

Mercedes me connect for Vans.

A quick guide to helpful features.

NAVIGATION SERVICES

Find Your Van on a Map

Use the Mercedes me connect App to locate your van on a map.

Live Traffic Information[1]

View Live Traffic Information and optimized route guidance on your van's navigation.

Car-to-X Communication[2]

With Car-to-X Communication, information is exchanged between vehicles on the road, alerting you to various hazards up ahead, such as an accident, fog, or icy conditions.

Online Map Updates[3]

Install the latest maps to your vehicle's navigation by down-loading updates over-the-air, without affecting the speed or performance of the MBUX Multimedia System.

Weather Overlay[4]

Enjoy the option to view location-specific weather and temperatures within your navigation map.

REMOTE ACCESS

Remote Door Locking and Unlocking[5]

Lock or unlock your van from virtually any location, and know that your van is always secure.[6, 7, 8]

Remote Retrieval of Vehicle Status/ Remote Status[6, 8]

View the latest data from your van, including mileage, fuel level, tire pressure, and more.

POI Download[4]

Send a location from your Mercedes me connect App directly to your vehicle and start navigation right away or save it in your MBUX Multimedia System.[4, 6, 9]

ASSISTANCE & SUPPORT

Software Updates[10]

Get the latest software installed over-the-air, so your van is optimized with the most current software version from Mercedes-Benz.

Maintenance Management[11]

Easily view when your next service is due, and receive maintenance reminders.[6, 7, 8, 11]

LINGUATRONIC Online Voice Control[12]

Use MBUX's advanced speech recognition with natural language understanding to communicate with your van.

Telediagnostics

With any vehicle, wear and tear is bound to happen. Be notified if your van is in need of servicing or a certain part needs to be inspected.

Accident and Breakdown Management[13]

If you're ever involved in an accident, receive immediate assistance and have a towing service arranged via Roadside Assistance.

In the event of a breakdown, your vehicle data and position will be relayed for immediate assistance.

Remote Vehicle Diagnostics

Allow your preferred service dealer to remotely retrieve vehicle data ahead of service, so your experience is as smooth as possible.

Emergency Call Services[14]

Automatically receive help from an emergency response agent if you're involved in an accident, or place a call manually by pressing the SOS button in your vehicle.

ENTERTAINMENT

WiFi Hotspot[15]

Your vehicle becomes a 4G WiFi hotspot, allowing you to connect up to eight devices to the Internet.

Internet Radio[12]

Access Internet Radio using your vehicle's MBUX Multimedia System to surf between 70,000 live radio stations from around the globe. Search by artist or song, and explore categories like music genres, talk radio, sports, and more.

1 The information from this service is shown on the touchscreen of the MBUX Multimedia System. Live Traffic Information can only be used in conjunction with the MBUX Multimedia System with 17.8 cm (7-inch) touchscreen and navigation, or the MBUX Multimedia System with 26 cm (10.25-inch) touchscreen. While the navigation system provides directional assistance, the driver must remain focused on safe driving behavior, including paying attention to traffic and street signs. The driver should utilize the system's audio cues while driving and should only consult the map or visual displays once the vehicle has been stopped in a safe place. Maps do not cover all areas or all routes within an area. Please follow all applicable federal, state, and local laws and restrictions.

2 A valid subscription to Live Traffic Information is necessary to use Car-to-X Communication. Car-to-X Communication can only be used in conjunction with the MBUX Multimedia System with 17.8 cm (7-inch) touchscreen and navigation, or MBUX Multimedia System with 26 cm (10.25-inch) touchscreen. Only the data of vehicles directly affected by the event and equipped with Car-to-X Communication are processed, therefore, you may not always receive a timely warning of hazards through this system.

3 The Online Map Update service is only available in conjunction with the MBUX Multimedia System with 17.8 cm (7-inch) touchscreen and navigation, or the MBUX Multimedia System with 26 cm (10.25-inch) touchscreen. The service must first be activated.

