transfer. The Customer can give the notice of termination via his User Account or in text form (including email) to the CAC.

10. Other Users and Co-User Authorisation

10.1 To enable other persons to access Services, the Customer may authorise these other persons as co-users ("Co-Users") in his User Account. To use the Services as Co-Users, these other persons must also hold a User Account and confirm online that the Customer has authorised them.

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

10.2 Co-Users can view, operate and use certain Services in the same way as the Customer (e.g. query the vehicle status and program the auxiliary heating). However, the purchase and termination of Services, as well as their activation and de-activation and the linking and delinking of the vehicle are still reserved for the Customer.

When functions are being programmed, the command most recently received in the car is always the applicable command, regardless of whether it came from the Customer or the Co-User. However, Co-Users cannot activate or deactivate the Services. The scope of the Services available for the Co-User can vary.

10.3 The Customer can revoke the authorisation of a Co-User at any time via his User Account.

11. Liability

11.1 In the event that the Provider is liable in accordance with applicable laws for damages caused by slight negligence, the liability of the Provider shall be limited as follows: liability exists only if material immanent obligations arising from the use of the Services 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 Services, 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.

11.2 The strict liability of the supplier for defects which were already present at the time of the contract conclusion (§ 536 a para. 1 BGB) is excluded. The further provisions under Clause 11 remain unaffected by this provision.

11.3 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 terms of the German Product Liability Act or other applicable product liability laws.

11.4 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.

11.5 The aforementioned limitations on liability and exclusion of liability do not apply to damages resulting from the grossly negligent or wilful violation of the obligations of the Provider, its legal representatives or its vicarious agents, or in the event of harm to life, limb or health.

12. Data Protection and Data Security

12.1 The Provider takes the protection of the personal data of the users of the Services seriously and gives due consideration to the protection of the user's privacy when processing personal data.

12.2 Further details concerning the data processing, data protection and data security can be found in the data protection notices for the Mercedes me connect Services.

12.3 The relationship between a businessperson (cf. clause 4.3) and the Provider is governed by the provisions of the data processing on behalf agreement (with the exception of the Van Uptime service). If the Customer is a businessperson and uses the Services in pursuit of his/her commercial or private, professional activities, and he/she provides the vehicle to another vehicle user for use, the businessperson must note that he/she may have access to the vehicle user's personal data via the Services. In this case, the businessperson is the controller for the processing of the vehicle user's personal data. As the controller, the Customer or businessperson is obliged to preserve the vehicle user's statutory rights (cf. clause 8.11 in particular).

13. Final Provisions

13.1 If the User is a merchant, legal entity of public law or a special fund under public law, the sole court of jurisdiction for all disputes arising from the contractual relationship between the User and the Provider is Stuttgart, Germany. The same court of jurisdiction applies if the User has no general place of jurisdiction in Germany, moves his/her domicile or usual place of residence outside Germany after conclusion of the contract, or his/her domicile or usual place of residence is unknown.

13.2 This present relationship between the Customer and the Provider is subject to the laws of the Federal Republic of Germany and excludes the United Nations Convention on Contracts for the International Sale of Goods (CISG), **unless mandatory national consumer protection regulations under the law of the country in which the Customer is domiciled or has their place of habitual residence take precedence**

to the benefit of the Customer. This could, for example, result in liability of the Provider, which extends beyond the liability set out in Clause 11.

13.3 Should one or more of the foregoing provisions be or become invalid, the validity of the remaining provisions herein will not be affected thereby.

14. Information on Online Dispute Resolution

The EU Commission has established an Internet platform for the online resolution of disputes (so-called "ODR platform"). The ODR platform serves as a contact point for the extra-judicial settlement of disputes concerning contractual obligations arising from online purchase contracts. You can access the ODR platform via the following link: <http://ec.europa.eu/consumers/odr>

15. Notice pursuant to Section 36 of the German Consumer Dispute Resolution Act (VSBG)

The Provider will not take part in proceedings to resolve a dispute before a consumer arbitration body within the meaning of VSBG, nor is it obliged to do so.

