

Digital Extras(數位增訂服務)與 smart control Services (智能控制服務) 使用條款

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注意：數位增訂服務，因市場與車型而異(本聲明之車款分類於台灣並不適用)。請向您當地的 Mercedes-Benz 授權服務夥伴詢問確認。顧客可透過 Mercedes-Benz 網站的配對服務啟用或停用服務。

數位增訂服務所適用的車輛，因不同市場所配合之網路漫遊服務有所不同。非由台灣賓士總代理進口之車輛，在台灣地區可能無法使用完整的數位增訂服務。

| | |
|---|----|
| 1. 應用範疇..... | 1 |
| 2. 顧客、持有人..... | 1 |
| 3. 使用條款生效日及變更..... | 2 |
| 4. 服務範圍..... | 2 |
| 5. 使用要求..... | 4 |
| 6. 數位增訂產品中的付款功能..... | 5 |
| 7. 費用與成本..... | 6 |
| 8. 顧客之義務..... | 6 |
| 9. 關於數位增訂服務構成《歐盟數位服務法》的服務條款（刪除/隱藏內容和顧客訪問、隱藏顧客、其他措施、終止）..... | 8 |
| 10. 期限與終止..... | 8 |
| 11. 其他使用者與共同使用者之授權..... | 9 |
| 12. 賠償責任..... | 10 |
| 13. 資料保護與資料安全性..... | 10 |
| 14. 最終規定..... | 10 |
| 15. 網上爭議解決資訊..... | 10 |
| 16. 根據德國消費者爭議解決法 (VSBG) 第 36 條發出的通知..... | 11 |
| 17. 供應商的身份；聯絡細節資訊..... | 11 |

1. 應用範疇

以下為台灣賓士股份有限公司（台北市松山區民生東路三段 129 號 13 樓，郵遞區號 10596）（以下簡稱「供應商」）所提供的 Digital Extras 和 smart control 服務的使用條款（以下簡稱「使用條款」）。使用條款適用於提供 Digital Extras 和 smart control 資訊及遠程服務、臨時啟用即時設備以及其他可能純粹為數位或控制底層硬體特定功能性的數位內容、數位產品和數位服務（以下統稱「數位增訂產品」），由供應商提供顧客使用。

2. 顧客、持有人、其他產品

2.1 「顧客」是指滿足第**錯誤! 找不到參照來源。**條要求，並且按照第 3.1 條規定成功及適切簽訂本使用條款之人。

「顧客」可能是消費者或企業家。顧客是指非主要出於其商業或獨立專業活動之目的，締結具法律拘束力交易之任何自然人。企業家是指從事其商業或獨立專業活動締結合法交易之自然人、法人或有法律行為能力的合夥事業。

2.2 「持有人」是指在相關國家汽車登記處登記為該車輛負責之人。

- 2.3 「其他產品」是指除了車輛之外，還包括可使用數位增訂服務進行控制或啟用附加功能的其他產品（例如，Mercedes-Benz Wallbox）。

3. 使用條款生效日及變更

- 3.1 為了使用本服務，顧客必須線上設定一個 Mercedes me ID 並接受這些使用條款。使用條款應於顧客收到確認函後於顧客和供應商間生效，但不得晚於顧客首次能夠使用相關數位增訂產品之日期。若顧客為第 2.1 條的企業家，則在本使用條款生效之前，他必須另行與供應商簽訂一份合約資料處理協議。
- 3.2 除供應商以書面方式明確同意其效力外，不適用與本使用條款不同的任何顧客條款與條件。
- 3.3 此協議必須以相關國家的語言簽訂。
- 3.4 供應商有權基於正當理由變更使用條款，特別是在基於新技術發展、判例變更或其他相當原因所需時。若變更會導致嚴重破壞雙方之間的合約平衡，則應放棄此項變更。
- 3.5 除前述對使用條款所保留變更和修訂使用條款之權利外，若供應商在變更或修訂生效日前至少一個月以文字形式(含透過電子郵件 1、SMS 和 Mercedes-Benz 信箱訊息)通知顧客，則供應商亦有權變更和修訂使用條款(自顧客收到通知之日起算)。如果顧客未於收到通知後一個月內提出異議，則視為接受修訂後的使用條款。供應商將於該通知內另行告知顧客此項法律相關事宜。

4. 服務範圍

- 4.1 使用條款生效後，若有提供數位增訂產品，顧客可能有權於有限期內免費使用特定的數位增訂產品。
- 4.2 顧客得進一步獲得使用付費服務(下稱「付費為主服務」)的權利。購買付費服務應適用銷售該服務之額外合意條款，包括 Mercedes-Benz 商店之一般條件與條款。顧客透過 Digital Extras 與智能控制所使用的付費為主服務，應受本使用條款之規範。
此外，顧客可以在購買車輛時或透過 Mercedes-Benz 商店購買付費數位增訂產品（以下簡稱「付費數位增訂產品」）的使用權。對於購買付費數位增訂產品所同意的附加條款和條件，適用於付費數位增訂產品的購買，若透過 Mercedes-Benz 商店購買，則適用 Mercedes-Benz 商店的一般條款和條件。本使用條款適用於顧客透過 Digital Extras 使用數位增訂產品。
- 4.3 使用數位增訂產品的目的是為符合第 2.1 條所定義的消費者或企業家為數位增訂產品所使用車輛的車主，或經車主授權使用該車輛及其數位增訂產品的人。此外，(i) 消費者必須在台灣有其常駐地（登記地址），以及 (ii) 企業家必須在台灣有其營業場所。居住地和營業場所在此後稱為「住所」。
- 4.4 資料需要連接車輛的數位增訂產品（參閱第 5.3 條）僅適用於相應的車輛（例如，充電服務、串流媒體服務、「第三方供應商數據流量」服務），且不得轉讓給其他車輛。此外，所有數位增訂產品只能用於各自數位增訂產品描述中指定的用途。同樣的情況也適用於與使用者帳戶相關聯的其他產品。
- 4.5 個別數位增訂產品的描述，即服務範圍、使用條件、可用性和任何進一步的資訊，均可在顧客入口網站、應用程式、車輛訂單（包括數位增訂產品）或 Mercedes-Benz 商店中找到。服務範圍可能因車輛類型和設備而有所不同。供應商保留隨時進一步開發數位增訂產品的權利，並增加、更改或刪除個別功能。只有在存在有效原因且顧客不產生任何額外費用的情況下，才進行調整。以下情況可能導致數位增訂產品的調整：適應新的技術環境，適應更多顧客，基於重要運營原因的適應，數位增訂產品的進一步開發，適應新的法律要求和最高法院判決，或其他類似原因。

- 4.6 除歐洲境外領土外，數位增訂產品通常在台灣提供。若某些數位增訂產品有地理限制或尚未提供，將在服務描述中予以說明。如果車輛或其他產品在非居住國家使用（例如，跨國界使用車輛），或車輛或其他產品從非居住國家進口，由於車輛的國家相關技術設備（例如，通訊模組）或國家相關第三方供應商和內容供應商的可用性，或基於法律或監管原因，可能會導致數位增訂產品受到損害或根本無法運作。
- 4.7 對於數位增訂產品，供應商將向顧客提供顧客入口網站、應用程式或其他訪問手段（參見第 4.9 條），通過這些手段顧客可以設置界面並在線管理數位增訂產品（「使用者帳戶」）。
- 4.8 顧客的使用者帳戶最多可與二十(20)部汽車連結，亦可再次隨時取消。若經參與之合作夥伴授權並啟用後，商業顧客也可以建立額外的車輛。服務各自適用於一部汽車，而不得移轉到其他汽車。車輛的連結(連線)和取消連結(取消連線)或其他產品應依照第 5.3 條的規定。
- 4.9 顧客可以通過以下列出的訪問手段（統稱「訪問手段」）操作和使用數位增訂產品：(a) 通過車輛的訊息娛樂系統，(b) 在顧客入口網站上進行在線操作，和/或 (c) 通過使用適用裝置的移動應用程式（「應用程式」或「App」）。每個服務可用的訪問手段在顧客入口網站、應用程式和/或 Mercedes-Benz 商店中的各自數位增訂產品描述中予以說明。保留對訪問手段進行更改的權利，前提是該更改對顧客是合理的。
- 4.10 顧客可以隨時刪除應用程式。在這種情況下，數位增訂產品將不再通過應用程式對顧客可用。與適用裝置（例如，操作系統更新，越獄）的更改也可能阻止應用程式的進一步使用。
請注意：刪除應用程式或適用裝置的上述更改不影響支付付費數位增訂產品費用的義務。
- 4.11 顧客可以選擇啟用和停用個別數位增訂產品。啟用服務後，顧客可以使用該服務。如果停用服務，顧客在此期間無法使用該服務。新的數位增訂產品在顧客啟用後才會生效。
請注意：停用數位增訂產品不影響付費數位增訂產品的費用支付義務，也不影響與第三方供應商簽訂的合約。
- 4.12 如果顧客取消購買付費數位增訂產品，付費數位增訂產品到期，或數位增訂產品被終止，供應商有權停用相關的數位增訂產品。
- 4.13 供應商還保留基於重要原因（例如，資料安全，內容供應商/第三方供應商的安全問題）停用或限制數位增訂產品的權利。
- 4.14 車輛儀表板顯示優先於其他訊息方式，例如顧客的訪問手段的顯示。在訊息娛樂系統或應用程式中顯示的訊息不具有約束力，可能在整體或部分上不完整、不正確或不及時，並僅適用於搜尋時的時間。
- 4.15 數位增訂產品的提供和使用可能受到超出供應商控制的限制和不準確性，考慮到當前技術狀態。在個別情況下，可能導致車輛操作資料在車輛（例如，訊息娛樂系統）中的顯示或在其他產品中的顯示，與顧客的相關訪問手段之間存在偏差。這尤其適用於無線資料連接的可用性、網路覆蓋、由電信供應商提供的 GPS 和網路。例如，數位增訂產品在接收和傳輸範圍內受到相應電信提供商運營的基地台的限制。在個別情況下，網路網路的不可用可能導致某些數位增訂產品不可用，因為必要的資料傳輸無法進行。此外，數位增訂產品可能受到氣象條件和地形特點，或障礙物（例如，橋樑、隧道、建築物）的不利影響。GPS 也是如此。其他不利情況，如網路超載，可能會損害網路的使用。此外，短期容量瓶頸可能源於數位增訂產品、網路移動網路和固定網路網路高峰負載。車輛與後端之間的移動連接目前由外部電信運營商及其漫遊合作夥伴提供。數位增訂產品的可用性在年平均 97.0%。大氣或類似條件對傳輸品質品質的干擾無法排除。
在使用電信服務進行資料傳輸時，已登錄的顧客在基地台中共享頻寬（「共享介質」）。實際資料使用期間可實現的傳輸速率還取決於現場可用的技術、所選用於提供相應數位增訂產品的服務器的傳輸速率，移動網路網路的占用/容量利用率，該基地站中的顧客數量，與天線的距離及顧客的移

動。

另外，不可抗力（包括罷工、停工和政府命令）以及供應商設施、上游和下游服務提供商、內容提供商和網路運營商的技術和其他措施（例如，維修、保養、軟體更新、擴展）可能導致服務中斷也可能受到限制，這些措施是為了正確或改進數位增訂產品的提供所必需的。

