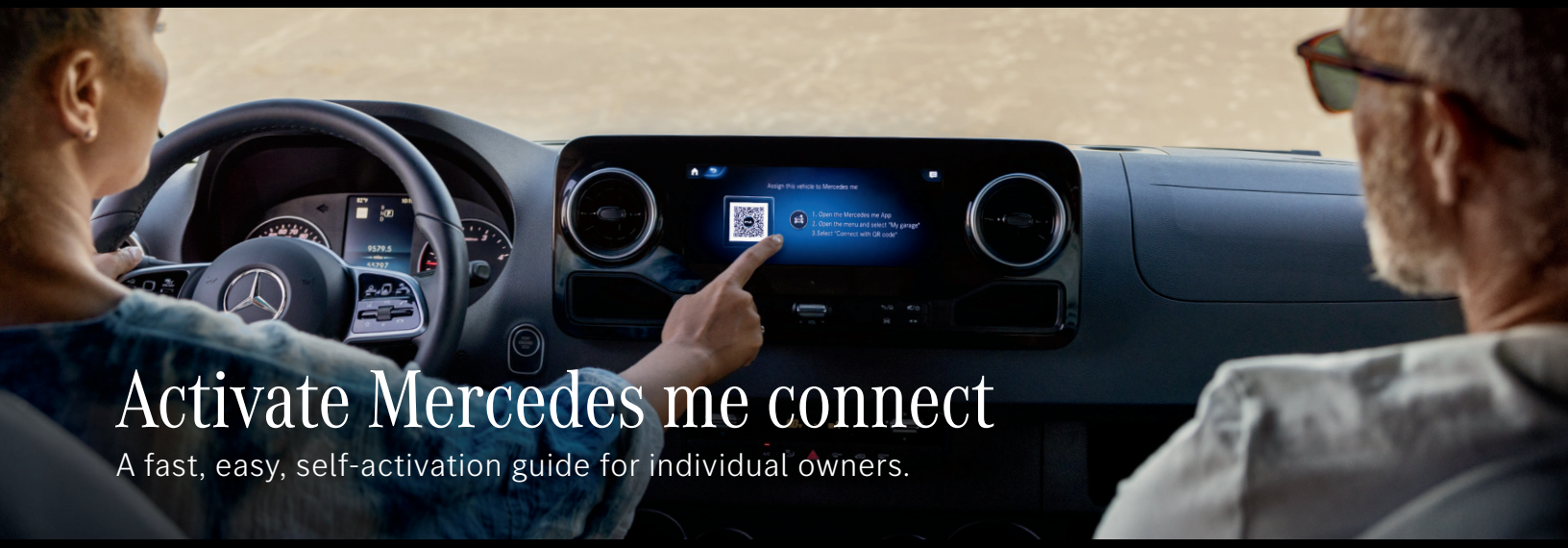
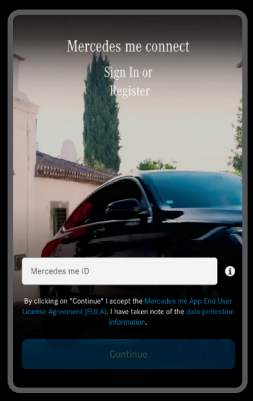


Activate Mercedes me connect

A fast, easy, self-activation guide for individual owners.

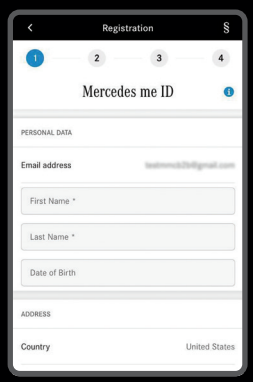
How to Register

Step 1.
Enter your email, then click “Continue.”

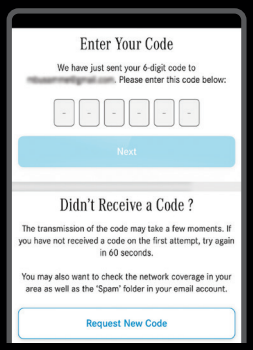


Step 2.
Select “Country” and “Language,” then click “Continue.”

Step 3.
Enter your information; agree to the Terms and Conditions, then click “Register.”

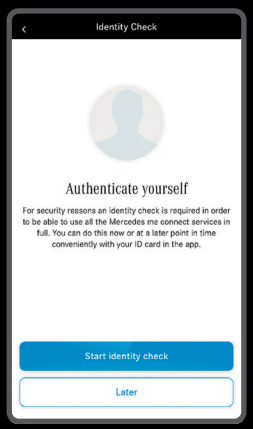


Step 4.
A six-digit code will be sent to your email; enter the code, then click “Next.”

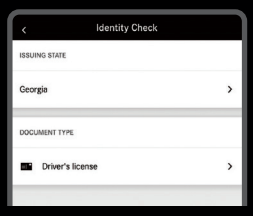


Start Identity Check

Step 1.
Select “Start Identity Check”; confirm the Terms and Conditions, then click “Accept.”