16. Identity of the Provider; Contact Details

16.1 The Services are an offer of
Mercedes-Benz New Zealand Limited, Level 3 Office tower,
277 Broadway, Newmarket, Auckland – 1023

16.2 Contact details for CAC:

Mercedes-Benz
Customer Assistance Centre Maastricht N.V (CAC)
P.O. Box 1456,
6201 BL – Maastricht
The Netherlands

| | |
|---|------------------------|
| Contact form | Tel. no.* |
| <u>Link to contact form</u> | <u>00800 9 7777777</u> |

*Free of charge from landline, mobile phone charges may differ

Customer Portal:

Mercedes me connect: www.mercedes.me

The data services for some Services and functions for Mercedes me connect is based on technical applications and data from Third-Party Providers. The (licensing) 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

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

Further Notes for the Mercedes me connect Services

1. Preamble

The Provider has high standards in respect of the quality and safety of its products. As a result, it has developed, among others, appropriate measures and safety precautions for each individual Service offered. This, however, does not release the Customer from personal responsibility for proper behaviour in road traffic and lawful conduct, especially in the view of the fact that accident events in road traffic are frequently caused by excessive visual distractions from information, communication, and entertainment media and devices while driving.

2. General Notices

- 2.1 If Customers operate and use integrated information systems and communication devices in the vehicle, they can be distracted from the surrounding traffic and lose control of the vehicle. Therefore, only use these systems and devices if the traffic situation allows it. If this cannot be ensured, stop the vehicle in accordance with traffic regulations and make the entries in the stationary vehicle – in accordance with the road traffic regulations.
- 2.2 The Services being offered do not release the driver from the responsibility to continuously control his own behaviour, in particular in consideration of the safety of others, and to conduct himself in a manner that does not hurt, jeopardise or impair and harass others more than is unavoidable under the circumstances. Moreover, these Services do not relieve the Customer from his responsibility and accountability for ensuring the roadworthiness and road safety of the vehicle. The same applies to any requirements for maintenance and repair work. The Provider does not accept any liability for failure to carry out required maintenance and repair measures.
- 2.3 Unsupervised children and animals in the vehicle run the risk of accident and injury.
- 2.4 Legal country-specific regulations must be observed at all times. Use of mobile phones and smartphones (and the corresponding Apps) is subject to the regulations of the German Road Traffic Regulations, among others.
- 2.5 To the extent possible, voice control actions and/or read-aloud functions are to be given preference during the trip.
- 2.6 The Provider refers expressly to the operating instruction, including all warnings contained therein, which must be observed.
- 2.7 **Involvement of Third-Party Providers/Content Providers**
The Provider is not responsible or liable for the services of third parties. Where the information available about the individual Service comes from Third-Party Providers/Content Providers, the Provider gives no guarantee of their content, accuracy, current validity, completeness and availability. The Provider also accepts no obligation to check the information for accuracy, current validity, completeness and availability, to correct, update or complete the information or to ensure that the information is available or provided at a specific level of quality. The Provider has no influence on the operation or functionality of the corresponding Third-Party Provider technical applications. The Third-Party Providers/Content Providers may change or discontinue the functionality or individual functions of their services. Some of the functions of the Third-Party Providers/Content Providers may not be available everywhere. Therefore, the Customer has independent responsibility for the use of the information and his decisions made on the basis of the information.
The execution of commands cannot be guaranteed or may be delayed. The Customer is solely responsible for the definition of commands and links with user accounts of Third-Party Providers/Content Providers. The Customer is obliged to withdraw the Third-Party Provider's activation in the Customer Portal if he learns of security problems with the Third-Party Provider or in the event of loss of his access data at the Third-Party Provider.
- 2.8 False or incorrect messages as well as disturbances and loss of a connection to the server due to force majeure, technical conditions or other reasons cannot be excluded. Please also note the displayed time stamp of the last update for this purpose.
- 2.9 Vehicle status queries by means of "Geofencing" are not always 100% reliable despite the available standard of technology. Under certain circumstances, it may not be possible to transmit data in full or in part (e.g. in a multi-storey car park). As a result of this, it is possible that stored commands are not activated because a vehicle status is not received by the back end correctly or on time. Status queries in the vehicle therefore do not release the Customer from his responsibility to recheck.
- 2.10 The display in the vehicle's instrument cluster has precedence over all other information channels. The information displayed in the infotainment system or in Apps is not definitive and may in full or in part be incomplete or incorrect or not up to date.
- 2.11 Only approved and technically perfect adapter cables are recommended.

- 2.12 The Provider reserves the right to restrict or deactivate individual Services in justified cases (in particular in the event that a security problem with the Content Providers is suspected, in the event of potential dangers due to malware or in the event of incompatibilities) and to change the selection of Third-Party Providers, the available data and the available commands.
- 2.13 Data on the charging progress and charging status may vary from the actual status and may be incomplete, incorrect or not up to date in full or in part.
- 2.14 Devices and objects in the vehicle must always be kept in a manner that prevents injury of any vehicle passengers, among others, in the event of an accident.
- 2.15 For vehicles with a mechanical parking brake, the "parking brake applied" status information does not provide information as to whether the parking brake is sufficiently tight.

