

Terms of Use for the Mercedes me connect and smart control services

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1.	Scope of Application.....	1
2.	Customer, Keeper.....	1
3.	Effective Date and Amendment of the Terms of Use	1
4.	Scope of the Offer	2
5.	Conditions of use.....	4
6.	Payment function within the scope of Digital Extras.....	5
7.	Fees and Costs	6
8.	Obligations of the customer.....	6
9.	Term and Termination.....	7
10.	Other users and co-user authorization.....	7
11.	Liability	8
12.	Data protection and data security	8
13.	Concluding provisions.....	8
14.	Information on online dispute resolution	9
15.	Notice pursuant to Section 36 VSBG.....	9
16.	Identity of the provider; contact details	9

1. Scope of Application

The Terms of Use for the Mercedes me connect and smart control services set out below are an offer by 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 and smart control information and telematic services, to the temporary activation of on-demand equipment as well as to other digital content, digital products and digital services that may be purely digital or control certain functionalities of the underlying hardware ("together Digital Extras") by the provider and their use by the customer.

2. Customer, Keeper

2.1 "Customer" means the person who meets the requirements set forth in Section 4.3 and has successfully and properly entered into these Terms of Use in accordance with Section 3.1.

A "customer" may be either a consumer or an entrepreneur. A consumer is any natural person who is not primarily acting in a commercial or self-employed professional capacity when entering into a legal transaction. An entrepreneur is a natural or legal person or a partnership with legal capacity who, when concluding a legal transaction, acts in the exercise of his commercial or independent professional activity.

2.2 "Keeper" means the person who is registered in the national vehicle register as the responsible person.

3. Effective Date and Amendment of the Terms of Use

3.1 The prerequisite for using the Digital Extras is that the customer sets up a Mercedes me ID, registers and accepts these Terms of Use online. The Terms of Use shall become effective between the customer and the provider when the customer receives a confirmation, but no later than the time when the customer can use the respective Digital Extras for the first time.

If the customer is an entrepreneur pursuant to Section 2.1, he must additionally conclude an agreement on order processing with the provider before the Terms of Use become effective.

3.2 Terms and conditions of the customer that deviate from these Terms of Use shall not apply unless the provider expressly agrees to their validity in writing.

3.3 The agreement is concluded in the respective national language.

3.4 The provider is entitled to change the Terms of Use for valid reasons, in particular if new technical developments, further development of the contractual services, changes in legislation and jurisdiction or

other equivalent reasons make this necessary. If the amendment would significantly disrupt the contractual balance between the parties, there is no amendment. The provider shall advise the customer of the amended terms of use in text form (including e-mail, text message, or message to the Mercedes me inbox) at least one month before the amendment takes effect (counted from the date that the customer receives the notification). The amended Terms of Use shall be deemed approved unless the customer files an objection within this deadline period (i.e. within one month of receiving the notification). The provider shall draw the customer's attention to this legal consequence separately in the notice.

4. Scope of the Offer

- 4.1 When the Terms of Use become effective, the customer may be entitled to use certain Digital Extras free of charge, provided that they are offered.
- 4.2 In addition, the customer may acquire the right to use Digital Extras subject to a charge ("Digital Extras subject to a charge") together with the purchase of the vehicle¹ or via the Mercedes me Store. The additional terms and conditions agreed for the sale of the Digital Extras shall apply to the purchase of the chargeable Digital Extras and, in the event of purchase via the Mercedes me Store, the General Terms and Conditions of the Mercedes me Store shall apply. These Terms of Use apply to the use of the Digital Extras by the customer via Mercedes me connect and smart control.
- 4.3 The use of the Digital Extras is intended for consumers or entrepreneurs as defined in Section 2.1² who are either the owner of the vehicle with which the Digital Extras are to be used or who are authorized by the owner to use the vehicle including the Digital Extras. In addition, (i) consumers must have their permanent residence (registered address) in New Zealand and (ii) entrepreneurs² must have their place of business in New Zealand. Residence and place of business are hereinafter referred to as "residence".
- 4.4 Digital Extras that require a linked vehicle (see Section 5.2) apply exclusively to the respective vehicle (e.g. charging services, streaming services, "Comfort Data Volume" service) and are not transferable to other vehicles. In addition, all Digital Extras may only be used for the purpose specified in the description of the respective Digital Extras. The same applies to other products linked to the user account (e.g. Mercedes-Benz Wallbox⁴).
- 4.5 The description of the individual Digital Extras, i.e. the scope of services, conditions of use, availability and any further information, can be found in the customer portal³, the apps, the vehicle order including Digital Extras or in the Mercedes me Store. The scope of services may differ depending on the vehicle type and equipment or on the Mercedes-Benz Wallbox type⁴. The provider reserves the right to further develop the Digital Extras at any time, and to add, change or remove individual functions. The adjustment will only be made if there is a valid reason and the customer does not incur any additional costs. The following circumstances may lead to an adjustment of the Digital Extras: Adaptation to a new technical environment, adaptation to an increased number of users, adaptation for important operational reasons, further development of Digital Extras, adaptation due to new legal requirements and supreme court rulings or other equivalent reasons.
- 4.6 Subject to Section 4.15, the Digital Extras are generally available in New Zealand. All European overseas territories are excluded. If certain Digital Extras are spatially restricted or not yet available, this is indicated in the service description. Insofar as the vehicle is used in a country other than the country of residence (e.g. cross-border vehicle use) or the vehicle was imported from a country other than the country of residence, the Digital Extras may be impaired or not function at all owing to country-dependent technical equipment of the vehicle (e.g. communication module) or the country-dependent availability of third-party providers and content providers.
- 4.7 For the Digital Extras, the provider shall provide the customer with the customer portal, the apps or other means of access (cf. Section 4.9) via which the customer can set up an interface and manage Digital Extras online ("User Account").
- 4.8 The customer can link up to 20 (twenty) vehicles and up to three Mercedes-Benz Wallboxes to his user account, and also unlink them at any time. If the customer is a business owner, he can also create additional vehicles if he is authorized and activated to do so by a participating partner. Linking and unlinking of the vehicle _____ or _____ the Mercedes-Benz Wallbox are governed by Section 5.2.
- 4.9 The customer may operate and use the Digital Extras via the means of access listed below (collectively "Means of access"): a) via the infotainment system in the vehicle, b) online in the customer portal and/or c)

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

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

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

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

via mobile applications using compatible devices ("apps" or "App"). The means of access available for each service is indicated in the respective description of the Digital Extras in the customer portal, the apps and/or in the Mercedes me Store. The right to make changes to the means of access is reserved, provided that the change is reasonable for the customer.

- 4.10 The customer can delete the apps at any time. In this case, the Digital Extras are no longer available to the customer via the apps. Changes to the compatible device (e.g. OS updates, jailbreak) may also prevent further use of the apps.

Please note: Any obligations to pay the fees for chargeable Digital Extras shall remain unaffected by a deletion of the apps or the described changes to the compatible device.

- 4.11 The customer is given the option to activate and deactivate individual Digital Extras. When a service is activated, the customer can use the service. If a service is deactivated, it is not available for the customer's use during this period. New Digital Extras do not become effective for the customer until he activates them.

Please note: Any obligations to pay the fees for chargeable Digital Extras or for contracts with third-party providers shall remain unaffected by deactivation of the Digital Extras.

- 4.12 If the customer cancels the purchase of a chargeable Digital Extra, if a chargeable Digital Extra expires or if the Digital Extra is terminated, the provider shall be entitled to deactivate the Digital Extras concerned.

- 4.13 The provider also reserves the right to deactivate or restrict the Digital Extras for important reasons (e.g. data security, security problems with content providers/third-party providers).

- 4.14 The display in the vehicle's instrument cluster or in the display of the Mercedes-Benz Wallbox has priority over all other information channels, such as the display of the customer's means of access. The information displayed in the Infotainment system or in apps is not binding, may be incomplete, incorrect or not up-to-date in whole or in part, and applies at the time of retrieval.

- 4.15 The provision and use of the Digital Extras may be subject to limitations and inaccuracies that are beyond the control of the provider, taking into account the current state of technology. In individual cases, this may result in deviations between the display of vehicle operating data in the vehicle (e.g. in the infotainment system) or in the display of the Mercedes-Benz Wallbox and those in the customer's respective means of access. This applies in particular to the availability of a wireless data connection, network coverage, GPS and internet access provided by cell phone providers. For example, Digital Extras are spatially restricted to the reception and transmission range of the radio stations operated by the respective mobile communications provider. In individual cases, the unavailability of the mobile network may mean that individual Digital Extras are not available because the necessary data transfer cannot take place. Moreover, Digital Extras can be adversely affected by atmospheric conditions and topographical features or by obstacles (e.g. bridges, tunnels, buildings). The same applies to GPS. Other adverse circumstances, such as network overload, may impair the use of the internet. In addition, short-term capacity bottlenecks may result from peak loads on Digital Extras, mobile and fixed networks, and the internet. The availability of Digital Extras is 97.0% on an annual average. Disruptions of the transmission quality by atmospheric or similar conditions cannot be excluded.