- 4.16 對於某些數位增訂產品（例如，網路收音機、加油站價格、即時交通、Car-to-X 車聯網），通過服務提供的訊息由第三方內容供應商創建，可能不完整、不準確、過時或部分不可用。供應商不承擔檢查訊息是否完整、準確或及時，或完成、更正或更新訊息，或確保訊息是否可用或以特定品質品質提供的責任。顧客應自行負責使用該訊息並做出基於該訊息的決策；因此，顧客有責任審查該訊息是否完整、正確、及時，以及是否提供足夠的品質品質以滿足其需求。
- 4.17 為防止在車間訪問期間出現故障，數位增訂產品可能暫時無法使用，或僅能有限地使用。此外，在維修廠訪問期間，對車輛進行維護和修理工作可能會產生資料，從而導致通過各種訪問手段出現錯誤的狀態和診斷訊息。因此，顧客可能會因服務合作夥伴識別到的維修需求而收到有關維護服務的錯誤報價，或者收到有關錯誤維修預約的要求。在車間訪問後，顧客可能需要重新啟用數位增訂產品。
- 4.18 數位增訂產品需要車輛電池的功能性內部電源供應。在未連接至運行中引擎進行中間充電，或在電動車或其他產品的情況下連接至電源供應時，過度使用數位增訂產品可能會導致電池耗盡。如果車輛長時間停放，這可能會導致車輛中的通訊模組關閉，並且在下次手動啟動車輛之前中斷車輛的蜂窩資料連接。
- 4.19 供應商應於使用條款生效日期及車輛或其他產品（例如，Mercedes-Benz Wallbox）的連結之後合理時間內，提供數位增訂產品和車輛或其他產品的軟體更新，以維護安全性並符合合約。此外，沒有要求提供超出維持合約符合性或安全更新的軟體更新的權利，例如透過改進或擴展數位增訂產品並提供或啟用車輛、其他產品和數位增訂產品的新功能。顧客同意透過連結（車輛）SIM 卡或顧客自行的數據連結進行下載的軟體更新將自動執行。為此，車輛或其他產品的軟體更新將在技術上可行的範圍內預設完成自動下載和安裝。若軟體更新未能自動執行，則僅於顧客安裝後進行。顧客認同若軟體更新未能及時或正確安裝，可能影響數位增訂產品、車輛或其他產品的性能或功能。供應商對顧客未安裝或未正確安裝軟體更新所導致的瑕疵，概不負責。供應商將於每次軟體更新時通知顧客提供軟體更新，包括其內容、未安裝軟體更新的後果及安裝方式。供應商依據第 4.5 條的規定保留透過軟體更新對數位增訂產品和車輛或其他產品的服務範圍進行更改的權利。
- 4.20 軟體更新受所選擇的數據連線移動網路的可用性或限制以及車輛或其他產品的設備所影響。這意味著下載和安裝時間會根據車輛或其他產品而有所不同，範圍從幾分鐘到幾個小時不等。透過顧客自己的數據流量下載軟體更新可能會導致與顧客的網路供應商產生額外費用。出於技術原因，某些軟體更新只能在車間進行。
- 4.21 顧客無權通過其他渠道（例如通過參與合作夥伴）獲取軟體更新。在軟體更新的下載和安裝期間，車輛或各個組件（例如資訊娛樂系統或通訊模組）或其他產品可能在有限的時間內功能受到限制。在安裝軟體更新期間，如發生嚴重技術故障，可能導致功能限制，並可能需要進行維修。

5. 使用要求

- 5.1 使用數位增訂產品需接受這些不定期更新的使用條款的 Mercedes me ID（第 3.1 條），以及將車輛或其他產品與顧客帳戶連結（第 5.3 條），並在適用的情況下啟用數位增訂產品（參閱第 4.11 條）。初始效期滿後，數位增訂產品可以在 Mercedes-Benz 商店支付費用進行效期延長，前提是當時仍然提供相應車輛或其他產品的數位增訂產品。此外，使用某些數位增訂產品可能需要進一步的使用條件，例如與第三方簽訂合約（參見第 5.5 條）、兼容產品（例如智能手機、智能手錶）或顧

客自己的數據流量。此外，對於車輛而言，通信模組連接到移動電話網絡，包括緊急呼叫系統，取決於各自的網絡覆蓋範圍和網絡供應商的可用性。

- 5.2 數位增訂產品適用於 Mercedes-Benz 或 smart 車輛的新款車型，這些車型配備了集成的通信模組。一些數位增訂產品基於硬體組件，或需要在車輛或其他產品中安裝額外的特殊設備。其他產品的數位增訂產品要求，必須通過 Mercedes-Benz 應用程序進行遠程功能的預先安裝。有關詳細訊息和使用的任何需求，請參閱相應的服務描述。對於某些功能和數位增訂產品，車輛必須在車輛和後端之間具有移動數據連接，以及顧客的適用裝置。此外，車輛必須配備資訊娛樂系統。為了使用 Mercedes-Benz Wallbox 的數位增訂產品，Wallbox 必須具有互聯網連接（例如 WLAN，LTE-M SIM）。為了將數據傳輸到 CAC，需要顧客的適用裝置啟用 GPS 並啟用 GPS 功能。相應數位增訂產品的描述中可能會產生額外的使用條件或偏差。
- 5.3 為了使用車輛的數位增訂產品，該車輛必須與顧客帳戶進行連結並保持連結。對其他產品也是如此。車輛連結可以透過賓士合作經銷商協助進行，也可以通過顧客帳戶線上完成。顧客可以在 Mercedes-Benz 入口網站或賓士合作經銷商了解更多資訊。每輛車輛和每個數位增訂產品只能分配給一位顧客作為主要顧客。其他車輛顧客可以根據第 11.1 條的定義註冊為"共用顧客"。顧客可以通過將車輛或其他產品從顧客帳戶中移除，或者通過從參與合作夥伴或第 17.2 條中指定的賓士或 smart 顧客協助中心 ("CAC") 提出書面（包括電子郵件）解除連結，來取消車輛或其他產品的連結。解除連結會阻止顧客對受影響車輛或受影響其他產品的數位增訂產品的訪問。備註：任何支付收費數位增訂產品費用的義務將不受任何解除連結的影響。
- 5.4 出於安全之原因，使用某些數位增訂產品需要進行身份驗證，可通過向參與合作夥伴出示證件或通過應用程式線上完成。顧客將在啟用所有數位增訂產品或相應的數位增訂產品時被告知需要進行身份驗證，僅在成功通過身份驗證後，顧客才能使用該服務。供應商保留以後重複進行身份驗證的權利。
- 5.5 對於使用其他公司 ("第三方供應商") 的服務（例如，串流媒體服務、停車、充電、加油）的數位增訂產品，顧客必須根據相關第三方供應商的條款與之簽訂單獨協議。如有必要，顧客必須在第三方供應商（例如，串流媒體服務）註冊一個單獨的帳戶 ("第三方帳戶")。此外，對於某些數位增訂產品，顧客必須與獨立於供應商的電信供應商簽訂合約。供應商不對第三方和行動網路供應商的表現承擔責任。
- 5.6 通過應用程式使用數位增訂產品需要一個相容設備和行動資料連接，以及在相容設備上購買和安裝應用程式。
- 5.7 使用本服務也需要定期更新應用程式和轉換裝置應用程式(若有更新版本時)。
- 5.8 汽車選配高度自動駕駛功能(下稱「系統」)設備之顧客，應適用以下規定：為了使用該系統，在使用期間必須啟用服務且有可用的服務。即使啟用了這些服務，也可能無法使用該系統或只能使用有限的範圍。事實上，該系統之可用性和啟用取決於其他系統要求和系統限制，並且受功能、空間、區域和時間的限制。因此，除其他因素外，該系統之可用性取決於適合的天氣條件、當前可用之路由網路、現有之路由許可及/或相關交通狀況。也可能出於安全原因限制該系統之可用性。特別是，該系統之可用性亦尤其取決於車輛使用地國家的現行法律。車輛配備高度自動駕駛功能的系統要求和系統限制及資料處理的進一步資訊，請參照操作說明。

6. 數位增訂產品中的付款功能

- 6.1 顧客能使用付款功能簽訂並支付有關某些數位增訂產品的合約。

- 6.2 當使用付款功能時，相關第三方供應商或其業務合作夥伴即成為顧客的簽約當事人(下稱「賣方」)。供應商僅負責協調簽約，本身並不是簽約當事人。就該合約而言，應適用該賣方的相關一般條件與條款。
- 6.3 在支付價格之情況下，供應商應擔任技術服務供應商，僅提供付款的技術平台；出於此目的，供應商可使用其他的服務供應商。只有各賣方委託的付款服務供應商(例如，付款服務供應商或收單機構)(以下簡稱「付款處理方」)能執行付款授權、存取顧客的付款帳戶，以及將價格從顧客的付款帳戶移轉給賣方。於付款交易過程的任何期間，供應商都不會持有將要移轉的資金。
- 6.4 合約將適用各賣方列出的價格。簽約後，相關的使用闡道(若適用)將顯示應付的價格。該價格於簽約後立即到期應付。若相關使用闡道與賣方資訊所顯示之價格有任何不一致時，顧客應立即通知供應商(例如，using the communication channel acc. to Clause 17)。
- 6.5 只有在提供完整且必要之款項和顧客資料，並且使用者帳戶發布有效的付款方式後，才可使用付款功能。
- 6.6 使用付款功能時，考量顧客設定的最高金額，某些賣方會要求交易必須先獲得付款處理方之授權。若交易未經付款處理方事先授權，則賣方保留拒絕該交易的權利。
- 6.7 收到顧客透過付款功能發出的付款確認後，供應商將把支付價格所需的資訊轉寄給一個或多個付款處理方及/或賣方。為了將所需資訊傳送給一個或多個付款處理方或賣方，供應商亦可以使用其他的服務供應商。僅可由付款處理方透過使用者帳戶發布之付款方式扣除購買價格，接著轉入賣方的帳戶。已支付給賣方之價格將顯示在相應的使用者帳戶中，此外，將通知賣方已支付該款項。對於已支付之價格，顧客將透過使用者帳戶設置的通知的選項收到相關的賣方收據。
- 6.8 付款處理方將確認相同服務之任何多筆款項，並且將啟用自動撤銷。該撤銷將透過顧客已在使用者帳戶發布的付款方式處理。
- 6.9 因合約所產生或相關之任何索賠，由賣方全權負責。供應商不會成為合約之簽約當事人，因此，無義務提供擔保或接受合約中的其他任何責任。

7. 費用與成本

- 7.1 本使用條款不須支付任何費用。須付費之數位增訂產品適用於包含數位增訂產品的車輛訂單或 Mercedes-Benz 商店中顯示的費用。付費為主服務應適用 Mercedes-Benz 商店所列之費用。
在某些情況下也需要選配設備以使用車內服務，且可能導致車輛價格提高。關於所需特殊設備的細節資訊，請參閱服務說明。
應用程式和轉換裝置應用程式是免費提供給顧客的。顧客根據其與參與之合作夥伴之間協議的條款與條件獲得該轉換裝置。
- 7.2 一般由供應商負擔車輛與後端之間行動資料連結的任何費用。
如果顧客透過應用程式和轉換裝置應用程式來使用本服務，則不適用前段規定。在此情況下，顧客應負擔車輛與後端之間行動資料連結的任何費用。這些費用是依據顧客所用行動服務業者的之費率；國外可能會收取更高額的費用。
同樣地，第一段不適用於顧客必須另行向行動服務業者購買大量資料的服務。購買資料量的費用取決於各行動服務業者的資費；國外可能會產生更高額的費用。
- 7.3 顧客在車輛外使用其相容終端裝置或其他媒體和電信設備，來存取顧客入口網站或其使用者帳戶所產生的任何行動資料連結費，應由顧客按照其服務供應商收取的費率負擔。
- 7.4 顧客應負擔由第三方供應商提供之使用服務的任何費用。

8. 顧客之義務

8.1 顧客保證其為車輛的所有者，或已獲得車輛所有者允許使用該車輛及車內的數位增訂產品（例如，公司車輛駕駛員）。對於其他產品，顧客保證其為該其他產品的所有者，或已獲得所有者授權使用該產品及其可用的數位增訂產品。