3. Special Notices for Individual Services (if not covered by the General Notices)

3.1 Live Traffic Information and Car-to-X Communication

Not all relevant traffic information or dangerous situations are collected and reported through Live Traffic Information and Car-to-X Communication. The information available through the Services is also generated by other Customers or drivers and a Content Provider, respectively, and the information could be incorrect or not up to date in whole or in part. The Provider does not assume any obligation to check the information with regard to completeness, accuracy or current validity, or to complete, correct or update the information. The use of the information by the Customer or driver and any decisions by the Customer or driver based on the said information are made under his own responsibility; accordingly, the Customer and/or driver are responsible for checking whether the information is complete, correct and up to date.

3.2 Remote Door Locking and Unlocking

The unattended remote opening of the vehicle increases the risk of theft of the vehicle and of items located inside the vehicle.

The Provider expressly advises that the vehicle key should not be left in the vehicle when the vehicle doors are locked.

3.3 Emergency Key Deactivation

A key blocking should be done only in emergencies and only under the following conditions:

- Park the vehicle in a traffic-compliant, secure manner.
- After a key blocking, no vehicle access and no engine start via vehicle key are possible. Unlocking/locking with a blocked vehicle key is only possible via the emergency key or via "Remote".
- For key blockings longer than approximately 30 days, activation of the key is only possible in a qualified workshop. If you wish to receive a reminder via SMS or PushUp, you should accordingly select this "in the back-end".
- In the rare event of technical restrictions, activation must be done in a qualified workshop.

3.4 Not Used

3.5 Parking

Among other things, only available and non-binding parking options are displayed. This does not release the driver from observing the local conditions (e.g. vehicle height in the parking garage).

3.6 Remote Parking Assist

The Remote Parking Assist is only an aid. It cannot replace your attention to your environment. The responsibility for safe manoeuvring and entering and leaving parking spaces lies with you at all times. Observe compliance with local regulations and laws. For vehicles with auxiliary heating, please observe the notices in Clause 3.9 "Auxiliary Heating/Ventilation".

3.7 Theft Notification and Parking Damage Detection

It must be noted that not every application of force on the vehicle can be recognised and warned against. If the parked vehicle is moved, for example during towing, an incorrect message may be activated. To prevent this, the tow-away protection can be disabled, which however also deactivates the parking collision detection. Detection may be restricted for other reasons, e.g. in case of vehicle damage with no impact, a low-speed impact or if the electric parking brake is not detected. The Provider assumes no liability in the event that the Service triggers a false alarm or does not detect an impact on the vehicle. Detailed information can be found in the operating instructions.

The Customer always remains responsible for ensuring that his vehicle is roadworthy and free from damage. No guarantee can be made that the vehicle can still be driven safely or properly.

3.8 **Car Sharing/Digital Key Handover**

The Vehicle Lender is obliged to hand over the vehicle to the Vehicle Borrower in a roadworthy and functional condition. The Vehicle Lender must notify and obligate the Vehicle Borrower to ensure that, at the end of the vehicle lease, no animals or people are inside the vehicle when closing and locking the vehicle.

The Vehicle Lender is obliged to check the Vehicle Borrower's authorisation to drive (in particular driving licence) before leasing the vehicle. Otherwise, the Vehicle Lender may be liable to prosecution in accordance with Section 21 StVG [German Road Traffic Act].

The Vehicle Borrower is prohibited from using the borrowed vehicle for transporting highly flammable, toxic or otherwise dangerous substances, if they significantly exceed normal domestic quantities. The Vehicle Borrower is responsible for returning the vehicle in a technically perfect condition. Any damage or signs of physical damage to the vehicle must be immediately notified to the vehicle lender. On borrowing the vehicle the Participants conclude a vehicle transfer agreement. The Provider is not party to this agreement. The Provider merely provides the platform and has no influence over the actions of the Participants, third parties or the relevant vehicles.

In the event of any system errors and/or loss of connection to the server, renting or leasing the vehicle is impossible.

3.9 **Auxiliary**

Heating/Ventilation

Before activating the auxiliary heating/ventilation, ensure – among other things – that the vehicle is not in an enclosed space without adequate ventilation, the tailpipe is free, the vehicle cannot come into contact with combustible materials and the vehicle is not showing any significant damage.