When using data via the mobile communication services, the users who are logged-on share the available bandwidth ("shared medium") in the mobile communication cells. The transmission rate actually achievable during data usage also depends on the respective technology available on site, the transmission rate of the server selected for providing the corresponding Digital Extras, the occupancy/capacity utilization of the mobile communications network by the number of users in the respective mobile communications cell, the distance to the antenna and the movement of the user. Disruptions may further arise for reasons of force majeure, including strikes, lockouts and official orders, as well as due to technical and other measures (e.g. repair, maintenance, software updates, extensions) that occur at the provider's facilities or those of upstream and downstream service providers, content providers and network operators that are required for the proper or improved provision of the Digital Extras.

The use of the Digital Extras via the apps may also be subject to restrictions and inaccuracies owing to unavailability, or owing to impairments or malfunctions of the apps or the compatible device (e.g. owing to force majeure or to technical and other measures such as maintenance, software updates, enhancements for the apps).

- 4.16 For some Digital Extras (e.g., Internet Radio, Gas station and charging prices, Live Traffic, Car-to-X Communication), the information available through the service is created by third party content providers and may be incomplete, inaccurate, out of date or unavailable in whole or in part. The provider assumes no responsibility for checking whether the information is complete, accurate or up-to-date, or for completing, correcting or updating it, or for making sure that the information is available or is made available in a certain quality. The customer shall use the information and make decisions based on it on his/her own responsibility; accordingly, it is incumbent on the customer to review whether or not the information is complete, correct, up-to-date, and available in a quality sufficient for his/her needs.

- 4.17 To prevent disruptions to the workshop process during a workshop visit, Digital Extras may be temporarily unavailable or only available to a limited extent.

In addition, during workshop visits, maintenance and repair work on the vehicle can generate data that leads to incorrect status and diagnostic messages via various means of access. As a result, the customer may receive erroneous offers for maintenance services or an erroneous request for an appointment due to a recognized need for repair by the service partner. It may be necessary for the customer to reactivate the Digital Extras after the workshop visit.

- 4.18 The Digital Extras require a functional in-vehicle power supply from the vehicle battery. Excessive use of the Digital Extras without intermediate charging of the vehicle's battery by a running engine, or connection to a power supply in the case of electric vehicles, can lead to battery drainage. If the vehicle is left standing for a long period, this can cause the communication module in the vehicle to turn off and interrupt the cellular data connection to the vehicle until the vehicle is manually put into operation the next time.
- 4.19 When the Terms of Use come into effect and the vehicle is linked, software updates for vehicle components such as comfort systems, locking & security systems, driver assistance systems, suspension & drive systems and the vehicle's infotainment system are downloaded and automatically installed via a mobile data connection without the need for a workshop visit ("Software Update"). The software update may be triggered by the vehicle or backend, and may enhance, extend, and provide or enable new features of the vehicle and Digital Extras, or modify or remove features of the vehicle and Digital Extras. The customer cannot deactivate the software update. Depending on type and scope, it will occur automatically without further consent from the customer, or the customer will have the option of confirming or rejecting individual software updates; the customer can always reject changes or removals if they are not to the customer's advantage or are not reasonable for the customer in consideration of the provider's interests. The period between individual software updates is variable. There is no entitlement to software updates beyond the maintenance of contractual conformity or security updates.
- 4.20 Software updates are subject to the availability of or limitations in the cell phone network, as well as the equipment of the vehicle. This means that download and installation times can vary from one vehicle to the next, ranging from a few minutes to up to several hours. The status is stored in the backend and displayed to the customer via the means of access.
- 4.21 The software updates may be necessary for the trouble-free provision and operation of the Digital Extras. The customer is not entitled to acquire the software updates via other channels (e.g. via participating partners). In the course of service visits to Mercedes-Benz or smart partners who are entrusted with the provision of repair and maintenance services for vehicles of the Mercedes-Benz or smart brand ("Service Partners"), or participating partners, further measures may be carried out as an alternative or in addition to the software updates. While software updates are being downloaded and installed, the functions of the vehicle or individual components (e.g. the infotainment system or communication module) may be temporarily limited. In the unlikely event of a fatal technical fault during the installation of a software update, the functional limitation may continue and a workshop repair may be necessary.

5. Conditions of use

- 5.1 The Digital Extras are available in Mercedes-Benz or smart vehicles of newer model series that are equipped with an integrated communication module. Some of the Digital Extras are based on a hardware component or require additional special equipment in the vehicle. The Digital Extras for the Mercedes-Benz Wallbox require pre-installation for remote functions via the Mercedes me App. Details and any further requirements for use can be found in the respective service description. For certain functions and Digital Extras, the vehicle must have a mobile data connection between the vehicle and the backend, as well as the customer's compatible device. In addition, the vehicle must be equipped with an infotainment system. To use the Digital Extras for the Mercedes-Benz Wallbox, the wallbox must have an Internet connection (e.g. WLAN, SIM). For data transmission to the CAC, it is necessary that the customer's compatible device is GPS-enabled and GPS is activated. Additional usage requirements or deviations may result from the description of the respective Digital Extras.
- 5.2 In order to use the Digital Extras for a vehicle, the vehicle must be linked to the user account and remain linked ("Linking"). In order to use the Digital Extras with the Mercedes-Benz Wallbox, the Mercedes-Benz Wallbox must be linked to the user account and remain linked. Linking is carried out locally by participating partners or online via the user account. The customer can find further information on this in the customer portal or from participating partners.

Digital Extras can only be activated and used in the vehicle and/or for the Mercedes-Benz Wallbox once the vehicle or the Mercedes-Benz Wallbox has been linked. Only one customer can be assigned to each vehicle and each Mercedes-Benz Wallbox as the main user at any one time. However if the customer is an entrepreneur, several main users can be created for each vehicle. Additional vehicle users may be registered as "co-users" as defined in Section 10.1.

The unlinking of a vehicle or a Mercedes-Benz Wallbox takes place by the customer either removing the vehicle or the Mercedes-Benz Wallbox from his user account, or requesting unlinking in text form (including e-mail) by a participating partner or the Mercedes-Benz or smart customer Assistance Center ("CAC")

referred to in Section 0. With the unlinking, the Digital Extras in the affected vehicle or for the affected Mercedes-Benz Wallbox are deactivated for the customer.

Note: Any obligations to pay the fees for chargeable Digital Extras shall remain unaffected by any unlinking.

- 5.3 For security reasons, an identity check is required to use some Digital Extras. This can be done locally by showing ID to participating partners or online via the app. The customer will be advised of the need for identity verification when activating all Digital Extras or the corresponding Digital Extra. The service can be used by the customer only after successful identity verification. The provider reserves the right to repeat the identity check at a later date.
- 5.4 For the use of Digital Extras that embed services from other companies ("Third-Party Providers") (e.g., streaming services, parking, charging, refueling), the customer shall enter into a separate agreement with the respective third-party provider under the terms and conditions of the respective third-party provider. If necessary, the customer must create a separate user account ("third-party account") with the third-party provider (e.g. streaming services). In addition, for certain Digital Extras, the customer must conclude a contract with a mobile communications provider who is independent of the provider. The provider assumes no responsibility for the performance of the third party and mobile service provider.
- 5.5 The use of Digital Extras via apps requires a compatible device and a mobile data connection as well as the purchase and installation of the apps on the compatible device.
- 5.6 Another prerequisite for using the Digital Extras is regular updating of the apps when updates are available.
- 5.7 For customers with a vehicle that has optional equipment for conditionally automated driving functions ("System"), the following applies: To use the system, Digital Extras must be activated and available during use. Despite activation of these Digital Extras, it is possible that the system is not available or only available to a limited extent. Indeed, the availability and activatability of the system depend on further system requirements and system limitations, and are subject to functional, spatial, local and temporal constraints. For example, the availability of the system depends on e.g. suitable weather conditions, the currently available route network, an existing route approval and/or the respective traffic situation. The availability of the system may also be limited for safety reasons. The availability of the system also depends in particular on the currently valid laws of the country in which the vehicle is to be used. Further information on system requirements and system limits, as well as on data processing in vehicles with conditionally automated driving functions, can be found in the operating instructions.