顧客保證其向賓士授權經銷商提供並存儲在顧客帳戶中的個人資料（例如姓名、地址、電子郵件地址或手機號碼、出生日期）以及所有其他提供的資料始終真實完整，並符合所有法律要求和適用的合約條款。顧客承諾在未來任何對合約或使用關係有重大影響的資料發生變更時，立即通知供應商。對於某些車輛，會在車輛連結時自動建立顧客檔案，並以 PIN 碼保護。如果資料不正確，從而無法與顧客進行通信，供應商保留阻止顧客使用數位增訂產品的權利。

請注意：任何支付收費數位增訂產品費用的義務將不受任何阻止措施的影響。

8.2 要通過應用程式接收有關個別數位增訂產品（例如，防盜和碰撞監控、充電）的通知，顧客必須登入相應的應用程式，並啟用通知功能。

8.3 若顧客無權繼續使用車輛時(例如，因為車輛被出售、或他喪失繼續使用公司車或租車的權利)，或若本車輛已損毀，顧客應立即依第5.2條取消該車輛與本服務之連線。對於連結到顧客帳戶的其他產品（例如，Mercedes-Benz Wallbox），同樣適用。

如果顧客未能履行其解除車輛或其他連結產品的義務，並且其他人根據第5.3條成功驗證其身份，或者車輛或其他產品的持有人或所有者報告顧客使用車輛或其他產品的權利終止，供應商將根據第5.3條在不另行通知的情況下解除車輛或其他產品的連結，並通知顧客解除連結。根據第8.8條的顧客責任不受影響。

8.4 顧客保證通報參與之合作夥伴並登入顧客使用者帳戶的個人資料，特別是姓名、地址(例如，姓名、地址、電子郵件地址、行動電話號碼、出生日期)均屬正確。若這些資料有任何變動，顧客應立即通知供應商。相同規定亦適用於自願發布的所有其他資料。對於某些車輛，當車輛連線時，會自動建立受密碼保護的顧客個人資料。

若因資料不正確而無法通知顧客時，供應商保留封鎖本服務的權利。

注意：取消連線並不影響對付費為主服務的任何費用付款義務。

8.5 要通過應用程式接收有關個別數位增訂產品（例如，防盜和碰撞監控、充電）的通知，顧客必須登入相應的應用程式。

8.6 若顧客發現任何違反使用條款使用數位增訂產品的情況，或任何未經授權的第三方干擾數位增訂產品所用的手機網絡，顧客有義務通過其顧客帳戶或第 9 條或第 17.2 條所述的聯絡渠道立即通知供應商。

8.7 提供給數位增訂產品使用的軟體應用程序不得被修改、編輯、反編譯（包括逆向工程）、存儲或以其他方式複製。

8.8 顧客只有在遵守所有法律要求，且非追求任何違反本使用條款或相關法律之任何目的下，才有權使用本服務。

8.9 若顧客確認本服務之使用違反本使用條款，或未經授權之第三方在為本服務提供的行動網路上進行未經許可的活動，則顧客必須立即透過其使用者帳戶通知供應商或使用第 14.2 條所述方法之一聯絡 CAC。

8.10 用於使用數位增訂產品的軟體應用程式不得被修改、編輯、反編譯（包括逆向工程方式）、儲存或以其他方式複製。

8.11 若顧客將車輛提供給其他車輛使用者使用，則顧客有義務：(i)在開車之前，通知其他車輛使用者數位增訂產品及相關之資訊收集和處理，並且取得其同意(若需要)和指出有可能會停用個別之服務，以及(ii)登出其已連線的第三方供應商帳戶或停用本服務，例如，以避免其他車輛使用者可能濫用。在開車之前，顧客必須檢查是否已啟用他們需要的數位增訂產品和功能。

9. 關於數位增訂服務構成《歐盟數位服務法》的服務條款（刪除/隱藏內容和顧客訪問、隱藏顧客、其他措施、終止合約）
- 9.1 供應商可以提供個別數位增訂產品和功能，作為中介服務，這些服務受《歐盟數位服務法》（DSA）條款的約束。例如，這適用於由顧客或第三方提供的資料儲存和/或代表其發布的數位增訂產品和功能。在這種情況下，以下條款適用。
- 9.2 如果有跡象表明濫用相應的數位增訂產品或功能或違反這些使用條款的情況，供應商保留阻止顧客或採取其他適當措施的權利。特別是，如果顧客使用數位增訂產品和功能或其中提供的資料超出了預期用途，將其用於非法目的或侵犯供應商或第三方權利的目的，或未遵守供應商提供的其他指南，則該使用將被視為不當使用。
- 9.3 顧客只能傳輸其自行建立或其擁有所有權利的內容。
- 9.4 這些數位增訂產品和功能不得用於傳播符合以下標準的訊息：種族主義、仇恨口號；提供虛假或其他不正確的訊息；侮辱、虐待、騷擾、仇恨、淫穢、威脅或其他冒犯性的訊息；政治討論和運動；鼓勵和煽動犯罪和違法行為；促銷呼籲；競爭對手的訊息，特別是其他汽車製造商的訊息；違反法律要求或未充分遵守或實施適用要求的訊息（例如，標籤或透明度義務）；提供違反法律要求或未充分遵守或實施適用要求的訊息（例如，標籤或透明度義務）；提供訊息構成刑事犯罪或輕罪。
- 9.5 供應商應提供手段，使顧客和其他人或實體能夠報告在受《歐盟數位服務法》約束的數位增訂產品或相應功能中存在的個別資料，該資料被顧客或相關人或實體視為非法內容。通知可發送至 DSA@mercedes-benz.com。如果通知包含報告顧客、個人或組織的電子聯絡方式，將會發送回執確認。在這種情況下，供應商應立即通知相關人或實體或顧客有關報告訊息的相關決定，並指明針對該決定的可能法律補救措施。
- 9.6 如果提供的資料違反本第 9 條的適用條款且供應商得知此情況（例如，通過顧客或其他第三方的報告），供應商保留立即阻止或刪除此類內容並採取所有其他必要措施的權利。根據違規的嚴重性、頻率和數量，必要或適當的措施可能會累加，包括但不限於：
- 暫時或永久刪除相應內容。
 - 暫時阻止相應顧客的數位增訂產品或功能，並使相關內容無效；根據違規的嚴重性、頻率和數量，阻止期限為 1 個月，但也可能為更長的幾個月。
 - 在特別嚴重的違規情況下，永久阻止相應顧客的數位增訂產品或功能，如果在考慮雙方利益後，供應商認為繼續提供服務是不合理的。
 - 暫時阻止顧客帳戶或顧客訪問根據這些使用條款提供的所有數位增訂產品，並使相關內容無效；根據違規的類型、嚴重性、頻率和數量，阻止期限為 1 個月，但也可能為更長的幾個月。
 - 在特別嚴重的違規情況下，永久阻止相應顧客訪問根據這些使用條款提供的所有數位增訂產品，如果在權衡雙方利益後，供應商認為繼續提供服務是不合理的，包括將訪問數據（特別是提供的電子郵件地址和其他主數據）列入黑名單，從而無法建立新的使用者或內容訪問。
- 9.7 根據第 9.6 條採取的措施並不影響收費的數位增訂產品的付費義務。
- 9.8 在第 9.6(v)條的情況下，供應商有權就這些使用條款進行特殊終止，從而終止顧客對其中包含的數位增訂產品的訪問。第 10 條中的終止規定，包括雙方根據 BGB 第 314 條的特殊終止權，仍然不受影響。
- 9.9 在法律要求的情況下，供應商將通知顧客決定，並給予其機會進行評論。在進一步評論後，供應商將再次審查決定並對如何處理相關內容做出最終決定。根據具體情況，將採取第 9.6 條所述的調解措施。顧客將收到有關調解決定的通知/電子郵件，包括理由說明。
- 9.10 對調解決定（包括根據第 9.9 條作出的決定）的投訴或詢問，可在調解決定後至少六個月內提交至 DSA@mercedes-benz.com。顧客或其他人或機構被通知調解決定之日，視為提交投訴的期限的開

始。必須說明所指的決定（例如，通過指明日期、主題和/或檔案編號），以及異議的性質或需要詳細說明的內容。供應商將確認收到投訴並立即處理。供應商將立即通報有理由的決定，並指出法院外解決爭端和其他可用的法律補救措施的可能性。

10. 期限與終止

10.1 使用條款並無期間限制。數位增訂產品的期限根據相應的服務說明、顧客與付費為主服務的銷售商之間的協議。按期限訂閱的數位增訂產品在期限結束時終止並停用。

10.2 供應商得隨時於 30 日前通知終止本使用條款，但最早不得早於最後一項付費為主服務的到期日。付費為主服務應於發布之使用限期屆滿時終止。供應商可以在合理的通知期限內隨時終止免費服務。供應商將發出書面形式的終止通知(包括以電子郵件、SMS 和 Mercedes-Benz 信箱內的訊息)。顧客得不經通知隨時終止本使用條款。顧客得點選使用者帳戶中的本使用條款、刪除使用者帳戶或向 CAC 寄送書面形式(含電子郵件)的方式發出終止通知。若顧客取消 Mercedes Me ID，也會導致終止這些使用條款。

注意：對付費為主服務費用付款的任何義務，不受顧客取消使用條款或個別服務的影響。

注意：依第 4.9 條刪除應用程式或轉換裝置應用程式，以及依第 4.10 條停用本服務，並不構成終止。必須透過顧客的使用者帳戶或以書面形式(含電子郵件)向 CAC 發出終止通知。

10.3 若透過應用程式或轉換裝置使用本服務之顧客，將住所設在無法使用該應用程式、轉換裝置應用程式和轉換裝置的國家，則顧客即不得繼續透過該應用程式、轉換裝置應用程式或轉換裝置使用本服務。

注意：變更住所並不影響對付費為主服務的任何費用付款義務。

10.4 因故取消使用條款將不受影響。供應商終止的重要原因尤其包括違反這些使用條款和濫用服務。供應商應出於正當理由發出書面形式(含電子郵件、SMS 和 Mercedes-Benz 信箱的訊息)的終止通知，而顧客應透過使用者帳戶或書面形式(含電子郵件)向 CAC 發出終止通知。

注意：對付費為主服務費用付款的任何義務，將不受供應商出於正當理由終止本使用條款的影響。

10.5 若終止本使用條款或個別服務，將會停用受影響車輛的相關服務。即使在終止本使用條款後，顧客的使用者帳戶將繼續存在直到被刪除為止。

10.6 供應商得將本合約產生的所有權利與義務轉讓給位於目標國家之第三方或當地的 Mercedes-Benz Group AG 集團公司(下稱「合約轉讓」)。供應商應提前一個月以書面形式(含電子郵件、SMS 和 Mercedes-Benz 信箱內的訊息)通知顧客合約轉讓。在此情況下，在宣布合約轉讓後，顧客有權於此一個月期間內終止合約，立即生效。顧客透過其使用者帳戶或以書面形式(含電子郵件)向 CAC 發出終止通知。

11. 其他使用者與共同使用者之授權

11.1 為了讓其他人存取本服務，顧客得授權此等其他人為其使用者帳戶的共同使用者(下稱「共同使用者」)。為了以共同使用者身份使用本服務，此等其他人還必須擁有一個使用者帳戶，並且線上確認已取得顧客之授權。

為了以共同使用者身份透過應用程式或轉換裝置應用程式使用本服務，此等人還必須購買並於相容的終端裝置上安裝應用程式或轉換裝置應用程式。

11.2 共同使用者得利用與顧客相同的方式檢視、操作和使用某些服務(例如查詢車輛狀態與設定輔助加熱程式)。但是，顧客仍保留對本服務之購買與終止及其啟用與停用，以及與車輛的連結和取消連結。