4 You can only use this service in conjunction with the MBUX Multimedia System with 17.8 cm (7-inch) touchscreen and navigation, or the MBUX Multimedia System with 26 cm (10.25-inch) touchscreen, once activated.

5 The Remote Door Locking/Unlocking function via the Mercedes me connect App makes it possible for you to view the status of the doors and lock/unlock the vehicle using a code via the Mercedes me connect App.

6 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.

7 Mercedes me connect is generally available for 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). Contact an authorized Mercedes-Benz Vans dealership for more information.

8 The availability of services in addition to the integrated Communication Module for Digital Services (LTE) depends on the network coverage of the mobile network provider. The Communication Module for Digital Services (LTE) is not available in the US Virgin Islands or Puerto Rico. The Communication Module for Digital Services (LTE) is equipped in the Sprinter (as of MY19) and optionally equipped in the Metris (as of September 2019 production, MY20). The availability of certain features may be limited at the current time.

9 In order to prevent distracted driving, the use of the Mercedes me connect App is not permitted while operating a motor vehicle. Use while operating a motor vehicle results in an increased risk of endangering oneself and others. Please follow all applicable federal, state, and local laws and restrictions.

10 Update times, content, and installation times can vary. Updates to the Communication Module (LTE) are automatic, as otherwise certain applications might no longer work. You can access the current status of the software via the Mercedes me connect App.

11 In order for us to offer you the service Maintenance Management, data is transferred from the vehicle to Mercedes-Benz. This data includes the vehicle identification number, mileage, service code (A or B), as well as remaining time and mileage until the next service is due, and information on the brake system and coolant.

12 You can only use this service in conjunction with the MBUX Multimedia System with 17.8 cm (7-inch) touchscreen and navigation, or the satellite radio, or with the MBUX Multimedia System with 26 cm (10.25-inch) touchscreen. Before use, some of the applications must first be activated. For various functions (Internet Radio and Browser), additional data volume is necessary, which can be purchased via the WiFi-Hotspot service, see footnote 15.

13 By using the Accident and Breakdown Management service, the vehicle data and location are collected. Accident and Breakdown Management is only available in conjunction with the Emergency Call System. The Communication Module for Digital Services (LTE) is required to use the Accident and Breakdown Management service.

14 When the Emergency Call System is triggered, the following data are automatically transmitted: vehicle identification number, GPS position, direction of travel, time of the emergency call, language setting, and number of occupants in the cab. The Emergency Call System is activated from the moment the vehicle is delivered to the customer following a sale. No separate terms of use have to be accepted. The Communication Module for Digital Services (LTE) and the emergency call button are necessary for use of the Emergency Call System service. The availability of the service in addition to the integrated Communication Module for Digital Services (LTE) depends on the network coverage of the mobile network provider. The Communication Module for Digital Services (LTE) is not available in the US Virgin Islands or Puerto Rico.

15 The WiFi-Hotspot is offered via an integrated SIM card, but data plans are provided by a third-party service provider and not within the control of Mercedes-Benz USA, LLC. The WiFi-Hotspot requires a contract and an active account with the service provider, in order to access data services. This contract can be made with the help of the MBUX Multimedia System or a mobile device. The mobile device needs to be connected to the WiFi-Hotspot of the MBUX Multimedia System. Mobile devices are sold separately. Activation and deactivation of the WiFi-Hotspot is only possible via data contract with the service network provider. Additional costs and other limitations may apply, see also footnote 12. Internet connection and speed depend on availability and strength of cellular signals at your present location. Some services are only available on select vehicles. A MBUX Multimedia System with 17.8 cm (7-inch) touchscreen and navigation, or satellite radio, or the MBUX Multimedia System with 26 cm (10.25-inch) touchscreen is required for the WiFi-Hotspot service. The driver is responsible for complying with traffic and other laws.