6. Payment function within the scope of Digital Extras

- 6.1 The payment function enables the customer to conclude and pay for a contract within the scope of certain Digital Extras.
- 6.2 When using the payment function, the respective third party provider or his sales partner becomes the contractual partner ("Seller") of the customer. The provider merely mediates the conclusion of the contract and does not become a contractual partner himself. With regard to the contract, the respective general terms and conditions of the seller shall apply.
- 6.3 In the context of the payment of the price, the provider shall act as a technical service provider and shall only provide the technical platform for the payment; for this purpose, the provider may use other service providers. Authorization of a payment, access to a payment account of the customer as well as the transfer of the price from the customer's payment account to the seller shall be made exclusively by payment service providers commissioned by the respective seller (e.g. payment service provider or acquirer) (hereinafter referred to as "Payment Processor"). At no time during a payment transaction does the provider come into possession of the funds to be transferred.
- 6.4 The prices displayed by the respective seller apply to the contract. Once the contract has been concluded, the price to be paid will be displayed in the corresponding means of access, if applicable. The price is due immediately upon conclusion of the contract. The customer shall immediately notify the provider of any discrepancies between the display of the price during the respective user access and the information provided by the seller (e.g. via the communication channel pursuant to Section 16).
- 6.5 Use of the payment function is only possible if the complete and required payment and customer data are provided and a valid means of payment is stored in the user account.
- 6.6 When using the payment feature, some sellers require that a pre-authorization of the transaction regarding a maximum amount set by the customer is first made by the payment processor. If the transaction is not pre-authorized by the payment processor, the seller reserves the right to refuse the transaction.
- 6.7 After confirmation of the payment by the customer via the payment function, the provider shall forward the information required for the payment of the price to one or more payment processors and/or the seller. For transmission of the required information to one or more payment processors or a seller, the provider may use other service providers. The purchase price is debited exclusively by a payment processor using the means of payment stored in the user account, and transferred to an account of the seller. Successful payment of the price to the seller will be displayed accordingly in the corresponding means of access; moreover, the seller will be informed about the payment made. The respective receipt of the seller for the paid price is received by the customer via the notification option set in the user account.

- 6.8 In case of multiple payment for the same service, this will be detected by the payment processor and an automatic refund will be initiated. This refund takes place via the means of payment stored by the customer in the user account.
- 6.9 The seller is exclusively responsible for claims arising from or in connection with the contract. The provider does not become a party to the contract, and is therefore not obligated under the contract to provide a warranty or any other liability.

7. Fees and Costs

- 7.1 There is no fee for completing the Terms of Use. The fees for the chargeable Digital Extras apply to the order for vehicles incl. Digital Extras¹ or are those displayed in the Mercedes me Store.
To be able to use the Digital Extras in the vehicle which are based on a hardware component in the vehicle, special equipment for the vehicle is also sometimes necessary and may incur an increased vehicle price. Details of the necessary special equipment are given in the service description and/or the order for vehicles incl. Digital Extras¹
- 7.2 Apps are provided to the customer free of charge. Any costs for the mobile data connection between the vehicle and the backend are always borne by the provider.
The preceding paragraph does not apply for such Digital Extras where the customer must separately purchase a data volume from a mobile communications provider. The costs of acquiring the data volume depend on the relevant cell provider's pricing; this may entail higher fees abroad.
- 7.3 Any costs for mobile data connections incurred when the customer accesses the customer portal or his user account with his compatible terminal or by means of other transmission media and telecommunications equipment outside the vehicle shall be borne by the customer, and shall be based on the rates of the respective provider used by the customer.
- 7.4 Any costs for the use of third-party services shall be borne by the customer.

8. Obligations of the customer

- 8.1 The customer warrants that he is either the owner of the vehicle or that the owner of the vehicle has allowed him to use the vehicle and thus the Digital Extras in the vehicle (e.g. company car driver). In the case of the Mercedes-Benz Wallbox, the customer warrants that he is either the owner thereof or that the owner has permitted him to use the Mercedes-Benz Wallbox and the available Digital Extras.
- 8.2 The customer warrants that the profile data (e.g. name, address, e-mail address or mobile phone number, date of birth) provided by him to the participating partner and stored on his user account are correct. The customer undertakes to inform the provider without delay of changes to this data. The same applies to all other voluntarily deposited data. For some vehicles, a profile of the customer is automatically created with the vehicle link, which is protected by means of a PIN.
If the data is not correct and thus communication with the customer is not possible, the provider reserves the right to block the customer's Digital Extras.
Please note: Any obligations to pay the fees for chargeable Digital Extras shall remain unaffected by any blocking.
- 8.3 To receive notifications via the apps for individual Digital Extras (e.g. theft and collision monitoring, charging), the customer must be logged into the corresponding app.
- 8.4 **The customer is obliged to immediately disconnect the vehicle from the Digital Extras pursuant to Section 5.2 if he is no longer entitled to use this vehicle (e.g. owing to sale or discontinuation of the right to use a company or leased vehicle), or if this vehicle is destroyed. The same applies to other products that are linked to the user account (e.g. Mercedes-Benz Wallbox).**
If the customer fails to fulfill his obligation to unlink the vehicle or other linked products and another person successfully legitimizes himself in accordance with Section 5.2, or if the keeper or owner of the vehicle or other product reports the termination of the customer's right to use the vehicle or other product, the provider shall unlink the vehicle or other product without further notice in accordance with Section 5.2 and inform the customer of the unlinking. The liability of the customer according to Section 8.9 remains unaffected.
- 8.5 The customer is obligated to carefully store all access data and passwords required for the use of the Digital Extras, to keep them secret from third parties and to prevent misuse; in particular, the customer may not use a combination of e-mail address and password for access to the user account that he uses for other online services. The customer is also obliged to impose the aforementioned obligation on "co-users" within the meaning of Section 10.1.
- 8.6 The customer shall only be entitled to use the Digital Extras provided that he complies with all legal requirements and does not pursue any purposes that violate the Terms of Use or applicable law.
- 8.7 In the event that the customer should discover any use of the Digital Extras in violation of the Terms and Conditions of Use or any unauthorized interference with the mobile network provided for the Digital Extras by unauthorized third parties, the customer shall be obligated to notify the provider thereof without undue delay via his user account or the contact channels to the CAC described in Section 0.

- 8.8 The software applications provided for the use of the Digital Extras may not be modified, edited, decompiled (including by way of reverse engineering), stored or otherwise reproduced.
- 8.9 The customer shall be liable to the provider for any damage caused by violation of the obligations arising from the Terms of Use in accordance with the statutory provisions.
- 8.10 Insofar as claims are asserted against the provider by third parties in connection with an infringement by the customer of statutory provisions, third-party rights or the Terms of Use, the customer responsible pursuant to Section 8.9 shall indemnify the provider against all claims, costs, damages and losses (including the costs of reasonable legal action) insofar as the customer is responsible for the infringement.
- 8.11 The customer is responsible for any storage of data on his compatible devices.
- 8.12 If the customer makes the vehicle available for use by another vehicle user, the customer is obligated (i) to inform the other vehicle user about the Digital Extras and the associated data collection and processing before the start of the journey and, if applicable, to obtain the other vehicle user's consent thereto, as well as to point out the possibility of deactivating individual Digital Extras and (ii) to log out of his integrated third-party account or to deactivate the service, e.g., in order to prevent any misuse by another vehicle user. Before starting the journey, the customer must check whether the Digital Extras and functions required by him/her are activated.