當設定功能的程式時，將汽車最新收到的指令都會是適當的指令，無論該指令是來自於顧客或共同使用者。但是，共同使用者無法啟用或停用本服務。共同使用者可用之服務範圍可能有所不同。

11.3 顧客可以隨時透過其使用者帳戶撤銷共同使用者的權限。

12. 賠償責任

12.1 若依據相關法律供應商應負因輕微疏忽而引起之損失的賠償責任，則該供應商的賠償責任應適用以下的限制：只有已違反使用本服務所產生之固有實質義務時，賠償責任才會成立，特別是根據使用條款之精神與目的賦予供應商之義務，或履行義務是本服務適當且正確履行的先決條件，且顧客習慣仰賴並且應該能夠依賴遵守此類義務時。此賠償責任應限於使用條款生效當時可預見之典型損害。

12.2 排除供應商對簽約當時已存在之瑕疵的嚴格賠償責任 (§ 536 a para. 1 BGB)。第 12 條的進一步規定不受本規定的影響。

12.3 無論是否有錯誤，如果供應商已保證或接受採購風險，或依據德國產品責任法案或其他相關之產品責任規定，將不影響供應商的賠償責任。

12.4 若為供應商輕微疏忽所造成的損害，將排除供應商法定代表人、代理商和員工的個人賠償責任。

12.5 前述賠償責任之限制及前述賠償責任之排除，不適用於供應商、其法定代表人或代理商出於重大過失或故意違反義務，或死亡或人身傷害所造成的損害。

12.6 如果顧客符合德國民法第 13 條所規定的消費者定義，且合約的主題也包括提供數位內容或數位服務，並且車輛也可以在沒有這些數位產品的情況下履行其功能，則對於這些數位內容或數位服務，適用德國民法典第 327 條及其後續條款的規定。

13. 資料保護與資料安全性

13.1 供應商重視對本服務使用者個人資料之保護，並且在處理個人資料時，充分考量對使用者隱私權的保護。

13.2 關於資料處理、資料保護與資料安全性的進一步細節，可見於 Digital Extras 和智能控制服務的資料保護聲明。

13.3 商業顧客(參見第**錯誤! 找不到參照來源。**條)與供應商之間的關係，應適用合約資料處理協議的規定(除 Van Uptime 數位增訂產品外)。若顧客為企業家並透過從事其商業或獨立商業活動來使用數位增訂產品，同時將車輛提供給其他的車輛使用者使用時，該企業家應該知道他得透過本服務存取相關車輛使用者的個人資料。在此情況下，對於相關車輛使用者之個人資料處理，此企業家即為資料控管者。作為資料控管者，顧客或企業家有義務保護相關車輛使用者的合法權利(特別是參見第 8.12 條)。

14. 最終規定

14.1 如果顧客為法人實體，因顧客與供應商之間的合約關係而引起的所有爭議的唯一管轄法院是德國 Stuttgart。如果顧客在德國沒有一般管轄地，在合約簽訂後將他/她的住所或通常居住地移到德國境外，或者他/她的住所或通常居住地未知，則適用同一管轄法院。

14.2 **除顧客住所所在國家法律之消費者保護法強制規定以顧客利益為優先外**，顧客與供應商之間的現存關係，應以德意志聯邦共和國法律為準據法，並據此為解釋，而不適用聯合國國際貨物銷售合約公約。例如，這可能會導致供應商之賠償責任超出第 12 條規定之賠償責任範圍。

14.3 若前述一項或多項規定歸於無效，將不致於因此影響其他規定的效力。

14.4 網上爭議解決資訊

歐盟委員會建立了一個線上解決爭端的網路平台(所謂的“ODR 平台”)。ODR 平台作為一個聯繫點，用於通過司法外解決與網上採購合約產生的合約義務有關的爭議。您可以通過以下連結訪問 ODR 平台：<http://ec.europa.eu/consumers/odr>

15. 根據德國消費者爭議解決法 (VSBG) 第 36 條發出的通知

提供商無義務，亦不會參與 VSBG 所指的消費者仲裁機構的爭議解決程序。

16. 供應商的身份；聯絡細節資訊

16.1 數位增訂產品由台灣賓士股份有限公司(10596 台灣台北市松山區民生東路三段 129 號 13 樓)所提供

16.2 聯絡資訊：

台灣賓士股份有限公司顧客關懷中心(CCC)

電子郵件：esm_crm@mercedes-benz.com

電話號碼：0800036524

某些服務和 Digital Extras 與智能控制功能之資料服務，係根據第三方供應商的技術應用程式與資料。第三方供應商之(授權)條款可見於：

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

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

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

https://maps.google.com/help/terms_maps.html

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

| Index | Overview of Digital Extras from Mercedes-Benz ¹⁾ 24-16 | Terms ¹⁾ | Required optional extras and/or apps ²⁾ | Availability in the following model series from production date | National restrictions ^{3) 4)} and other notes |
|--|---|---------------------|--|---|--|
| FURTHER INFORMATION Release 24-16 | | | | | |
| 1) | Maintenance 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 Convertible (03/2015 to 12/2017), G-Class (09/2017 to 04/2018), GLA Coupe (09/2015 to 12/2017), GLC (09/2015 to 12/2017), GLC Coupe (09/2016 to 12/2017), GLE (09/2015 to 12/2017), GLE Coupe (07/2015 to 12/2017), GLS (12/2015 to 12/2017), S-Class (09/2014 to 12/2017), S-Class Coupe (09/2014 to 12/2017), S-Class Convertible (03/2016 to 12/2017), SL Roadster (03/2016 to 12/2017), SLC Roadster (03/2016 to 12/2017), V-Class (09/2016 to 04/2019), X-Class (11/2017 to 08/2019).</p> <p>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),</p> | |

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| | | | | V-Class (05/2019), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (09/2019) | |
| 2) | Telediagnosics | | | A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), Citan (06/2022), CLS Shooting Brake (09/2014), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), eCitan (05/2023), EQA (01/2021), EQB, EQC (06/2019), EQE (12/2021), EQT (05/2023), EQV (06/2020), EQS (06/2021), GLA (09/2015), GLB, GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), Vito (05/2019), eVito (03/2019), T-Class (06/2022), | |
| 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) | |

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| 4) | Accident Recovery | | <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 (09/2014 to 12/2017), C-Class Wagon (09/2014 to 12/2017), CLA Coupe (11/2014 to 12/2017), CLA Shooting Brake (03/2015 to 12/2017), CLS Coupe (09/2014 to 12/2017), CLS Shooting Brake (09/2014 to 07/2018), E-Class Sedan (03/2015 to 12/2017), E-Class Wagon (03/2015 to 12/2017), E-Class Coupe (03/2015 to 12/2017), E-Class Convertible (03/2015 to 12/2017), G-Class (09/2016 to 04/2018), GLA Coupe (09/2015 to 12/2017), GLC (09/2015 to 12/2017), GLC Coupe (09/2016 to 12/2017), GLE Coupe (07/2015 to 12/2017), GLE (09/2015 to 12/2017), GLS (12/2015 to 12/2017), S-Class Coupe (09/2014 to 12/2017), S-Class (09/2014 to 12/2017), S-Class Convertible (03/2016 to 12/2017), SL Roadster (03/2016 to 12/2017), SLC Roadster (03/2016 to 12/2017), V-Class (09/2016-04/2019), X-Class (05/2018 - 08/2019)</p> | |
| 5) | Breakdown 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 (09/2014 to 12/2017), C-Class Wagon (09/2014 to 12/2017), CLA Coupe (11/2014 to 12/2017), CLA Shooting Brake (03/2015 to 12/2017), CLS Coupe (09/2014 to 12/2017), CLS Shooting Brake (09/2014 to 07/2018), E-Class Sedan (03/2015 to 12/2017), E-Class Wagon (03/2015 to 12/2017), E-Class Coupe (03/2015 to 12/2017), E-Class Convertible (03/2015 to 12/2017), G-Class (09/2016 to 04/2018), GLA Coupe (09/2015 to 12/2017), GLC (09/2015 to 12/2017), GLC Coupe (09/2016 to 12/2017), GLE Coupe (07/2015 to 12/2017),</p> | |

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|----|---|--|---|--|--|
| | | | | GLE (09/2015 to 12/2017), GLS (12/2015 to 12/2017), S-Class Coupe (09/2014 to 12/2017), S-Class (09/2014 to 12/2017), S-Class Convertible (03/2016 to 12/2017), SL Roadster (03/2016 to 12/2017), SLC Roadster (03/2016 to 12/2017), V-Class (09/2016-04/2019), X-Class (05/2018-08/2019). | |
| 6) | Remote vehicle diagnostics | | | A-Class (09/2015), B-Class (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), E-Class (03/2015), EQC (05/2019) EQV (06/2020), EQA, EQB, EQE (12/2021), EQS GLA (09/2015), GLB (07/2019), GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan/Coupe (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), Vito (05/2019), eVito (09/2020) | |
| 7) | Vehicle Status/Remote Status | 3 years from term renewal via the Store in the Mercedes-Benz App | | All model series since 09/2014 with Mercedes me connect | |
| 8) | Auxiliary Heating | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | Stationary heater or hot-water auxiliary heater | A-Class (10/2015), A-Class (05/2018), AMG ONE (06/2021) B-Class (10/2015) C-Class Sedan/Wagon (09/2014), C-Class Convertible (06/2016), C-Class Coupe (01/2016), CLA Coupe (10/2015), CLA Shooting Brake (10/2015), G-Class (09/2017), GLA (10/2015), GLB (07/2019), GLC (09/2015), GLC Coupe (09/2016), GLE (12/2015), GLE Coupe (12/2015), GLS (03/2016), E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), S-Class (09/2014), S-Class Coupe (09/2014), Mercedes-Maybach S-Class (02/2015), Sprinter (06/2018), V-Class (09/2016), Vito (05/2019). | Available in: Abu Dhabi, Dubai, Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, India, Italy, Liechtenstein, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Thailand, South Africa, Australia, Canada, Japan, Korea, Mexico, Malaysia, New Zealand, Singapore, Taiwan, USA |
| 9) | Charging Settings & Pre-Entry Climate Control | 3 years from activation | COMAND Online, Audio 20 | Available for EV and plug-in hybrid vehicles of the S-Class (until | |

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| | | Term renewal via the Store in the Mercedes-Benz App | | 05/2021), E-Class (until 05/2020), C-Class (until 05/2021), B-Class EV (until 08/2017), | |
| 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) eCitan (05/2023), EQT (05/2023), eSprinter (12/2023), EQV (05/2020), eVito (04/2024) | 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 the Store in the Mercedes-Benz App | 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 the Store in the Mercedes-Benz App | 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, V-Class (04/2024), EQV (04/2024) S-Class Sedan, From 09/2019: G-Class All model series with Mercedes me connect from 09/2020 | Available in: Belgium, Bulgaria, China, Denmark, Germany, Estonia, Finland, France, Greece, United Kingdom, Italy, Ireland, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Spain, South Korea, Taiwan, Czech Republic, Hong Kong, Macao, Hungary, Cyprus and Turkey This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 13) | Remote Window Control | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | 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, | Available in: Belgium, Bulgaria, China, Denmark, Germany, Estonia, Finland, France, Greece, United Kingdom, Italy, Ireland, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, |