3.10 **Remote Engine Start**

Before activating Remote Engine Start, ensure – among other things – that the vehicle is not in an enclosed space without adequate ventilation, the exhaust system is unobstructed, the vehicle cannot come into contact with combustible materials and the vehicle is not showing any significant damage.

3.11 **Mercedes me Adapter**

The vehicle values displayed in the Mercedes me Adapter App (e.g. odometer reading or fuel level, temperature value, maintenance data, etc.) may vary from the actual values in the vehicle for certain designs. In the event of a discrepancy, the values displayed in the vehicle always take precedence. Discrepancies in the App may result – among other things – from the data read from the vehicle and the data transmission. In exceptional cases, it is possible that a vehicle value cannot be read and is thus not available in a current form.

3.12 **Accident Detection in the Smartphone (function of the Mercedes me Adapter)**

If an accident is detected, you can dial 112 by clicking on the accordingly designated button. The Mercedes-Benz team will support you in the subsequent claims processing.

Please note that we do not provide any guarantee of the completeness and correctness of the automatic accident detection function. The driver retains full responsibility, among other things, for the road safety of the vehicle.

3.13 **ENERGIZING COACH**

Pulse values are shown in the media display only in the range of 30-140 bpm. The pulse values are not valid for medical purposes but are only informational in nature and therefore lay no claim to correctness.

3.14 **Not used**

3.15 **Language Assistance Functions**

Erroneous notifications, misinterpretations and transmission errors etc. cannot be ruled out. Use of the language assistance functions therefore does not eliminate the need to ascertain the actual circumstances. Please also take note of the individual (warning) signals.

3.16 **Beginner Driver and Parking Service Mode**

The Customer undertakes to inform any users of the vehicle about this activated Service before they start using the vehicle. Among other things, users should be informed that the vehicle's speed and acceleration are reduced if beginner driver or parking service mode are activated.

| Index | Mercedes me connect Overview of Services ¹⁾ Release 23-10 | 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 23-10 | | | | | |
| 1) | Service Management | | | <p>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).</p> <p>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)</p> | <p>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 01, 2017 and December 01, 2019 with the standard instrument cluster (with round analog instruments). The basic functions of the service remain operable.</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 basic functions of the service remain fully operable. The full scope of service can be restored at a later date via a software update.</p> |
| 2) | Telediagnosics | | | <p>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),</p> | <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 01, 2017 and December 01, 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> |

| | | | | | |
|----|---|--|--|--|---|
| | | | | | 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 01, 2017 and December 01, 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), | |

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|----|--|---|---|--|---|
| | | | | 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) | 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 01, 2017 and December 01, 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 |
| 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 | 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). | 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. 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 |
| 9) | Programming of 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, |

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|-----|---|--|--|---|---|
| | | | | | Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Czech Republic, Hungary, Austria, Cyprus |
| 10) | Remote Door Lock and 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) | |
| 14) | Vehicle Locator | | | 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), | |

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| | | | | 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) | |
| 15) | Vehicle Tracker | | | 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) | |
| 16) | Route Planning | | | Available for EVs and plug-in vehicles (except AMG ONE) | |
| 16.1) | Last Mile Navigation | 3 years from activation Term extension via Mercedes me Store | COMAND Online, Audio 20 or MBUX multimedia system and 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), | |

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| | | | | 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 | | 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) | |
| 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. |

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| 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 |

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| 21) | Parking | 3 years from activation Term extension via Mercedes me Store | | <p>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)</p> | |
| 21.1) | Available parking in public parking garages | | COMAND Online or MBUX multimedia system with navigation | <p>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),</p> | 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) | Available parking on public roads with probability forecast | 3 years from activation Term extension via Mercedes me Store | | <p>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)</p> | 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 | | | <p>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),</p> <p>Payment for street parking and reservation directly from the vehicle:</p> | This service is available in Germany, Netherlands, Belgium, Switzerland, France, Norway, Italy, Finland, Slovenia, Austria and Denmark. |

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| | | | | 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 | 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. |
| 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> | |

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| | | | | <p>S-Class Convertible (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/20).</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 | 3 years from activation Term extension via Mercedes me Store | | <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> | |

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| | | | | 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. |

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| 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),</p> <p>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, Belgium, China, Denmark, Germany, Dubai, Finland, France, United Kingdom, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland, South Africa, South Korea, Taiwan, Czech Republic, Hungary,</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. |

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| 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) and Parking Package with 360° camera (P47) | 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, 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. |
| | | | 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 for third parties | 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, |