9. Term and Termination

- 9.1 The Terms of Use are applicable for an indefinite period. The term of the Digital Extras results from the respective service description or the agreement between the customer and the seller of the chargeable Digital Extras. Digital Extras that can be subscribed to for a specific term end at the end of the term and are deactivated.
- 9.2 The provider may terminate the Terms of Use at any time with 30 days' notice, but no earlier than the expiration of the last chargeable Digital Extra. Digital Extras that are subject to a charge end when the booked term expires. Free Digital Extras may be canceled by the provider at any time with reasonable notice. The provider shall give reasons for the termination in writing (includes email, SMS and message to the Mercedes me mailbox).
- The customer may terminate the Terms of Use at any time without notice. The customer declares the termination to the CAC by clicking on the Terms of Use in the user account, by deleting the user account or in text form (including e-mail). If the customer terminates the Mercedes Me ID, this shall also result in the termination of these Terms of Use.
- Please note: Any obligations to pay the fees for chargeable Digital Extras shall remain unaffected by any termination of the Terms of Use or deactivation of individual Digital Extras by the customer.
- Please note: The deletion of apps according to Section 4.9 and the deactivation of Digital Extras according to Section 4.11 do not constitute a termination. Termination must be made via the customer's user account or in text form (including e-mail) to the CAC.
- 9.3 If a customer who uses the Digital Extras via the apps relocates to a country in which the apps are not available, the customer can no longer use the Digital Extras via the apps.
- Please note: Any obligations to pay the fees for chargeable Digital Extras shall remain unaffected by a change of residence.
- 9.4 Termination of the Terms of Use for good cause shall remain unaffected. In particular, a violation of these Terms of Use and a misuse of Digital Extras constitute good cause for termination on the part of the provider. Termination for good cause shall be declared by the provider in text form (including e-mail, SMS and message to the Mercedes me mailbox) and by the customer via his user account or in text form (including e-mail) to the CAC.
- Please note: Any obligations to pay the fees for chargeable Digital Extras shall remain unaffected by any termination of the Terms of Use for good cause by the provider.
- 9.5 In the event of termination of the Terms of Use, the Digital Extras will be deactivated in the affected vehicles or for the affected Mercedes-Benz Wallboxes. The customer's user account shall remain valid even after the termination of the Terms of Use until the deletion of the user account.
- 9.6 The provider may transfer all rights and obligations under the Contract to a third party or to the local Mercedes-Benz Group AG Group companies located in the destination countries ("Contract Transfer"). The provider shall give the customer one month's prior notice of the transfer of the contract in text form (including e-mail, SMS and message to the Mercedes me mailbox). 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 may effect termination via their user account or by writing (including by email) to the CAC.

10. Other users and co-user authorization

- 10.1 To allow other persons to access Digital Extras, the customer may authorize these other persons as co-users ("Co-Users") on his user account. To use the Digital Extras as co-users, these persons must also have a user account and confirm the activation by the customer online.
To use the Digital Extras as co-users via apps, these persons must also purchase apps and install them on a compatible device.
- 10.2 The co-user is able to view, operate and use certain Digital Extras in the same way as the customer (e.g. to query the vehicle status and program the auxiliary heating). However, the purchase or subscription (if available) of Digital Extras, cancellations, activation and deactivation of Digital Extras, as well as linking and unlinking of the vehicle or Mercedes-Benz Wallbox, remain at the customer's discretion .
In the case of programming, the last command received always applies, regardless of whether the command originates from the customer or the co-user. However, co-users cannot activate and deactivate the Digital Extras themselves. The scope of services of the Digital Extras for the co-user may vary.
- 10.3 The customer can delete the authorization of co-users on his user account at any time.

11. Liability

- 11.1 If the provider is obligated to pay for damages caused by simple negligence under applicable law, the provider's liability shall be limited as follows: Liability shall only exist in the event of a breach of essential immanent obligations arising from the use of the Digital Extras, such as those which the Terms of Use specifically intend to impose on the provider in accordance with their content and purpose, or the fulfillment of which makes the proper performance of the Digital Extras possible in the first place, and compliance with which the customer regularly relies on and may rely on. This liability is limited to the typical damages which were foreseeable when the Terms of Use entered into effect.
- 11.2 The strict liability of the supplier for defects that were already present at the time of conclusion of the contract (§ 536 a Section 1 of the German Civil Code (BGB)) is excluded. The further regulations according to section 11 shall remain unaffected by this regulation.
- 11.3 Irrespective of any fault on the part of the supplier, any liability on the part of the supplier arising from the assumption of a guarantee or a procurement risk and under the Product Liability Act (ProdHaftG) or other applicable product liability laws shall remain unaffected.
- 11.4 The personal liability of legal representatives of the provider, of agents engaged by the provider to assist it in the performance of its obligations, and of the provider's personnel for damage or loss caused by their simple negligence is excluded.
- 11.5 The aforementioned limitations of liability and the aforementioned exclusion of liability do not apply to damages resulting from a grossly negligent or intentional breach of obligations by the provider, its legal representative or its vicarious agent, as well as in the event of injury to life, limb or health.
- 11.6 If the customer is a consumer within the meaning of § 13 BGB and the subject matter of the contract is also the provision of digital content or digital services, whereby the vehicle can also fulfill its function without these digital products, the statutory provisions of §§ 327 et seq. shall apply to this digital content or digital services. (BGB).

12. Data protection and data security

- 12.1 The provider takes the protection of the personal data of the users of the Digital Extras seriously, and pays attention to the protection of the privacy of the users when processing personal data.
- 12.2 More detailed information on data processing as well as data protection and data security can be found in the data protection notices for the Mercedes me connect and smart Control services.
- 12.3 In the relationship between an entrepreneur (cf. Section 4.3) and the provider, the provisions of the Agreement on Order Processing shall apply (with the exception of Digital Extras Van Uptime). If the customer is an entrepreneur and uses Digital Extras in the course of his commercial or self-employed professional activity and makes the vehicle available for use by another vehicle user, the entrepreneur must remain aware that this may give him access to personal data of the respective vehicle users via the Digital Extras . In this case, the entrepreneur is responsible for the processing of personal data of affected Vehicle Users. As the responsible party, the customer or entrepreneur is obligated to protect the legal rights of the affected vehicle users (cf. in particular also Section 8.12).

13. Concluding provisions

- 13.1 If the user is a merchant, a legal entity under public law or a special fund under public law, the exclusive place of jurisdiction for all disputes arising from the contractual relationship between the user and the provider is Stuttgart, Germany. The same place of jurisdiction shall apply if the user does not have a general place of jurisdiction in Germany, moves his place of residence or habitual abode out of Germany after conclusion of the contract or if his place of residence or habitual abode is unknown at the time the action is brought.
- 13.2 The present relationship between the customer and the provider shall be governed by the laws of the Federal Republic of Germany, to the exclusion of the United Nations Convention on Contracts for the International

Sale of Goods (CISG), **unless mandatory national consumer protection provisions under the law of the country in which the customer is domiciled or habitually resident take precedence for the benefit of the customer**. This could result, for example, in a scope of liability of the provider that exceeds the scope of Section 11.

13.3 Should one or more of the aforementioned provisions be or become invalid, the validity of the other provisions will not be affected.

14. Information on online dispute resolution

The EU Commission has established an Internet platform for the online resolution of disputes ('ODR platform'). The ODR platform serves as a point of contact for the out-of-court settlement of disputes relating to contractual obligations arising from online purchase agreements. You can access the ODR platform via this link: <http://ec.europa.eu/consumers/odr>

15. Notice pursuant to Section 36 VSBG

The provider shall not participate in an alternative dispute resolution process before a consumer arbitration panel as defined in the Act on Alternative Dispute Resolution in Consumer Matters (VSBG), and is not obligated to do so.

16. Identity of the provider; contact details

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

16.2 CAC contact details:

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

Contact form	Phone number*
Link to contact form	00800 9 7777777

*free from a landline, cellphone charges may vary

customer Portal:

Mercedes me connect: www.mercedes.me

smart connected: <https://www.smart.mercedes-benz.com/de/de/connected-portal>

The data for some Digital Extras and functions for Mercedes me connect and smart control are based on technical applications and data from third-party service providers. The (license) terms of the third party service providers can be found at:

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

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

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

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

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

Index	Mercedes me connect overview of services ¹⁾	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 23-23					
1)	Service Management			<p>Transmission 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 Cabriolet (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 Cabriolet (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>Transmission 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), eCitan (05/2023), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQV (06/2020), EQS (06/2021), EQT (05/2023), 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 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments). The basic functions of the service continue to work. The full range of functions will be restored with the software update for the communication module in the second half of 2023.</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 will remain fully operable.</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 Cabriolet (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/Cabriolet (03/2015), eCitan (05/2023), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQT (05/2023), EQV (06/2020), EQS (06/2021)</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). The full range of functions will be restored with the software update for the communication module in the second half of 2023.</p> <p>For the A-Class and B-Class from 12/2022 until likely 08/2023, the</p>