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| | | | | GLB (07/2019), GLC, GLC Coupe, GLE, GLS, S-Class Sedan (09/2014), Vito (04/2024), eVito (04/2024), V-Class (04/2024), EQV (04/2024) From 09/2019: G-Class All model series with Mercedes me connect from 09/2020 | Spain, South Korea, Taiwan, Czech Republic, Hong Kong, Macao, Hungary, Cyprus and Turkey This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 14) | Personalization | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | 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), eSprinter (12/2023), T-Class (04/2022), V-Class (03/2020), Vito (04/2024), eVito (04/2024), 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 the Store in the Mercedes-Benz App | COMAND Online, Audio 20 or MBUX multimedia system | A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021), B-Class Sports Tourer (11/2014), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), GLB, C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLS (09/2014), CLS Shooting Brake (09/2014), Citan (08/2021), EQV (06/2020), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), eCitan (05/2023), EQT (05/2023), EQC (06/2019) | Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, United Kingdom, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, 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, |

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| | | | | 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 Convertible (03/2016), S-Class Coupe (09/2014), Sprinter (06/2018), eSprinter (03/2020), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (11/2017). | Taiwan, Thailand, Turkey, United Kingdom and United States This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 16) | Vehicle Tracker | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | COMAND Online, Audio 20 or MBUX multimedia system | A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021) B-Class Sports Tourer (11/2014), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLS (09/2014), CLS Shooting Brake (09/2014), Citan (08/2021) E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), 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 Convertible (03/2016), S-Class Coupe (09/2014), Sprinter (06/2018), eSprinter (03/2020), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016), Vito (05/2019), eVito (09/2020), T-Class (04/2022), X-Class (11/2017) | Available in: Abu Dhabi (UAE), Australia, 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 This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 17) | Range Display | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | COMAND Online, Audio 20 or MBUX multimedia system and Navigation | Available for EVs and plug-in vehicles (except AMG ONE) | |
| 18) | Trip statistics | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | 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 Convertible (03/2016), C-Class Coupe (06/2016), | |

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| | | | | <p>CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), CLS Shooting Brake (09/2014), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), G-Class (09/2016), GLA (09/2015), GLB, GLC (09/2015), GLC Coupe (09/2016), GLE (09/2015), GLE Coupe (07/2015), GLS (12/2015), S-Class Sedan (09/2014), S-Class Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), V-Class (09/2016) X-Class (11/2017)</p> | |
| 19) | Geofencing | <p>3 years from activation</p> <p>Term renewal via the Store in the Mercedes-Benz App</p> | <p>COMAND Online, Audio 20 or MBUX multimedia system</p> | <p>A-Class (09/2015), A-Class Sedan (05/2018), AMG GT (06/2015), AMG ONE (06/2021), B-Class Sports Tourer (11/2014), C-Class Sedan/Wagon (09/2014), C-Class Convertible (03/2016), C-Class Coupe (06/2016), CLA Coupe (11/2014), CLA Shooting Brake (03/2015), CLS (09/2014), CLS Shooting Brake (09/2014), Citan (08/2021), GLS (12/2015), E-Class Sedan/Wagon (03/2015), E-Class Coupe/Convertible (03/2015), EQC (06/2019), 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 Convertible (03/2016), S-Class Coupe (09/2014), SL Roadster (03/2016), SLC Roadster (03/2016), Sprinter (06/2018), eSprinter (03/2020), V-Class (09/2016), T-Class (04/2022), X-Class (11/2017), Vito (05/2019), eVito (09/2020)</p> | <p>Available in: Abu Dhabi (UAE), Australia, Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Dubai (UAE), Estonia, Finland, France, Germany, United Kingdom, Greece, Hong Kong, Hungary, India, Ireland, Italy, Japan, 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, Turkey, United Kingdom and United States</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, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom</p> |
| 20) | Live Traffic Information | <p>3 years from activation</p> <p>Term renewal via the Store in the Mercedes-Benz App</p> | <p>COMAND Online, Audio 20 or Audio 40 or MBUX multimedia system with Navigation</p> | <p>All model series 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.</p> <p>In Bulgaria, Croatia, Finland, Greece, Ireland, Norway, Slovakia,</p> | |

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| | | | | Slovenia, Romania the following model series are compatible: A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), 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 Convertible (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 the Store in the Mercedes-Benz App | MBUX multimedia system with Navigation | A-Class (12/2022) B-Class (12/2022) GLE (12/2022) EQS SUV (08/22) eSprinter (12/2023) Sprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | Available in Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, United Kingdom. VAN availability: Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 22) | Car-to-X communication | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | 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 Convertible (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 Convertible (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 | MBUX multimedia system with Navigation | A-Class (12/2022) B-Class (12/2022) GLE (12/2022) EQS SUV (08/22) eSprinter (12/2023) | Available in Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, United Kingdom. |

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| | | Term renewal via the Store in the Mercedes-Benz App | | Sprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | VAN availability: Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, 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), Sprinter (06/2018) | 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 VANS: Entertainment Package via Store required | "MBUX multimedia system with Entertainment Package 49U or 22U & (853 or 810 or 811)" VANS: MBUX multimedia system: + Entertainment Package via Store required | 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) eSprinter (12/2023), Sprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | Available in: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, United Kingdom, |

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| 27) | Parking | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | COMAND Online or MBUX multimedia system with Navigation | <p>Vehicle models 1: E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), S-Class (06/2017).</p> <p>Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (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 Convertible (12/2017), E-Class (03/2016), T-Class (04/2022), V-Class (09/2017) X-Class (11/2017) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024)</p> | |
| 28) | Parking POI Overlay for public parking garages | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | | <p>A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), Citan (08/2021), CLS (03/2018), E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), eCitan (05/2023), 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), S-Class Convertible (12/2017), T-Class (04/2022), V-Class (03/2020), Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024)</p> | This information is currently available in selected parking garages and cities in: Abu Dhabi, Belgium, Bulgaria, China, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, United Kingdom, Ireland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Slovakia, Spain, South Africa, Taiwan, Czech Republic, Hungary, Cyprus, USA, Canada and Turkey |
| 29) | Parking POI Overlay on public roads | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | | <p>A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), 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),</p> | This information is currently available in selected parking garages and cities in: Abu Dhabi, Belgium, Bulgaria, China, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, United Kingdom, Ireland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Slovakia, Spain, South Africa, Taiwan, Czech Republic, |

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| | | | | S-Class Convertible (12/2017), T-Class (04/2022), V-Class (03/2020), Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | Hungary, Cyprus, USA, Canada and Turkey |
| 30) | Payment function for parking on public roads and in public parking garages | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | | A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), Citan (08/2021), CLS (03/2018), E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), eCitan (05/2023), EQT (05/2023), EQV (06/2020), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), T-Class (04/2022), V-Class (03/2020), Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | This service is available in Germany, the Netherlands, Belgium, Switzerland, France, Norway, Italy, Finland, Slovenia, Austria, Denmark, Switzerland and Hungary. VAN availability: Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 31) | Online Map Update | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | 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 Convertible (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 Convertible (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 Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Sprinter (06/2018), eSprinter (12/2023), T-Class (04/2022), V-Class (03/2020), | |

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| | | | | 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 the Store in the Mercedes- Benz App | MBUX multimedia system with Navigation VANS: Multimedia system with Navigation and without Navigation | A-Class (12/2022) B-Class (12/2022) GLE (12/2022) EQS SUV (08/22) Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | Available in Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, United Kingdom. VAN availability: Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, 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 the Store in the Mercedes- Benz App | 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 Convertible (09/2017), S-Class (06/2017). Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021); C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E- Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), G-Class (05/2018), S-Class (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Sprinter (06/2018), eSprinter (12/2023), T-Class (04/2022), V- Class (03/2020). | |

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| | | | | <p>Vehicle models 3: S-Class (10/2020)</p> <p>Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024)</p> | |
| 35) | Send2Car (POI download) | 3 years from activation | COMAND Online or MBUX multimedia system with Navigation | All model series with Mercedes me connect, | |
| 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 Convertible (09/2017), S-Class (06/2017).</p> <p>Vehicle models 2: A-Class (05/2018), AMG ONE (06/2021) C-Class all models (06/2018), CLS (03/2018), Citan (08/2021) E-Class (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), G-Class (05/2018), S-Class (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), S-Class Sedan (06/2017), S-Class Maybach (06/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017), Sprinter (06/2018), eSprinter (12/2023), T-Class (04/2022), V-Class (03/2020).</p> <p>Vehicle models 3: S-Class (10/2020) Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024)</p> | The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter. |
| 37) | Dictation | Usable until 2026 | | <p>C-Class (06/2017), E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), S-Class (06/2017), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017)</p> | The services are available in the following destination countries: France, Italy, Portugal, Spain, United Kingdom. Exception Mercedes me Adapter. |

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| 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 Convertible, C-Class Coupe, CLA Coupe (12/2015), CLA Shooting Brake (12/2015), CLS Coupe (12/2015), CLS Shooting Brake (12/2015), E-Class Sedan (03/2016), E-Class Coupe (12/2015), E-Class Convertible (12/2015), EQC (06/2019), G-Class (09/2016), GLA SUV (09/2015), GLC and GLC Coupe (12/2016), GLS SUV (12/2015), GLE Coupe (12/2015), GLE SUV (12/2015), SL Roadster (03/2016), SLK Roadster (03/2016), V-Class (09/2016) X-Class (11/2017) | Voice control of these services is available exclusively with the special equipment COMAND Online in 6 languages (German, English, French, Italian, Dutch, Spanish) in 21 European destination countries. Voice control of Local Search, Weather and Internet Radio services is not available in the Czech Republic, Denmark, Hungary, Norway, Poland, Portugal, Slovakia and Sweden. |
| 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 Convertible and C-Class Coupe (12/2016), CLA Coupe (12/2015), CLA Shooting Brake (12/2015), CLS Coupe (12/2015), CLS Shooting Brake (12/2015), E-Class Sedan (03/2016), E-Class Coupe (12/2015), E-Class Convertible (12/2015), G-Class (09/2016), GLA SUV (09/2015), GLC and GLC Coupe (12/2016), GLE Coupe (12/2015), GLE SUV (12/2015), GLS SUV (12/2015), SLK Roadster (03/2016), SL Roadster (03/2016), V-Class (09/2016) X-Class (11/2017) | Voice control of these services is available exclusively with the special equipment COMAND Online in 6 languages (German, English, French, Italian, Dutch, Spanish) in 21 European destination countries. Voice control of Local Search, Weather and Internet Radio services is not available in the Czech Republic, Denmark, Hungary, Norway, Poland, Portugal, Slovakia and Sweden. |
| 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 Convertible and C-Class Coupe (12/2016), CLS Coupe (12/2015), CLS Shooting Brake (12/2015), CLA Coupe (12/2015), CLA Shooting Brake (12/2015), | 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, |

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| | | | | E-Class Sedan (03/2016), E-Class Coupe (12/2015), E-Class Convertible (12/2015), G-Class (09/2016), GLA SUV (09/2015), GLC and GLC Coupe (12/2016), GLS SUV (12/2015), GLE Coupe (12/2015), GLE SUV (12/2015), SLK Roadster (03/2016), SL Roadster (03/2016), V-Class (09/2016), X-Class (11/2017). | Hungary, Norway, Poland, Portugal, Slovakia and Sweden. |
| 42) | Satellite images | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | A navigation system and GPS reception in the vehicle are required for use. Mercedes-Benz Navigation (365) | CLA-Class (06/ 23), CLA-Class Shooting Brake (06/23), GLE-Class SUV (12/22), GLE-Class Coupe (06/ 23), GLS-Class SUV (06/23), A-Class Compact Sedan (12/22), A-Class Sedan (12/22), A-Class Sedan long version (12/22), AMG GT (11/23), C-Class Sedan (03/21) C-Class Sedan long version (06/21), E-Class Sedan (06/23), E-Class Sedan long version (11/23), E-Class Wagon (10/23), S-Class Sedan (10/20), S-Class Sedan long version (10/20), S-Class Maybach (03/21), SL Roadster (03/22), C-Class Coupe (09/23), C-Class Convertible (03/24), EQB-Class (12/23), EQA-Class SUV (12/23), B-Class Sports Tourer (12/22), GLB-Class SUV (06/23), GLA-Class Coupe (06/ 23), GLC-Class long version (03/23), GLC-Class Coupe (05/23), GLC-Class (08/22, EQE SUV (12/22), EQE Sedan (03/22), EQS SUV (08/22), EQS Sedan Maybach (11/23), EQS Sedan (07/21), EQG-Class (04/24), G-Class (06/24) Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | Available in: Abu Dhabi, Dubai, Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Croatia, Hungary, Ireland, Italy, Liechtenstein, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, South Africa, Kuwait, Morocco, Qatar, Saudi Arabia USA, Canada, Australia, New Zealand, Japan, Mexico, Italy, |
| 43) | 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. |