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| | | | | | 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), 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 | |

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| 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), GLE (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. |

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| 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) | |
| 41) | 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) | |
| 42) | 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 f(04/2023) | Navigation with Electric Intelligence is available in the following countries: Belgium, Denmark, Germany, Finland, France, United Kingdom, Ireland, Latvia, Italy, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Sweden, Switzerland, Slovakia, Slovenia, Czech Republic, Hungary, 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 |
| 43) | 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, |

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| | | | | | <p>Mexico, China, Taiwan, Japan, South Korea, Australia, New Zealand, Malaysia,</p> <p>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</p> |
| 44) | Mercedes me Charge | 3 years (EQE & EQS) | MBUX multimedia system with pre-installation for navigation, Remote & Navigation Services (13U, EW5) | EQE SUV f(04/2023) & EQS SUV f(04/2023) | New Zealand |
| 45) | Individual Consumption | | | A-Class (09/2019), C-Class (09/2019), GLE (09/2019), GLS (09/2019). | <p>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.</p> |
| 46) | 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. |
| 47) | Digital Assistants | | COMAND Online, Audio 20 or MBUX multimedia system | <p>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)</p> | |
| 48) | 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) | <p>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),</p> | |

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| | | | | 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) | |
| 49) | 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, UAI (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. |
| 50) | 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 |
| 51) | 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, 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. |
| 52) | Online Route Calculation | 3 years from activation | navigation | S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) | |
| 53) | 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), | |

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| 54) | Augmented Radio Information 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. |
| 55) | 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 |
| 56) | 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. |

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| 57) | 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 |
| 58) | 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. |
| 59) | 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 |
| 60) | 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, Belgium, Bulgaria, Germany, Denmark, Estonia, Finland, France, United Kingdom, Greece, India, Ireland, Italy, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Czech Republic, Thailand, Hungary, Cyprus. |
| 61) | 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, |

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| | | | | | Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA. |
| 62) | Traffic Restriction Zones (Traffic restrictions) | 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 |
| 63) | Temporary activation of on-demand features | | | | 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 |
| 64.1) | 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 |
| 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, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Slovenia, South Korea, |

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| 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 | | EQE (from market launch) EQS (from market launch) | Available in: Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Slovakia, Taiwan, Thailand, United Kingdom, USA |
| 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 | | EQE (from market launch) EQS (from market launch) | Available in: Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Slovakia, Taiwan, Thailand, United Kingdom, USA |
| 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 12/2023) 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 | |
| 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: Mexico |
| 64.8) | AMG Track Pace Online Functions | | AMG TRACK PACE (256) | All passenger cars with MBUX multimedia system from 06/2022 | |
| 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) | |
| 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 |

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| 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) | |
| 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) | EQE SUV (from market launch) | Available in: Mexico, Belgium, Bulgaria, Denmark, Germany, Estonia, France, Greece, United Kingdom, India, Ireland, Italy, Croatia, Lichtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, Thailand, Czech Republic, Hungary, South Africa |
| 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)) EQE EQS | UK USA (only S-Class, C-Class from 06/21, EQS, EQE) Belgium Croatia Cyprus Czech Republic Denmark Estonia Greece Hungary Italy Latvia Lithuania Malta Netherlands Poland Romania Slovenia Sweden |
| 64) | AMG ONE remote preheating Drive system | unlimited | | AMG ONE | |
| 65) | Van Uptime (commercial customers) | Option available via a ServiceCare service contract | Communication module (JH3) | Sprinter (06/2018) | Germany, Denmark, Italy, Spain, Czech Republic, Switzerland |
| 66) | Individual recommendations | | MBUX multimedia system: | A-Class Compact Sedan (03/2018) A-Class Sedan (05/2018) AMG GT (07/2019) AMG EQE (04/2022) | Available in Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, United Kingdom, |

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| | | | | <p>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)</p> | 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 |
| 67) | 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 |
| 68) | 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) |
| 69) | 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 |
| 70) | 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 01, 2017 and December 01, 2019 with the standard instrument cluster (with round analog instruments). |

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| 71) | 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 Belgium, Bulgaria, China, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, United Kingdom, Hong Kong, India, Ireland, Italy, Japan, Canada, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South Africa, South Korea, Thailand, Taiwan, Czech Republic, Hungary, USA, Cyprus |
| 72) | 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, |
| 74) | Learning Assist (LEA) | | App in vehicle | EQE SUV (05/2023) | Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Great Britain, 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 |

*) Please note that the scopes may vary according to model series and year of manufacture or 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)