				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 Cabriolet (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),	transfer of the extended technical data for determining the vehicle condition will be incomplete. The scope of the services is severely restricted. 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			Transmission 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), eCitan (05/2023), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQV (06/2020), EQS (06/2021), EQT (05/2023), G-Class (04/2018), GLA (12/2017), GLB (07/2019, GLC (12/2017), GLE (12/2017), GLS (12/2017), S-Class (12/2017), SL Roadster (12/2017), SLC Roadster (12/2017), Sprinter (06/2018), eSprinter (03/2020) V-Class (05/2019), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (09/2019)	Temporarily, no extended technical data will be transmitted to determine the vehicle condition for the E-Class (Sedan, Coupe and Wagon), the CLS and the Mercedes-AMG GT 4-Door Coupe with production dates between December 1, 2017 and December 1, 2019 with the standard instrument cluster (with round analog instruments). The basic functions of the service continue to work. The full range of functions will be restored with the software update for the communication module in the second half of 2023. 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 will remain fully operable
4)	Accident Recovery			Transmission 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 Cabriolet (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 Cabriolet (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)	

5)	Breakdown Management			<p>Transmission mode 1:</p> <p>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 Cabriolet (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 Cabriolet (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).</p>	
6)	Remote vehicle diagnostics			<p>A-Class (09/2015), B-Class (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Cabriolet (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 Cabriolet (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), Vito (05/2019), eVito (09/2020)</p>	<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.</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). The full range of functions will be restored with the software update for the communication module in the second half of 2023.</p>
7)	Vehicle Status/Vehicle Status	<p>3 years from activation</p> <p>Term renewal via Mercedes me Store</p>		<p>All model series since 09/2014 with Mercedes me connect</p>	
8)	Auxiliary Heating	<p>3 years from activation</p> <p>Term renewal via Mercedes me Store</p>	Stationary heater or hot water auxiliary heater	<p>A-Class (10/2015), A-Class (05/2018), AMG ONE (06/2021) B-Class (10/2015) C-Class Sedan/Wagon (09/2014), C-Class Cabriolet (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),</p>	<p>Available in: Abu Dhabi, Dubai, Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, Italy, Liechtenstein, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand, South Africa, Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Singapore, Taiwan, USA</p>

				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).	
9)	Charging Settings & Pre-Entry Climate Control	3 years from activation Term renewal via Mercedes me Store	COMAND Online, Audio 20	Available for EV and plug-in hybrid vehicles of the S-Class (until 05/2021), E-Class (until 05/2020), C-Class (until 05/2021), B-Class EV (until 08/2017), eCitan (05/2023), EQT (05/2023),	This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom
10)	Charging Settings & Pre-Entry Climate Control		MBUX multimedia system:	Available for all fully electric vehicles as well as for plug-in hybrids of the S-Class (from 06/2021), E-Class (from 06/2020), C-Class (from 06/2021), A/B-Class (from 06/2019)	This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom
11)	Remote Door Lock & Unlock	3 years from activation Term renewal via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	All model series with Mercedes me connect (from 09/2014) except X-Class	
12)	Remote Sunroof Control, Remote Window Control	3 years from activation Term renewal via Mercedes me Store	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
13)	Remote Window Control	3 years from activation Term renewal via Mercedes me Store	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
14)	Personalization	3 years from activation Term renewal via Mercedes me Store	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), eCitan (05/2023), EQC (06/2019), EQT (05/2023), 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)	
15)	Vehicle Locator	3 years from activation Term renewal via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), GLB, C-Class Sedan/Wagon (09/2014), C-Class Cabriolet (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/Cabriolet (03/2015), eCitan (05/2023), EQT (05/2023), 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), S-Class Sedan (09/2014), S-Class Cabriolet (03/2016), S-Class Coupe (09/2014), Sprinter (06/2018), eSprinter (03/2020), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (11/2017)	Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States
16)	Vehicle Tracker	3 years from activation Term renewal via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), C-Class Sedan/Wagon (09/2014), C-Class Cabriolet (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/Cabriolet (03/2015), eCitan (05/2023), EQC (06/2019), EQT (05/2023), 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 Cabriolet (03/2016), S-Class Coupe (09/2014), Sprinter (06/2018), eSprinter (03/2020), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (11/2017)	Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States
17)	Route Planning	3 years from activation	COMAND Online, Audio 20 or MBUX multimedia system and	Available for EVs and plug-in vehicles (except AMG ONE)	

		Term renewal via Mercedes me Store	Navigation		
18)	Trip statistics	3 years from activation Term renewal via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	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 Cabriolet (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/Cabriolet (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 Cabriolet (03/2016), S- Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016) X-Class (11/2017)	
19)	Geofencing	3 years from activation Term renewal via Mercedes me Store	COMAND Online, Audio 20 or MBUX multimedia system	A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Cabriolet (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/Cabriolet (03/2015), EQC (06/2019), eCitan (05/2023), EQT (05/2023), 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 Cabriolet (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), T-Class (04/2022), X-Class (11/2017), Vito (05/2019), eVito (09/2020)	Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States
20)	Live Traffic Information	3 years from activation Term renewal 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 Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), GLB, GLE (06/2019), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Cabriolet (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (09/2016), Vito (06/2020), eVito (09/2020),	
21)	Live Traffic Information	7 years from activation Term renewal 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.
22)	Car-to-X Communication	3 years from activation Term renewal 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 (09/20 ¹⁶) E-Class Coupe (03/2017), E-Class Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQV (06/2020), EQE (12/2021), EQT (05/2023), G-Class (05/2018), GLB, GLC (06/2022), GLE (06/2019), S-Class Sedan (09/2017), S-Class Cabriolet (09/2017), S-Class Coupe (09/2017), S-Class Maybach (10/2020), T-Class (04/2022), Sprinter (06/2018), V-Class (03/2020)	
23)	Car-to-X Communication	7 years from activation Term renewal 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.
24)	Internet Radio		MBUX multimedia system:	A-Class Sedan (12/2018), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), Citan (08/2021), eCitan (05/2023), EQC (06/2019), EQT (05/2023), 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
25)	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)	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.
26)	Internet Radio with Comfort data volume from third party	1 year from activation	"MBUX multimedia system with Entertainment Package 49U or 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), EQS SUV (from market launch), SL (06/2022) GLC SUV (06/2022) EQE (06/2022) EQE SUV (from market launch)	Available in: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, United Kingdom, Italy, Ireland, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Spain, South Korea, Czech Republic, Hungary, Cyprus, Slovakia
27)	Parking	3 years from activation Term renewal via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Cabriolet (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 Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020) S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Cabriolet (12/2017), E-Class (03/2016), T-Class (04/2022), V-Class (09/2017) X-Class (11/2017)	
28)	Parking for Navigation in public parking garages	3 years from activation Term renewal via Mercedes me Store		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 Cabriolet (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 Cabriolet (12/2017),	This information is currently available in selected parking garages and cities in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, United Kingdom and USA.
29)	Parking POI Overlay for public roads with probability forecast	3 years from activation Term renewal via Mercedes me Store		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 Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), G-Class (05/2018), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017),	This information is currently available in selected parking garages and cities in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia,

				S-Class Cabriolet (12/2017), T-Class (04/2022), V-Class (03/2020)	Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, United Kingdom and USA.
30)	Payment function for parking on public roads and in public parking garages	3 years from activation Term renewal via Mercedes me Store		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 Cabriolet (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Cabriolet (12/2017), Payment for street parking and reservation directly from the vehicle: Vehicles with MBUX Update 2 – available since 02/2019 for various models since A-Class (03/2018)	This service is available in Germany, Netherlands, Belgium, Switzerland, France, Norway, Italy, Finland, Slovenia, Austria and Denmark.
31)	Online Map Update	3 years from activation Term renewal via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Cabriolet (09/2017), S-Class (06/2017). 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 Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), 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 Cabriolet (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Cabriolet (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020) Vehicle models 3: S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)	
32)	Online Map Update	7 years from activation Term renewal 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.

33)	e-Navigator/charging stations		COMAND Online or MBUX multimedia system with Navigation	Available for EVs and plug-in vehicles	The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter.
34)	Local Search	3 years from activation Term renewal 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 Cabriolet (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 Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), G-Class (05/2018), S-Class (09/2017), S-Class Cabriolet (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Cabriolet (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/20).</p> <p>Vehicle models 3: S-Class (10/2020)</p>	
35)	Send2Car (POI download)	3 years from activation Term renewal via Mercedes me Store	COMAND Online or MBUX multimedia system with Navigation	All model series with Mercedes me connect, except Vito, eVito and eSprinter	
36)	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 Cabriolet (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 Cabriolet (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), G-Class (05/2018), S-Class (09/2017), S-Class Cabriolet (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Cabriolet (12/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (03/2020).</p> <p>Vehicle models 3:</p>	The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter.