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| 44) | Remote Parking Assist | <p>For vehicles up to year of manufacture 11/2019: 3 years from activation</p> <p>For vehicles from year of manufacture 12/2019: 1 year from activation</p> <p>For vehicles from year of manufacture 09/2020: 3 years from activation</p> <p>Term renewal via the Store in the Mercedes-Benz App</p> | <p>For vehicles up to year of manufacture 08/2020: COMAND Online, Audio 20 and Parking Package with 360° camera, KEYLESS-GO and pre-installation for Remote Parking Assist or Remote Parking Package</p> <p>For vehicles from year of manufacture 09/2020: Parking Package with Remote Parking functions</p> | <p>E-Class Sedan (03/2016 - 06/2020), E-Class Wagon (09/2016 - 06/2020), S-Class Sedan (09/2017 - 08/2020), S-Class Sedan/Maybach (09/2020), EQS (06/2021), EQE (06/2022)</p> | <p>Necessary: Remote Parking App (free for iOS and Android).</p> <p>This service is available in the following countries: Abu Dhabi, Australia, Austria, Belgium, China, Czech Republic, Denmark, Dubai, Finland, France, Germany, Hungary, India, Ireland, Italy, Japan, Luxembourg, Malaysia, Mexico, New Zealand, Netherlands, Norway, Poland, Portugal, Slovakia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom</p> |
| 45) | Theft Notification and Parking Damage Detection ²⁷⁾ | <p>3 years from activation</p> <p>Term renewal via the Store in the Mercedes-Benz App</p> | GUARD 360° Vehicle Protection (P54) | <p>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</p> | Not available in Japan |
| 46) | | | Guard 360° Vehicle Protection Plus (P82) | <p>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</p> | Not available in Japan |
| 47) | Theft Notification and Parking Damage Detection incl. 360° camera images | <p>3 years from activation</p> <p>Term renewal via the Store in the Mercedes-Benz App</p> | GUARD 360° Vehicle Protection Plus (P82), as well as Parking Package with 360° camera (P47) | <p>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</p> | <p>Factory setting for image recording "off" - initial activation on the multimedia display required</p> <p>Not available in Japan, China, Hong Kong & Macao.</p> |

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| 48) | 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), EQV (06/2020), 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. |
| 49) | Online Music with tethering | 3 years from activation VANS: Entertainment Package via Store required | 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) eSprinter (12/2023), | This service was only installed until May 2020. The term therefore ends at the end of May 2023 at the latest. |
| 50) | Online Music with Comfort data volume from third party | 1 year from activation VANS: VANS: Entertainment Package available via Mercedes me Store | "MBUX multimedia system with Entertainment Package 49U or 22U & (853 or 810 or 811)" VANS: MBUX multimedia system: | 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), eSprinter (12/2023), Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | Available in: Belgium, Bulgaria, China, 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, |
| 51) | 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, |

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| | | | | | Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Cyprus, Spain, Sweden, Switzerland, United Kingdom |
| 52) | 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 Convertible (12/2017), G-Class (05/2018), GLC, GLC Coupe (06/2018), S-Class Sedan (12/2017), S-Class Maybach (12/2017), S-Class Coupe (12/2017), S-Class Convertible (12/2017). | This service is available in: Austria, Belgium, Czech Republic, Denmark, France, Germany, Hungary, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom. |
| 53) | In-Car Office | 3 years from activation with PBG and MBUX or can be purchased via the Mercedes me Store. Term renewal via the Store in the Mercedes-Benz App VANS: only available via the Mercedes me Store | MBUX multimedia system and 10.25-inch media display (or larger) and Vehicle Setup service | A-Class Compact Sedan (03/2018), A-Class Sedan (08/2018), AMG GT (07/2020), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), CLA Shooting Brake (06/2019), CLS (06/2020), E-Class Coupe and Convertible (08/2020), EQC (05/2019), EQV (06/2020), E-Class Sedan (07/2020), EQA (07/2020), EQB (09/2020), GLA (02/2020), GLB (07/2019), GLC (06/2019), GLC Coupe (06/2019), GLE (10/2018), GLE Coupe (08/2019), GLS (07/2019), GLS Maybach (01/2020), S-Class Sedan/Maybach (09/2020), Sprinter (06/2018), eSprinter (12/2023), V-Class (03/2020), EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | This service is available in the following countries: France, Italy, Portugal, Spain, United Kingdom. This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, 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 |
| 54) | Interface to Third-Party Providers | | COMAND Online, Audio 20 or MBUX multimedia system | Available for all vehicles since production start 2015 | 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. |

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| 55) | Links to Content Providers | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | | 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), eSprinter (12/2023) with NTG7, T-Class (04/2022), V-Class (03/2020), EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021), Citan (08/2021) | 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. |
| 56) | Online Voice Control System | 3 years from activation | COMAND Online or Audio 20 with large display | S-Class Sedan, AMG, AMG GT, AMG GT Roadster, B-Class, C-Class, CLA Coupe and Shooting Brake, CLS, E-Class Sedan, Wagon, Coupe and Convertible, GLA Coupe, GLC SUV and Coupe, GLE SUV and Coupe, GLS, S-Class, SL-Class | Available in Belgium, China, Denmark, Germany, Finland, France, United Kingdom, Ireland, Italy, Canada, Liechtenstein, Luxembourg, Mexico, Netherlands, Norway, Austria, Poland, Portugal, Russia, Sweden, Switzerland, Slovakia, Spain, South Africa, Czech Republic, Hungary, USA and Turkey 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), Language availability and range of functions are market-dependent. |
| 57) | Global Search | 3 years from activation Term renewal via the Store in the Mercedes-Benz MB Vans App: Unlimited term | MBUX multimedia system with pre-installation for Navigation or media display | A-Class Compact Sedan (07/2018), A-Class Sedan (08/2018), AMG ONE (06/2021) B-Class (11/2018), CLA (02/2019), Citan (08/2021), eCitan (05/2023), EQC (06/2019), EQT (05/2023), EQV (06/2020), GLE (09/2018), Sprinter (06/2018), eSprinter (12/2023), T-Class (04/2022), V-Class (03/2020). EQS (06/2021), C-Class Sedan and C-Class Wagon (06/2021) Sprinter (04/2024) eSprinter (04/2024) | Available in Germany, Belgium, France, United Kingdom, Ireland, Italy, Malta, Netherlands, Austria, Poland, Portugal, Sweden, Switzerland, Czech Republic, Spain, Italy, 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 and Turkey The following languages are available, but are dependent on the particular market: German, |

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| | | | | Vito (03/2024) eVito (03/2024) V-Class (03/2024) EQV (03/2024) | 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. |
| 58) | Digital key handover (Car Sharing) | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | Pre-installation for Car Sharing / Car Sharing App (iOS and Android) | A-Class Compact Sedan (07/2018), A-Class Sedan (08/2018), B-Class (11/2018), C-Class all models (06/2020), CLS (06/2020), GLC and GLC Coupe (06/2020), GLB (06/2020), GLE (06/2020) CLA (02/2019), GLB, GLE (09/2018), GLS, E-Class (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), E-Class Convertible (06/2020), EQC (06/2020), EQS (06/2021), EQA, EQB, EQE S-Class (06/2021) G-Class (06/2020), SL-Class (Roadster) AMG, X290 AMG. | Abu Dhabi (UAE), Australia, 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. |
| 59) | Valet Protect | 3 years from activation Term renewal via the Store in the Mercedes-Benz App | COMAND Online, Audio 20 or MBUX multimedia system | A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class (06/2018), Citan (08/2021) E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (06/2020), G-Class (05/2018), GLE (06/2019), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017) T-Class (04/2022), V-Class (05/2019), Vito (05/2019), eVito (03/2019), eSprinter (12/2023), Sprinter (04/2024), X-Class (09/2019) | Available in: Abu Dhabi (UAE), Australia, Belgium, Bulgaria, China, Germany, Denmark, Dubai (UAE), Estonia, Finland, France, United Kingdom, Greece, Hong Kong, Hungary, India, Ireland, Italy, Canada, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau (China), Malta, Malaysia, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Russia, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South Africa, Taiwan, Thailand, Czech Republic, Hungary, United States, Cyprus and Turkey This service is available for VAN vehicles in the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, |

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| | | | | | Slovenia, Spain, Sweden, Switzerland, United Kingdom |
| 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, eVito Panel Van M8E (03/2022), eVito (04/2024), EQS SUV, EQE SUV, EQV, eSprinter (12/2023) | 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 <i>(The "Local Search" service must be active to search for charging stations)</i> | | 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 Likale 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 <i>(The "Local Search" service must be active to search for charging stations)</i> | | MBUX multimedia system with pre-installation for Navigation, Remote & Navigation Services (13U, EW5) | EQC, EQV, EQA, EQB, EQS, eCitan (05/2023), EQT (05/2023), eSprinter (12/2023) Plug-in hybrids of the following model series: A-Class (02/2020), B-Class (07/2020), CLA Sedan (06/2020) and CLA Shooting | Mercedes me Charge is available in the following countries: Germany, Belgium, Estonia, Latvia, Lithuania, Luxembourg, Liechtenstein, Netherlands, Denmark, Austria, Poland, France, Portugal, |

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| | | | | <p>Brake (06/2020), GLA (08/2020), GLC and GLC Coupe (09/2019), C-Class (09/2021); E-Class (06/2020), GLE (11/2019) GLE Coupe (07/2020) S-Class (07/2021), EQE (04/2022); EQS SUV (08/2022), EQE SUV (04/2023),</p> | <p>Greece, Slovenia, Sweden, United Kingdom, Switzerland, Italy, Spain, Czech Republic, Finland, Norway, China, Japan, Canada, USA, Ireland, Slovakia, Hungary, New Zealand, Australia (03/24)</p> <p>With respect to markets, VAN only differentiates between China and Japan. There is currently no VAN model series available for me Charge.</p> |
| 63) | Individual Consumption | | | <p>A-Class (09/2019), C-Class (09/2019), GLE (09/2019), GLS (09/2019). All EVs and plug-in hybrids</p> | <p>Available in: Abu Dhabi, Australia, Belgium, Bulgaria, China, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, United Kingdom, Hong Kong, India, Ireland, Italy, Canada, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South Africa, South Korea, Taiwan, Thailand, Czech Republic, Hungary, USA, Cyprus and Turkey</p> |
| 64) | Remote Vehicle Finder | | | <p>Available from 06/2020 for all model series, from 06/2018 with Mercedes me connect (except V-Class, Vito and X-Class)</p> | <p>Not available in China, Hong Kong & Macao.</p> |
| 65) | Digital Assistants | | <p>COMAND Online, Audio 20 or MBUX multimedia system</p> | <p>A-Class (05/2018), AMG ONE (06/2021) B-Class (06/2019), C-Class (06/2018), Citan (08/2021) E-Class Sedan (03/2016), E-Class Wagon (09/2016), E-Class Coupe (03/2017), E-Class Convertible (09/2017), EQC (06/2019), EQV (10/2020) G-Class (05/2018), GLE (06/2019), S-Class Sedan (09/2017), S-Class Convertible (09/2017), S-Class Coupe (09/2017), Sprinter (06/2018), T-Class (04/2022), V-Class (09/2016), X-Class (11/2017)</p> <p>Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024)</p> | |