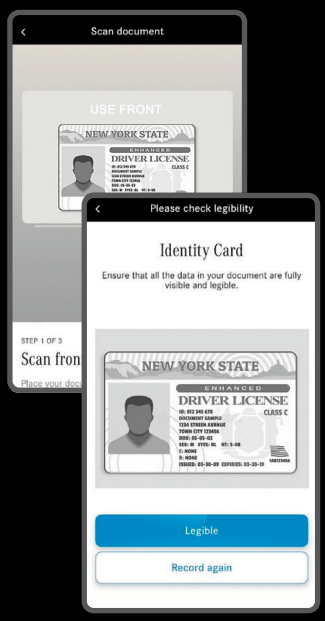


Step 2.
Select the state that your driver’s license is registered in.



Step 3.
Position the front of your driver’s license in frame; if picture is clear, select “Legible.”

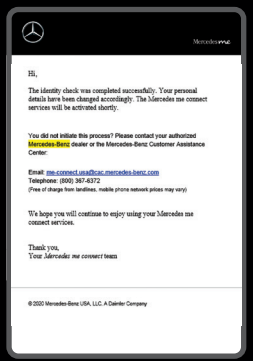
Step 4.
Position the back of your driver’s license in frame; if picture is clear, select “Legible.”



Step 5.
Scan your face in frame; once upload is successful, click “Continue.”



Step 6.
An email will confirm Identity Check.



Continued on back. →

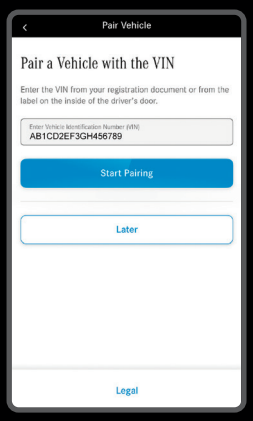
Mercedes me connect

Activate Mercedes me connect (Continued)

Vehicle Pairing

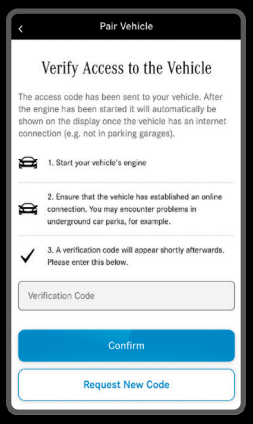
Option A (Using VIN):

Step 1.
Enter the VIN you want associated with your account, then select “Start Pairing.”



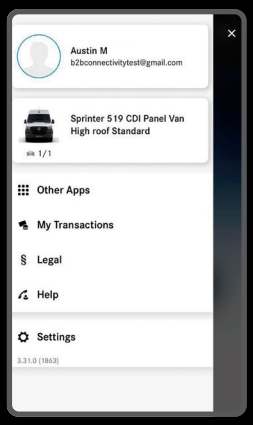
Option B (Using QR code):

Step 1.
Enter verification code sent to your vehicle’s head unit, then click “Confirm.”

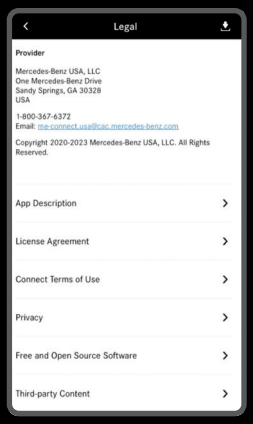


Accepting Terms of Use

Step 1.
Click the tab on top left of your screen, then select “Legal” tab.



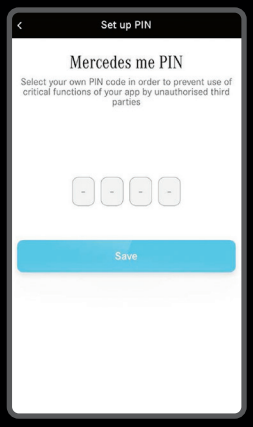
Step 2.
Go to the “Connect Terms of Use” tab, then scroll down and click “Next.”



Step 3.
From the pop-up menu, agree to the “Terms of Use.”



Step 4.
Create a four-digit PIN for security, then click “Save.”



Service Activation

Step 1.
Select “Overview of Services.”



Step 2.
Select “Activate All Services” or toggle desired services individually.



Step 3.
With the next engine start, a prompt will confirm vehicle services activation.

Congratulations. Your Mercedes me connect account should now be set up and ready to use.
For additional help, call our Customer Assistance Center at (800) 367-6372.

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Models may include options/packages or services not standard on a Sprinter (as of MY19) and Metris (as of September 2019 production, MY20). Services require vehicle cellular connectivity and availability of vehicle GPS signal. Specifications are subject to change. MBUSA reserves the right to change or discontinue Mercedes me connect services at any time, without prior notification or incurring any future obligation. Model eligibility and service availability for each model can be viewed on https://www.mbusa.com/en/legal-notices/connected-vehicle.

Mercedes me connect is generally available in the United States of America with the new Sprinter (as of MY19) and new Metris equipped with a Communication Module (LTE) (as of September 2019 production, MY20).

Mercedes me connect