				S-Class (10/2020)	
37)	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 Cabriolet (09/2017), S-Class Coupe (09/2017)	The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter.
38)	Mercedes-Benz Apps		COMAND Online or Audio 20		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).
39)	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 Cabriolet, 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 Cabriolet (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.
40)	Local Search		COMAND Online or Audio 20	A-Class Sedan (09/2015), B-Class Sports Tourer (09/2015), C-Class Sedan, C-Class Wagon, C-Class Cabriolet 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 Cabriolet (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.
41)	Weather		COMAND Online or Audio 20	A-Class Sedan (09/2015), B-Class Sports Tourer (09/2015), C-Class Sedan, C-Class Wagon, C-Class Cabriolet 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 Cabriolet (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),	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.

				SLK Roadster (03/2016), SL Roadster (03/2016), V-Class (09/2016), X-Class (11/2017).	
42)	e-Navigator		COMAND Online or Audio 20	Available for EVs and plug-in vehicles	This service is not available in: Finland, Norway, Sweden, Denmark, Poland, Hungary, Switzerland and Luxembourg.
43)	Remote Parking Assist	For vehicles up to year of manufacture 11/2019: 3 years from activation For vehicles from year of manufacture 12/2019: 1 year from activation For vehicles from year of manufacture 09/2020: 3 years from activation Term renewal via Mercedes me Store	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 For vehicles from year of manufacture 09/2020: Parking Package with Remote Parking functions	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)	Necessary: Remote Parking App (free for iOS and Android). This service is available in the following countries: Abu Dhabi, Australia, Austria, Belgium, China, Czech Republic, Denmark, Dubai, Finland, France, Germany, Hungary, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, New Zealand, Netherlands, Norway, Poland, Portugal, Slovakia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom
44)	Theft Notification and Parking Damage Detection <small>27)</small>	3 years from activation Term renewal 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, EQE SUV, EQS, EQS SUV	Not available in Japan
45)			Guard 360° Vehicle Protection Plus (P82)	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, EQE SUV, EQS, EQS SUV	Not available in Japan
46)	Theft Notification and Parking Damage Detection incl. 360° camera images	3 years from activation Term renewal via Mercedes me Store	GUARD 360° Vehicle Protection Plus (P82), as well as Parking Package with 360° camera (P47)	C-Class Sedan/Wagon (06/2021) E-Class Sedan (07/2023) GLC (06/2022) S-Class Sedan (06/2021), SL (06/2022), EQE, EQE SUV, EQS, EQS SUV	Not available in Japan, China, Hong Kong & Macao.

47)	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), eCitan (05/2023), EQC (06/2019, EQT (05/2023), 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 music streaming services such as TIDAL, Amazon Music or Spotify and others, the app must be available in the respective country. 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 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.
48)	Online Music 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)	This service was only installed until May 2020. The term therefore ends at the end of May 2023 at the latest.
49)	Online Music with comfort data volume from third party	1 year from activation	"MBUX multimedia system with Entertainment Package 49U or 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), EQS SUV (from market launch), SL (06/2022) GLC SUV (06/2022) EQE (06/2022) EQE SUV (from market launch)	Available in: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, United Kingdom, Italy, Ireland, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Spain, South Korea, Czech Republic, Hungary, Cyprus, Slovakia
50)	In-Car Office	1 year from activation with COMAND Online No longer available for order since 6/1/23	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
51)	In-Car Office	1 year-from activation with COMAND Online No longer available for order since 6/1/23	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 Cabriolet (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 Cabriolet (12/2017).	This service is available in: Austria, Belgium, Czech Republic, Denmark, France, Germany, Hungary, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom.

52)	In-Car Office	3 years from activation with PBG and MBUX, or available for purchase via the Mercedes me Store. Term renewal 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 Cabriolet (08/2020), EQC (05/2019), EQV (06/2020), E-Class Sedan (07/2020), EQA (07/2020), EQB (09/2020), GLA (02/2020), GLB (07/2019), GLC (06/2019), GLC Coupe (06/2019), GLE (10/2018), GLE Coupe (08/2019), GLS (07/2019), GLS Maybach (01/2020), S-Class Sedan/Maybach (09/2020), Sprinter (06/2018) V-Class (03/2020), EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021)	<p>This service is available in the following countries: France, Italy, Portugal, Spain, United Kingdom.</p> <p>This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom</p>
53)	Interface to Third-Party Providers		COMAND Online, Audio 20 or MBUX multimedia system	Available for all vehicles since production start 2015	<p>The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter. See footnote 8). For music streaming services such as TIDAL, Amazon Music or Spotify and others, the app must be available in the respective country.</p>
54)	Links to Content Providers	3 years from activation Term renewal via Mercedes me Store		A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), eCitan (05/2023) EQC (06/2019), EQT (05/2023), 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)	<p>The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter. See footnote 8). For music streaming services such as TIDAL, Amazon Music or Spotify and others, the app must be available in the respective country.</p>
55)	Online Voice Control System	3 years from activation Term renewal via Mercedes me Store MB VANS: Unlimited term	MBUX multimedia system with pre-installation for Navigation or media display	AMG, AMG GT, AMG GT Roadster, B-Class, C-Class, CLA Coupe and Shooting Brake, CLS, E-Class Sedan, Wagon, Coupe and Cabriolet, GLA Coupe, GLC SUV and Coupe, GLE SUV and Coupe, GLS, S-Class, SL-Class	<p>Available in Austria, Belgium, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Liechtenstein, Luxembourg, Mexico, Netherlands, Norway, Poland, Portugal, Russia, Slovakia, South Africa, Spain, Sweden, Switzerland, United Kingdom, USA</p> <p>The following languages are available, but are dependent on the particular market: Czech, Danish, Dutch, French, German, Italian, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, UK English, Canadian French, Mexican Spanish, Brazilian Portuguese, US English, Simpl. Chinese (Mandarin), Simpl. Chinese (Sichuanese), Simpl. Chinese (Cantonese), Trad. Chinese (Cantonese),</p> <p>Language availability and range of functions are market-dependent.</p>

56)	Global Search	<p>3 years from activation Term renewal via Mercedes me Store</p> <p>Unlimited term for MB VANS (US 3 years from activation)</p>	MBUX multimedia system with pre-installation for navigation or media display	<p>A-Class Compact Sedan (07/2018), A-Class Sedan (08/2018), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), eCitan (05/2023), EQC (06/2019), EQT (05/2023), 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)</p>	<p>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.</p> <p>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.</p>
57)	Digital key handover (Car Sharing)	<p>3 years from activation Term renewal via Mercedes me Store</p>	Pre-installation for Car Sharing / Car Sharing App (iOS and Android)	<p>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 Cabriolet (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.</p>	<p>Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, India, Ireland, Italy, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, United Kingdom.</p>
58)	Valet Protect	<p>3 years from activation Term renewal via Mercedes me Store</p>	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 Cabriolet (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018), GLE (06/2019), S-Class Sedan (09/2017), S-Class Cabriolet (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)</p>	<p>Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao (China), Malta, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States</p>

59)	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)	
60)	Navigation with Electric Intelligence		MBUX multimedia system with pre-installation for Navigation eVito: via app	EQC, EQV, EQA, EQB, EQS, eVito Tourer (09/2020), EQE (04/2022) eVito Panel Van M8E (03/2022), EQS SUV (08/2022), EQE SUV (04/2023), EQV	Navigation with Electric Intelligence is available in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Sweden, Switzerland, United Kingdom, USA, Canada, China, Japan, South Korea, Spain, Liechtenstein 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
61)	Charging Station Overlay		MBUX multimedia system with pre-installation for Navigation	eCitan (05/2023), EQT (05/2023), 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 (04/2023)	Charging Station Overlay is available in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA, Canada, Mexico, China, Taiwan, Japan, South Korea, Australia, New Zealand, Malaysia This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Germany, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom
62)	Mercedes me Charge		MBUX multimedia system with pre-installation for Navigation, Remote & Navigation Services (13U, EW5)	eCitan (05/2023), EQT (05/2023), EQC, EQV, EQA, EQB, EQS, plug-in hybrids of the following series: A-Class (02/2020), B-Class (07/2020), CLA Sedan (06/2020) and CLA Shooting Brake (06/2020), GLA (08/2020), GLC and GLC Coupe (09/2019), C-Class (09/2021); E-Class (06/2020), GLE (11/2019) GLE Coupe (07/2020) S-Class	Mercedes me Charge is available in the following countries: Germany, Belgium, Estonia, Latvia, Lithuania, Luxembourg, Liechtenstein, Netherlands, Denmark, Austria, Poland, France, Portugal, Greece, Slovenia, Sweden, United Kingdom, Switzerland, Italy, Spain, Czech