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| 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 version (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 version (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 the Store in the Mercedes-Benz App. Also available for initial purchase via the Store in the Mercedes-Benz App | <p>Ex works: GUARD 360° Vehicle Protection Plus (P82) or Remote Services Premium (34U)</p> <p>for VAN: GUARD 360° Vehicle Protection (Z2U)</p> <p>Via Mercedes me Store: communication module</p> | <p>Ex works: A-Class (06/2020), AMG ONE (06/2021), AMG GT (12/2020) B-Class (06/2020), C-Class (06/2020), CLA (06/2020), CLS (06/2020), E-Class (06/2020), G-Class (06/2020), GLA (06/2020), GLB (06/2020), GLC (09/2020), GLE and GLE Coupe (06/2020), GLS (06/2020), E-Class (06/2020), EQA, EQB, EQC, EQE, EQE SUV, EQS, EQS SUV</p> <p>S-Class Sedan (06/2021) SL (02/2022) V-Class (05/2021), EQV (05/2021), Vito (05/2021), eVito (05/2021)</p> <p>Via Mercedes me Store: all models with communication module</p> | <p>Available in: Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA</p> <p>This service has been rolled out for VAN vehicles in the following countries: Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.</p> |
| 68) | Eco Coach | | App | A-Class Plug-In Hybrid (02/2020), B-Class Plug-In Hybrid (07/2020), CLA Plug-In Hybrid (06/2020), GLA Plug-In Hybrid (09/2020); GLE Plug-In Hybrid (11/19), GLE Plug-In Hybrid (09/2020) GLE Coupe Plug-In Hybrid (10/2020), GLC Plug-In Hybrid (09/2019), GLC Coupe Plug-In Hybrid (09/2019), EQA (01/2021), EQC (06/2019), E-Class Sedan Plug-In Hybrid (12/2018), E-Class Wagon Plug-In Hybrid (12/2018), E-Class Wagon Plug-In Hybrid (08/20), S-Class Sedan Plug-In Hybrid (10/2018), | 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. |

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| | | | | 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) | |
| 69) | Online Route Calculation | 3 years from activation | Navigation | A-Class (12/2022) A-Class Sedan (12/2022) B-Class (12/2022) C-Class Sedan (06/2021) C-Class Wagon (06/2021) CLA (06/2023) CLA Shooting Brake (06/2023) CLE E-Class Sedan (07/2023) E-Class Wagon (07/2023), EQA (12/2023) EQB (12/2023) EQE EQE SUV EQS EQS SUV GLA (06/2023) GLB (08/2023) GLC SUV (08/2022) GLC Coupe (04/2023) GLE SUV (12/2022) GLE Coupe (04/2023) GLS (06/2023) S-Class (10/2020) SL (03/2022) Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024) | 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, Norway, Netherlands, Poland, Portugal, Romania, Russia, Sweden, Slovenia, Slovakia, South Africa, Argentina, Australia, Brazil, Canada, Japan, Korea, Mexico, New Zealand, USA, China The service is not available for the E-Class (07/2023) and CLE model series in the following countries: Argentina, Australia, Brazil, New Zealand, South Africa, United Arab Emirates |

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| 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), eSprinter (12/2023), T-Class (04/2022), V-Class (03/2020), EQC, EQE, EQV, EQA, EQB, EQS Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024)</p> | <p>Available in Abu Dhabi, Argentina (2023), Australia, Belgium, Brazil (2023), Bulgaria, China, Denmark, Germany, Dubai, Estonia, Finland, France, Greece, United Kingdom, Hong Kong, India, Ireland, Italy, Japan, Canada, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Russia, Sweden, Switzerland, Singapore, Slovakia, Slovenia, Spain, South Africa, South Korea, Taiwan, China, Thailand, Czech Republic, Hungary, USA Cyprus and Turkey</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 VANS: Entertainment Package available via Mercedes me Store | 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) eSprinter (12/2023), Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024)</p> | <p>Available in Germany, Belgium, France, United Kingdom, Ireland, Italy, Malta, Netherlands, Austria, Poland, Portugal, Sweden, Switzerland, Czech Republic, Spain, Italy, 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 and Turkey</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,</p> |

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| | | | | | Portuguese, Swedish, Czech, Polish, Portuguese (Brazil), Cantonese/Hong Kong, Mandarin/Taiwan, Mandarin/Sichuan, Turkish, Thai, Danish, Norwegian, Arabic. Language availability dependent on the market. |
| 72) | Augmented Radio with Comfort data volume from third party | 1 year from activation VANS: Entertainment Package available via Mercedes me Store | 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) eSprinter (12/2023), Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024) | 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 VANS: Entertainment Package available via Mercedes me Store | 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) eSprinter (12/2023), Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024) | 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, United Kingdom, 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, Taiwan, USA and Turkey |
| 74) | Radio Service Following with Comfort data volume from third party | 1 year from activation VANS: Entertainment Package available via Mercedes me Store | 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) eSprinter (12/2023), Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) | Available in: Austria, Belgium, Bulgaria, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malta, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom |

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| | | | | V-Class (03/2024), EQV (03/2024) | |
| 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. | Thailand, Mexico, Netherlands, Norway, Poland, Portugal, Slovenia, Spain, Sweden, Switzerland, 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 Convertible (08/2020), S-Class (06/2021) C-Class (06/2021) Citan/T-Class (01/2023) V-Class (06/2022) Vito (03/2024) 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 and at selected partner filling stations |
| 77) | Emergency key deactivation | 3 years from activation Term renewal via the Store in the Mercedes-Benz App Also initially available via the Store in the Mercedes-Benz App. | Ex works: Guard 360° Vehicle Protection Plus (P82) For VAN: GUARD 360° Vehicle Protection (Z2U) | A-Class (06/2020), B-Class (06/2020) C-Class Sedan and C-Class Wagon (Q3/2021) CLA Sedan (06/2020) and CLA Shooting Brake (06/2020) GLC and GLC Coupe (06/2020), GLB (06/2020)), GLE (06/2020) C-Class all models (06/2020), CLS (06/2020), E-Class (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), E-Class Convertible (06/2020), EQC (06/2020), EQS (06/2021), EQA, EQB, EQE S-Class (06/2021) G-Class (06/2020), SL-Class (Roadster) AMG AMG GT 4-Door Coupe For VAN ex works: V-Class (03/2024), EQV (03/2024), Vito (03/2024), eVito (03/2024) For VAN via Mercedes me Store: with communication module and electric parking brake (B25): V-Class (03/2024), EQV (03/2024), Vito (03/2024), eVito (03/2024), Sprinter (10/2023) and eSprinter (10/2023) | Abu Dhabi (UAE), Australia, Belgium, Bulgaria, Germany, Denmark, Estonia, Finland, France, United Kingdom, Greece, India, Ireland, Italy, Croatia, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Mexico, New Zealand, Netherlands, Norway, Austria, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, Czech Republic, Thailand, Hungary, Cyprus and Turkey. This service has been rolled out for VAN vehicles in the following countries: Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom. |

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| 78) | Plug & Charge | | MBUX navigation system, Mercedes me Charge (38U, 39U, 36U, 35U, 44U - VAN: EW5) | 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), eSprinter (12/2023), eVito (04/2024), EQV (04/2024) | 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 (Restricted traffic zones) | 3 years from activation | PBG VANS: MBUX with navigation | A-Class (12/2022) A-Class Sedan (12/2022) B-Class (12/2022) C-Class Sedan (06/2021) C-Class Wagon (06/2021) CLA (06/2023) CLA Shooting Brake (06/2023) CLE E-Class Sedan (07/2023) E-Class Wagon (07/2023), GLA (06/2023) GLB (08/2023) GLC SUV (08/2022) GLC Coupe (04/2023) GLE SUV (12/2022) GLE Coupe (04/2023) GLS (06/2023) S-Class (06/2021) SL (03/2022) Sprinter (04/2024) Vito (03/2024) V-Class (03/2024) | Available in: Austria, Belgium, Denmark, Finland, France, Germany, United Kingdom, Greece, Ireland, Italy, Luxembourg, Malta, Netherlands, Portugal, Spain, Sweden, Switzerland, Liechtenstein |
| 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, Hungary, Hong Kong, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, 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 subsequently purchased for a limited term via the Mercedes-Benz Store | LED headlights (631/632) | C-Class Sedan & Wagon (from 06/2021) EQE (from market launch) | Available in: Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Greece, United Kingdom, Ireland, Italy, Canada, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Slovenia, Slovakia, Spain, Taiwan, Czech Republic, Hungary, Cyprus, Canada, Singapore |

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| 82) | Active Distance Assist DISTRONIC (PRO) | Unlimited term when ordered ex works or subsequently purchased for a limited term via the Mercedes-Benz Store | Technical pre-installation for DISTRONIC (5B0) | A-Class (from 06/2023) W/V177 B-Class (from 06/2023) W247 C-Class Sedan & Wagon (from 06/2023) W/S206 CLA-Class (from 06/2023) V/C118 EQE Sedan (from 06/2023) EQS Sedan (from 06/2023) GLA (from 06/2023) GLC (from 06/2023) E-Class Sedan (from 08/2023) W214 GLB (from 08/2023) X247 E-Class Sedan (from 08/2023) W214 GLB (from 08/2023) X247 CLE (from market launch) | Available in: Mexico, Belgium, Bulgaria, Denmark, Germany, Estonia, France, Greece, United Kingdom, India, Ireland, Italy, Croatia, Liechtenstein, Latvia Lithuania, Luxembourg, Malta, Netherlands, Norway, Austria, Poland, Portugal, Romania, Finland, Sweden, Slovakia, Slovenia, Spain, Thailand, Czech Republic, Hungary, South Africa, South Korea, Singapore, Malaysia |
| 83) | Stories Online functions | | AMG Track Pace (256) | All passenger cars with MBUX multimedia system from 06/2022 AMG Track Pace only available for AMG vehicles | 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 Store in the Mercedes-Benz App | 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, USA |

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| 85) | DIGITAL LIGHT Projection Function for Animations | With purchase of the Individualization Package ex works 1 year from linking the vehicle with a Mercedes me ID or subsequently for a limited period via the Store in the Mercedes-Benz App | 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, Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Dubai, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mexico, Malaysia, Netherlands, Norway, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Taiwan, United Kingdom, USA, Korea |
| 86) | ENERGIZING COMFORT | Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Store in the Mercedes-Benz App | Ambient lighting (891), front seat heating (873/401/902) and (525/534/535) V-Class and EQV: MBUX multimedia system high (E7H) | 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) V-Class (03/2024), EQV (03/2024) | 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, Singapore, |
| 87) | Beginner Driver Mode | Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Store in the Mercedes-Benz App | 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, Singapore 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 Store in the Mercedes-Benz App | 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, Slovenia, South Korea, Spain, Sweden, Switzerland, Singapore, Taiwan, United Kingdom, USA, Mexico, Thailand, Slovakia |