				(07/2021), EQE (04/2022); EQS SUV (08/2022), EQE SUV (04/2023)	Republic, Finland, Norway, China, Japan, Canada, USA, Ireland, Slovak Republic, Hungary This service is available for VAN vehicles in the following countries: Austria, Belgium, Czech Republic, Estonia, Denmark, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom
63)	Individual Consumption			A-Class (09/2019), C-Class (09/2019), GLE (09/2019), GLS (09/2019). All EVs and plug-in hybrids	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.
64)	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.
65)	Digital Assistants		COMAND Online, Audio 20 or MBUX multimedia system	A-Class (05/2018), AMG ONE (06/2021), B-Class (06/2019), C-Class (06/2018), Citan (08/2021), E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Cabriolet (09/2017), EQC (06/2019), EQV (10/2020), G-Class (05/2018), GLE (06/2019), S-Class Sedan (09/2017), S-Class Cabriolet (09/2017), S-Class Coupe (09/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (09/2016), X-Class (11/2017)	
66)	GPS-based online information for driving functions		MBUX multimedia system with pre-installation for Navigation, Remote & Navigation Services and Driver Assistance Package (23P) or Driver Assistance Package Plus (P20)	A-Class Compact Sedan (06/20), A-Class Sedan (06/20), A-Class Sedan long (09/20), B-Class (06/20), CLA (06/20), CLA Shooting Brake (06/20), GLB (07/20), GLB electric (01/21), GLA (02/20), GLA electric (09/20), GLC (06/20), GLC Sedan long (09/20), GLC Coupe (06/20), E-Class Sedan (05/20), E-Class long version (09/20), E-Class Wagon (05/20), GLE (01/20), GLE Coupe (02/20), GLS (01/20)	
67)	Stolen Vehicle Assistance (Stolen Vehicle Help)	3 years from activation, Term renewal 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 (Z2U)	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),	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,

			Via Mercedes me Store: communication module	<p>E-Class (06/2020), EQA, EQB, EQC, EQE, EQE SUV, EQS, EQS SUV</p> <p>S-Class Sedan (06/2021) SL (02/2022) V-Class (05/2019), EQV (10/2020)</p> <p>Via Mercedes me Store: all models with communication module</p>	<p>Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA</p> <p>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</p>
68)	Mercedes me Eco Coach		App	<p>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)</p>	<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>
69)	Online Route Calculation	3 years from activation	Navigation	<p>S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021), A-Class, CLA, B-Class, GLA, GLB, GLE, SL, EQS SUV, EQE, EQE SUV and GLC from 08/2023</p>	<p>ECE Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, IT Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Norway, Netherlands, Poland, Portugal, Romania, Russia, Sweden, Slovenia, Slovakia, South Africa AMAP: Argentina, Australia, Brazil, Canada, Japan, Korea, Mexico, New Zealand, USA, China</p>

70)	MBUX voice assistant	Unlimited term when ordered ex works	MBUX multimedia system with pre-installation for Navigation or media display	<p>A-Class Sedan (05/2018), A-Class Wagon (08/2018), AMG ONE (06/2021), B-Class (01/2019), C-Class Sedan and Wagon (06/2021), Citan (08/2021), CLA (02/2019), CLA Shooting Brake (06/2019), E-Class Sedan and Wagon (06/2020), eCitan (05/2023), EQT (05/2023), GLA (02/2020), GLB (07/2019), GLC (06/2019), GLC Coupe (06/2019), GLE (10/2018), GLS (07/2019), GLS Maybach (01/2020), S-Class (10/2020), Sprinter (03/2020), T-Class (04/2022), V-Class (03/2020), EQC, EQE, EQV, EQA, EQB, EQS</p>	<p>Available in Abu Dhabi, Argentina (2023), Australia, Austria, Belgium, Brazil (2023), 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, Norway, Poland, Portugal, Romania, Russia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA</p> <p>The following languages are available, but are dependent on the particular market: Arabic, Czech, Danish, Dutch, French, German, Italian, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, UK-English, Thai, Taiwan Mandarin, Japanese, Canadian French, Korean, Mexican Spanish, Brazilian Portuguese, US English, Simpl. Chinese (Mandarin), Simpl. Chinese (Sichuanese), Simpl. Chinese (Cantonese), Trad. Chinese (Cantonese)</p> <p>Language availability and range of functions are market-dependent.</p>
71)	Augmented Radio with tethering	3 years from activation	MBUX multimedia system: & 22U & 853 or 810 or 811	<p>S-Class (10/2020) EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) SL-Class AMG (06/2022) EQE (12/2021)</p>	<p>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.</p> <p>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,</p>

					Danish, Norwegian, Arabic. Language availability dependent on the market.
72)	Augmented 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), EQS SUV (from market launch), 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
73)	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.
74)	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), EQS SUV (from market launch), 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
75)	Stationary Heater and Pre-Entry Climate Control	3 years from activation	Stationary heater or hot water auxiliary 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.

76)	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 Cabriolet (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
77)	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 Cabriolet (06/2020), EQC (06/2020), EQS (06/2021), EQA, EQB, EQE S-Class (06/2021) G-Class (06/2020), SL-Class (Roadster) AMG AMG GT 4-Door Coupe	Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, India, Ireland, Italy, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom.
78)	Plug & Charge		MBUX navigation system, Mercedes me Charge (38U, 39U, 36U, 35U, 44U)	EQS (06/2021), EQE (04/2022), S-Class Plug-In and C-Class Plug-In (06/2022); GLC Plug-In (06/2022); EQS SUV (08/2022, EQE SUV (04/2023)	Plug & Charge available in: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA.
79)	Traffic Restriction Zones (Traffic restriction)	3 years from activation	PBG	S-Class (06/2021), EQS (06/2021), C-Class (06/2021)	Available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Malta, Hungary, Romania, Netherlands, Poland, Portugal, Slovenia, Spain, Sweden, United Kingdom, USA, Switzerland, Liechtenstein, South Africa, Canada
80)	Temporary activation of Digital Extras (on-demand feature)				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
81)	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)	C-Class Sedan & Wagon (from 06/2021) EQE (from market launch)	Available in: Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, United Kingdom
82)	Active Distance Assist DISTRONIC (PRO)	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	Technical pre-installation for DISTRONIC (5B0)	A-Class (from 06/2023) W/V177 B-Class (from 06/2023) W247 C-Class Sedan & Wagon (from 06/2023) W/S206 CLA-Class (from 06/2023) V/C118 EQE Sedan (from 06/2023) EQS Sedan (from 06/2023) GLA (from 06/2023) GLC (from 06/2023) E-Class Sedan (from 08/2023) W214 GLB (from 08/2023) X247 E-Class Sedan (from 08/2023) W214 GLB (from 08/2023) X247 CLE (from market launch)	Available in: Mexico, Belgium, Bulgaria, Denmark, ,Germany, Estonia, France, Greece, United Kingdom, India, Ireland, Italy, Croatia, Lichtenstein, Latvia Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Finland, Sweden, Slovakia, Slovenia, Spain, Thailand, Czech Republic, Hungary, South Africa, South Korea, Malaysia
83)	Stories Online functions		AMG Track Pace (256) or Emotion Tour (45U)	All passenger cars with MBUX multimedia system from 06/2022	Available in: Abu Dhabi, Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, 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, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA Language availability and range of functions are market-dependent.
84)	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) EQE SUV (from market launch) EQS SUV (from market launch) GLC SUV (from 09/2022)	Available in: Austria, Cyprus, Czech Republic, Hungary, Poland, Portugal, Romania, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Estonia, Finland, Croatia, Ireland, Lithuania, Latvia, Luxembourg, Liechtenstein, Malta, Norway, Slovenia, South Africa