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| 89) | Minigames* | 1 year from activation, term renewal can be purchased via the Store in the Mercedes-Benz App | C-Class Package PBF/PBG | A-Class (from 12/2022) B-Class (from 12/2022-23) 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, Turkey and Singapore |
| 90) | Valet Service Mode | Unlimited term when ordered ex works or can be purchased subsequently for a limited term via the Store in the Mercedes-Benz App | 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) |
| 91) | Sound Experience | 1 year from activation, term renewal via the Store in the Mercedes-Benz App | 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, Germany, Dubai, Estonia, Finland, France, Greece, Hungary, Hong Kong, India, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Netherlands, New Zealand, Poland, Portugal, Romania, Singapore, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA |
| 92) | MBUX Sound Drive | | Multimedia system (HIGH or higher) Active comfort data volume (third-party provider) or tethering 504 or 513 Sign recognition assistant | From June 2024: EQA; EQB, GLA, GLB, GLC Coupe, GLE and GLE Coupe, A-Class Compact Sedan and A-Class Sedan, AMG GT; CLA, CLA Shooting Brake, CLS Coupe, EQE, S-Class Sedan/Maybach), EQS, C-Class Sedan and C-Class Wagon SL E-Class Coupe and Convertible (08/2020), EQC (05/2019), E-Class Sedan (07/2020), GLS and GLS Maybach 01/2020) | 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. 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, |

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| 93) | Mode App | 1 year from activation, term renewal via the Store in the Mercedes-Benz App | 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 |
| 94) | 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 |
| 95) | Dashcam | Available for purchase in the Mercedes-Benz App Store | U19 | A-Class (06/2018), C-Class Sedan/Coupe/Wagon (06/2021), E-Class Sedan (06/2020), E-Class Wagon (06/2020), E-Class Coupe (06/2020), EQC (06/2019), GLB (07/2019) S-Class (12/2020), S-Class Sedan (12/2020), B-Class (02/2019), CLA Sedan (05/2019) and CLA Shooting Brake (09/2019), EQA (12/2020), EQB (11/2021), GLA (01/2020), GLE (02/2019), GLS (07/2019) GLE Coupe (01/2020) GLC/GLC Coupe (06/2019) EQE EQS | UK, USA (only S-Class, C-Class from 06/21, EQS, EQE), Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Greece, Hungary, Italy, Ireland, Latvia, Lithuania, Malta, Netherlands, Poland, Romania, Slovenia, Sweden, Switzerland, Canada, Australia/New Zealand |
| 96) | Traffic Sign Assist | | Navigation (365) and corresponding sensors (258/243/239/608/628/504) | A-Class (from 12/2023) B-Class (from 12/2023) C-Class (from 12/2023) CLA-Class (from 12/2023) CLE-Class (from 12/2024) | Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, |

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| 97) | MBUX Augmented Reality for Navigation | | Dashcam (21U) and Connect 20 high or higher or MBUX multimedia system High, Premium or Premium+ (525/528/529/534/535) for EQE Sedan and EQS Sedan between 12/2022 and 06/2023 additionally 360° camera (501) | A-Class (from 12/2023) B-Class (from 12/2023) C-Class (from 12/2023) CLA-Class (from 12/2023) CLE-Class (from 12/2024) E-Class (from 12/2024) EQA (from 12/2023) EQB (from 12/2023) EQE (from 12/2023) EQS (from 12/2023) GLA (from 06/2023) GLB (from 08/2023) GLC (from 12/2023) GLE/GLS (from 12/2023) | Belgium, Switzerland, Cyprus, Czech Republic, Denmark, Estonia, United Kingdom, Greece, Croatia, Hungary, Ireland, Italy, Liechtenstein, Lithuania, Latvia, Malta, Netherlands, Poland, Romania, Sweden, Slovenia, Taiwan, USA |
| 98) | DIGITAL LIGHT Projection Animations | Unlimited term when ordered ex works or subsequently purchased for a limited term via the Mercedes-Benz 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, New Zealand |
| 99) | Van Uptime (business customers) | Option available via a ServiceCare service contract | Communication module (JH3) | Sprinter (06/2018) | Germany, Denmark, Italy, Spain, Czech Republic, Switzerland |
| 100) | Individual recommendations | | MBUX multimedia system: | A-Class Compact Sedan (03/2018) A-Class Sedan (05/2018) AMG GT (07/2019) AMG EQE (04/2022) AMG ONE (06/2021) B-Class (11/2018) C-Class Sedan and Wagon (06/2021) CLA (02/2019) CLA Shooting Brake (06/2019) CLS (06/2020) E-Class Sedan and Wagon (07/2020) E-Class Coupe and Convertible (08/2020) EQA (07/2020) EQB (09/2020) EQC (06/2019) EQS (06/2021) EQV (06/2020) GLA (02/2020) GLB (12/2019) GLC (06/2019) GLC Coupe (06/2019) | 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 and Turkey |

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| | | | | GLE (10/2018) GLE Coupe (08/2019) GLS (07/2019) S-Class (09/2020) V-Class (03/2020), Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024) | |
| 101) | Remote Functions for Mercedes-Benz Wallbox | | Mercedes-Benz Wallbox | All electrified Mercedes-Benz vehicles and other makes | |
| 102) | Navigation for Trailers and Oversized Vehicles | 3 years | MBUX multimedia system and Navigation | Sprinter (02/2022) eSprinter (12/2023) | Available in: Austria, Belgium, Bulgaria, Switzerland, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, United Kingdom, Greece, Hungary, Croatia, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia |
| 103) | Video Streaming | 3 years (1 year for E-Class and CLE) | 49 U Entertainment Package Plus | S-Class (from 12/2022) EQS (from 12/2022) EQS SUV (from 12/2022) EQE (from 12/2022) EQE SUV (from 12/2022) E-Class (11/2023) CLE (12/2023) | Available in Belgium, China, Denmark, Germany, Finland, France, Greece, United Kingdom, Ireland, Italy, Japan, Netherlands, Norway, Austria, Poland, Portugal, Romania, Sweden, Switzerland, Spain, South Korea, Czech Republic, USA, Bulgaria, Cyprus, Estonia, Croatia, Hungary, Liechtenstein, Lithuania, Latvia, Luxembourg, Malta, Slovenia, Slovakia (restricted), Australia, New Zealand, Malaysia, Singapore, Taiwan, Thailand. |
| 104) | Pre-installation for INTELLIGENT PARK PILOT | 1 year, then renewal in the Store of the Mercedes-Benz App | 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. |

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| 105) | Mercedes-Benz Intelligent Drive Online Service | Germany 3 years from activation Term renewal via the Mercedes-Benz App Store California, Nevada Term monthly, 1 year or 3 years Activation via the Store in the Mercedes-Benz App | P26, Driving Assistance Package incl. DRIVE PILOT, Pre-installation for Live Traffic Information + Car-to-X communication must be activated | S-Class (except Maybach and except AMG) from 08/2020 EQS (except AMG) from 04/2021 EQE (except AMG) from 11/2021 EQS SUV (except Maybach) from 01/2022 EQE SUV (except AMG) from 07/2022 E-Class Sedan (except AMG) from 06/2023 E-Class Wagon (except AMG) from 07/2023 | Available in Germany, California, Nevada |
| 106) | Shared Navigation | Term 3 years (except USA, there 1 year) | PBG and cell phone connected via Bluetooth with active Bluetooth message function VANS: MBUX with navigation | CLA, CLA Shooting Brake, GLS, GLA (06/01/23) GLE SUV, A-Class, A-Class long version, EQA, EQB, B-Class (01.12.23), GLE Coupe, C-Class Sedan, GLC Coupe, AMG GT (01.04.23), C-Class Sedan long version, C-Class Wagon (01.07.21), S-Class Sedan and long version (01.07.21), S-Class Sedan and long version, S-Class Maybach (01.09.20), SL Roadster (01.03.22), eSprinter (12/2023), GLB (01.08.23), GLC long version (01.02.23), GLC (01.08.22), EQE SUV (01.12.22), EQE Sedan (01.03.22), EQS SUV (01.09.22), EQS (01.07.21) Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024) | Expected availability in Germany, United Kingdom, USA, Poland, Italy and Belgium from 12/2023 |
| 107) | Learning Assistant (LEA) | | App in vehicle | EQE SUV (05/2023) | 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 and Turkey |
| 108) | Pre-installation for Digital Vehicle Key on the Smartphone | | 896 | E-Class (07/2023), EQS (12/2023), EQE (12/2023), S-Class (12/2023) | |
| 109) | Hybrid navigation for low emission zones | 3 years | Navigation | Plug-in hybrid of the model series (except code BHD): CLE E-Class (from 07/2023) | Austria, Germany, Belgium, Switzerland, Denmark, Spain, Finland, France, United Kingdom, Greece, Liechtenstein, Italy, Luxembourg, Malta, Netherlands, Norway, Poland, Sweden |
| 110) | Trailer route planner | 3 years | Navigation (365) and trailer hitch (550) | A-Class (12/2022) A-Class Sedan (12/2022) B-Class (12/2022) C-Class Sedan (06/2021) | Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, |

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| | | | | <p>C-Class Wagon (06/2021) CLA (06/2023) CLA Shooting Brake (06/2023) CLE E-Class Sedan (07/2023) E-Class Wagon (07/2023), GLA (06/2023) GLB (08/2023) GLC SUV (08/2022) GLC Coupe (04/2023) GLE SUV (12/2022) GLE Coupe (04/2023) GLS (06/2023) S-Class (10/2020) SL (03/2022)</p> | <p>United Kingdom, Greece, Croatia, Hungary, Ireland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Malta, Norway, Netherlands, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia</p> |
| 111) | Digital Co-Driver | | Navigation | <p>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</p> | <p>DE (Stuttgart, Hamburg), FI (Helsinki), NL (Amsterdam), BE (Flanders), SE (Stockholm)</p> |
| 112) | Feedback App | | In-Car App | <p>The following cars with MBUX multimedia system from 06/2022: A-Class Compact Sedan, A-Class Sedan, B-Class Sports Tourer, C-Class All-Terrain, C-Class Sedan, C-Class Wagon, CLA Coupe CLA Shooting Brake, CLE 2-Door Coupe, E-Class All-Terrain, E-Class Convertible, E-Class Sedan, E-Class Wagon, EQA SUV, EQE Sedan, EQE SUV, EQG, EQS Sedan, EQS SUV, EQS SUV Maybach, G-Class SUV (facelift), GLA SUV, GLC SUV, GLC SUV Coupe, GLE SUV, GLE SUV Coupe, GLS SUV Maybach, Mercedes-AMG GT 4-Door Coupe, Mercedes-AMG GT Coupe, Mercedes-AMG SL Roadster, S-Class Sedan, S-Class Maybach Vans: V-Class Marco Polo</p> | <p>Estonia, Greece, Cyprus (EU), Czech Republic, Bulgaria, Liechtenstein, Denmark, Austria, France, Croatia, Finland, Belgium, Netherlands, Malta, Lithuania, Luxembourg, Sweden, Ireland, Italy, Hungary, Germany, United Kingdom, Turkey, Switzerland, Slovenia, Slovakia, Russia, Romania, Portugal, Poland, Norway, Spain</p> |

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| 113) | NewsFlash | Term 3 years (except USA, 1 year) ex works, thereafter available from the MB Shop | Mercedes me App | All cars with MBUX multimedia system from 06/2022 Sprinter (04/2024) eSprinter (04/2024) Vito (03/2024) eVito (03/2024) V-Class (03/2024), EQV (03/2024) | Austria, Belgium, Switzerland, Germany, Denmark, Spain, Finland, France, United Kingdom, Italy, Netherlands, Norway, Poland, Portugal, Sweden, Mexico, USA |

*) 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-Benz Digital Extras, a personal Mercedes me ID and agreement to the Terms of Use for the Mercedes-Benz Digital Extras are required. 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 Digital Extras from Mercedes-Benz 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 Digital Extras at VAN have been rolled out in the following countries: Australia, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, USA
- 5) Connection of the communication module with the mobile phone network depends on the actual network coverage and availability.