85)	DIGITAL LIGHT Projection Function for Animations	With Individualization Package purchased ex works: 1 year from the date on which 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 Projection Animations (PAX) and Projection Function for Animations (43U)	C-Class Sedan & Wagon (from 06/2022) EQE (from market launch) EQS (from 12/2021) GLC SUV (from 09/2022)	Available in: Abu Dhabi, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA
86)	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 (from 06/2022) EQE (from 06/2022) EQS (from 06/2022) GLC SUV (from 09/2022) S-Class (from 06/2022) SL (06/2022) GLE (from 06/2023)	Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Estonia, Finland, Croatia, Ireland, Lithuania, Latvia, Luxembourg, Liechtenstein, Malta, Norway, Slovenia, South Africa, South Korea, Mexico, Malaysia, Taiwan, Australia, New Zealand
87)	Beginner Driver Mode	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	GLC exclusively for GLC 200 and GLC 300	EQE (from market launch) EQS (from market launch) EQE SUV (from market launch) EQS SUV (from market launch) GLC (from production date July 1, 2023)	Available in: Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Taiwan, USA China (EQE and EQS only)
88)	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, Estonia, Finland, France, Germany, Greece, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA
89)	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)	Austria, Belgium, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Estonia, Finland, Croatia, Ireland, India, Lithuania, Latvia, Luxembourg, Liechtenstein, Malta, Norway, Slovenia, South Africa, South Korea, Mexico, Malaysia, Taiwan, Thailand, Australia, New Zealand, Canada, USA
90)	Valet Service Mode	Unlimited term when ordered ex works or can be purchased subsequently for a	GLC exclusively for GLC 200 and GLC 300	EQE (from market launch) EQS (from market launch) EQE SUV (from market launch) EQS SUV (from market launch)	Available in: Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia,

		limited term via the Mercedes me Store		GLC (from production date July 1, 2023)	<p>Hungary, Ireland, India, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand</p> <p>Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Taiwan, USA</p> <p>China (EQE and EQS only)</p>
91)	Sound Experience	1 year from activation, term extension via Mercedes me Store	Burmester® surround sound system (810) and non-AMG vehicle (PUF)	EQE (from market launch) EQS (from 06/2022)	Available in: Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Singapore, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA
92)	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
93)	AMG ONE Remote Pre-Heating Drive system	unlimited		AMG ONE	Available in Germany, Belgium, France, United Kingdom, Ireland, Italy, Malta, Netherlands, Austria, Poland, Portugal, Sweden, Switzerland, Czech Republic, Spain, Abu Dhabi, Dubai, Bulgaria, Canada, Denmark, Finland, Greece, Hong Kong, Hungary, Croatia, India, Japan, Korea, Lithuania, Luxembourg, Moldova, Mexico, Malaysia, Norway, Romania, Singapore, Slovenia, Slovakia, Thailand, Taiwan, USA, Australia, New Zealand, South Africa
94)	Dashcam	Purchasable in the Store	U19	<p>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)</p>	UK, USA (only S-Class, C-Class from 06/21, EQS, EQE), Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Malta, Netherlands, Poland, Romania, Slovenia, Sweden, Switzerland, Canada, Australia/New Zealand

				GLC/GLC Coupe (06/2019)) EQE EQS	
95)	DIGITAL LIGHT with projection function	Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Mercedes me Store	DIGITAL LIGHT (316/317/318) and at least one projection function for animations (30U/42U/43U)	C-Class Sedan (from 02/2021) C-Class Wagon (from 06/2021) GLC Coupe (from 03/2023) GLC SUV (from 06/2022) EQE Sedan (from market launch) EQE SUV (from market launch)	Austria, Belgium, Bulgaria, Switzerland, Czech Republic, Cyprus, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Hungary, Croatia, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Australia, Mexico, Malaysia, Taiwan, USA
96)	Van Uptime (business customers)	Option available via a ServiceCare service contract	Communication module (JH3)	Sprinter (06/2018)	Germany, Denmark, Italy, Spain, Czech Republic, Switzerland
97)	Individual recommendations		MBUX multimedia system:	A-Class Compact Sedan (03/2018) A-Class Sedan (05/2018) AMG GT (07/2019) AMG EQE (04/2022) AMG ONE (06/2021) B-Class (11/2018) C-Class Sedan and Wagon (06/2021) CLA (02/2019) CLA Shooting Brake (06/2019) CLS (06/2020) E-Class Sedan and Wagon (07/2020) E-Class Coupe and Cabriolet (08/2020) EQA (07/2020) EQB (09/2020) EQC (06/2019) EQS (06/2021) EQV (06/2020) GLA (02/2020) GLB (12/2019) GLC (06/2019) GLC Coupe (06/2019) GLE (10/2018) GLE Coupe (08/2019) GLS (07/2019) S-Class (09/2020) V-Class (03/2020)	Available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, United Kingdom, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Hungary, Romania, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, South Africa, Sweden, Switzerland, Thailand, Argentina, Brazil, Canada, Japan, South Korea, Mexico, Malaysia, Taiwan, USA
98)	Remote Functions for Mercedes-Benz Wallbox		Mercedes-Benz Wallbox	All electrified Mercedes-Benz vehicles and other makes	
99)	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

100)	Video streaming		MBUX multimedia system and Comfort data volume	S-Class (from 12/2022) EQS (from 12/2022) EQS SUV (from 12/2022) EQE (from 12/2022) EQE SUV (from 12/2022)	Available in Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, 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
101)	Pre-installation for INTELLIGENT PARK PILOT	1 year; can be extended in Store thereafter	27U	S-Class (except Maybach) from 08/2020 EQS (except AMG) from 04/2021 EQS AMG from 12/2022 EQE (except AMG) from 11/2021 EQE AMG from 06/2022 EQS SUV (except Maybach) from 01/2022 EQE SUV (except AMG) from 07/2022 EQE SUV AMG from 12/2022 E-Class Sedan (except AMG) from 06/2023 E-Class Wagon (except AMG) from 07/2023 E-Class All-Terrain from 06/2023	Available in Germany in selected parking garages.
102)	Mercedes-Benz Intelligent Drive Online Service	Germany: 3 years from activation Term renewal via Mercedes me Store California, Nevada: Monthly term, 1 or 3 years Activation via Store	P26, Driving Assistance Package incl. DRIVE PILOT, Pre-installation for Live Traffic Information + Car-to-X Communication must be activated	S-Class (04/2022); EQS (04/2022)	Available in Germany, California, Nevada
103)	Shared Navigation	Term 3 years (except USA, there 1 year)	PBG and mobile phone connected via Bluetooth with active Bluetooth message function	CLA, CLA Shooting Brake, GLS, GLA (06/01/23) GLE SUV, A-Class, A-Class long version, EQA, EQB, B-Class (12/01/23), GLE Coupe, C-Class Sedan, GLC Coupe, AMG GT (04/01/23), C-Class Sedan long version, C-Class Wagon (07/01/21), S-Class Sedan and long version (07/01/21), S-Class Sedan and long version, S-Class Maybach (09/01/20), SL Roadster (03/01/22), GLB (08/01/23), GLC long version (02/01/23), GLC (08/01/22), EQE SUV (12/01/22), EQE Sedan (03/01/22), EQS SUV (09/01/22), EQS (07/01/21)	Expected availability in Germany, United Kingdom, USA, Poland, Italy and Belgium from 12/2023
104)	Learning Assistant (LEA)		App in vehicle	EQE SUV (05/2023)	Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, United Kingdom, Hungary, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland, Malta, Cyprus, Greece, Romania, Croatia, Slovenia, Latvia, Estonia, Lithuania, Bulgaria

105)	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
106)	Hybrid Navigation for low emission zones	3 years	Navigation	Plug-in Hybrid E-Class from 07/2023	Austria, Germany, Belgium, Switzerland, Denmark, Spain, Finland, France, United Kingdom, Greece, Liechtenstein, Italy, Luxembourg, Malta, Netherlands, Norway, Poland, Sweden
107)	Digital Co-driver		Navigation	A-Class (since 2018), B-Class (since 2019), CLA (since 2019), C-Class (since 2021), E-Class (since 2020), S-Class (since 2021), V-Class (since 2019), GLA (since 2020), GLB, GLC (since 2019), GLE (since 2019), GLS (since 2019), EQA, EQB, EQC, EQE, EQE SUV, EQS, EQS SUV, EQV, CLE, AMG GT (since 2023), AMG GT 4-Door (since 2021), AMG SL Roadster	DE (Stuttgart, Hamburg), FI (Helsinki), NL (Amsterdam), BE (Flanders), SE (Stockholm)

*) 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 end devices and operating systems, visit www.mercedes-benz-mobile.com.
- 3) The Mercedes me connect services of Mercedes-Benz Cars have been rolled out in the following countries: Belgium, Denmark, Germany, Finland, France, United Kingdom, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Austria, Poland, Portugal, Sweden, Switzerland, Slovakia, Spain, Czech Republic, Hungary, Malta, Cyprus, Greece, Romania, Croatia, Slovenia, Latvia, Estonia, Lithuania, Bulgaria, Dubai, Abu Dhabi, China, South Africa, Japan, USA, Canada, Taiwan, Australia, New Zealand, Thailand, Mexico, Malaysia, India, Hong Kong, Macao, Singapore
- 4) The Mercedes me connect services have been rolled out for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Cyprus, Spain, Sweden, Switzerland, United Kingdom, USA, Canada, China (V-Class)
- 5) The connection of the communication module to the mobile phone network depends on the actual network coverage and availability.