



Mercedes PRO connect.

Keep your business moving with free intelligent vehicle monitoring.





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For more productivity, protection and profit.

Flip open your laptop or glance at your mobile and Mercedes PRO connect will tell you the exact location, health and security status of all your vans.

It's designed to help you manage your vehicles - and business - more efficiently, safely and securely, and once you start using it, it will soon become a natural part of your working routine.

With real-time information, you can make the most of every mile, arranging more stops and deliveries, responding more quickly to customers, and keeping a closer eye on your vehicles and their cargo.

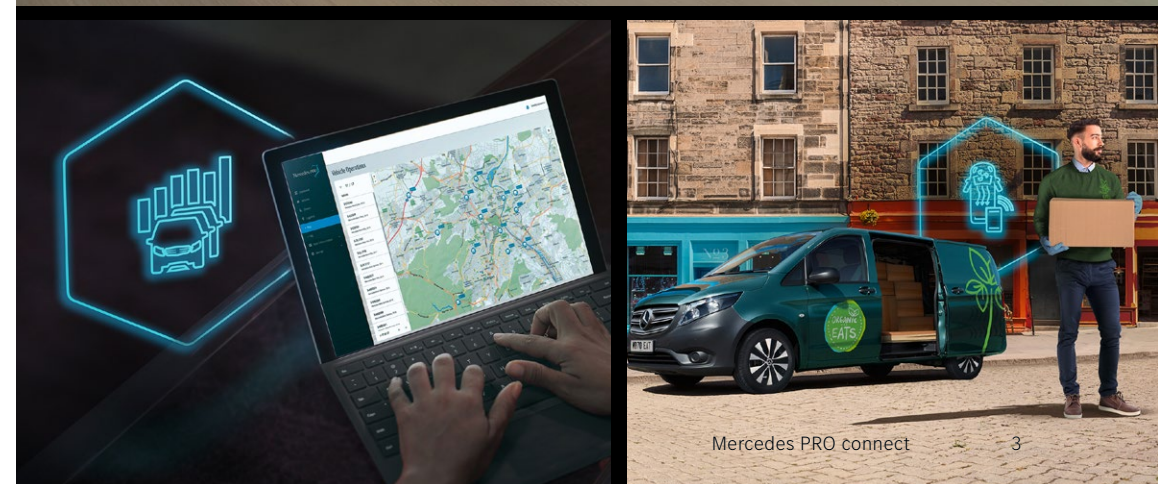
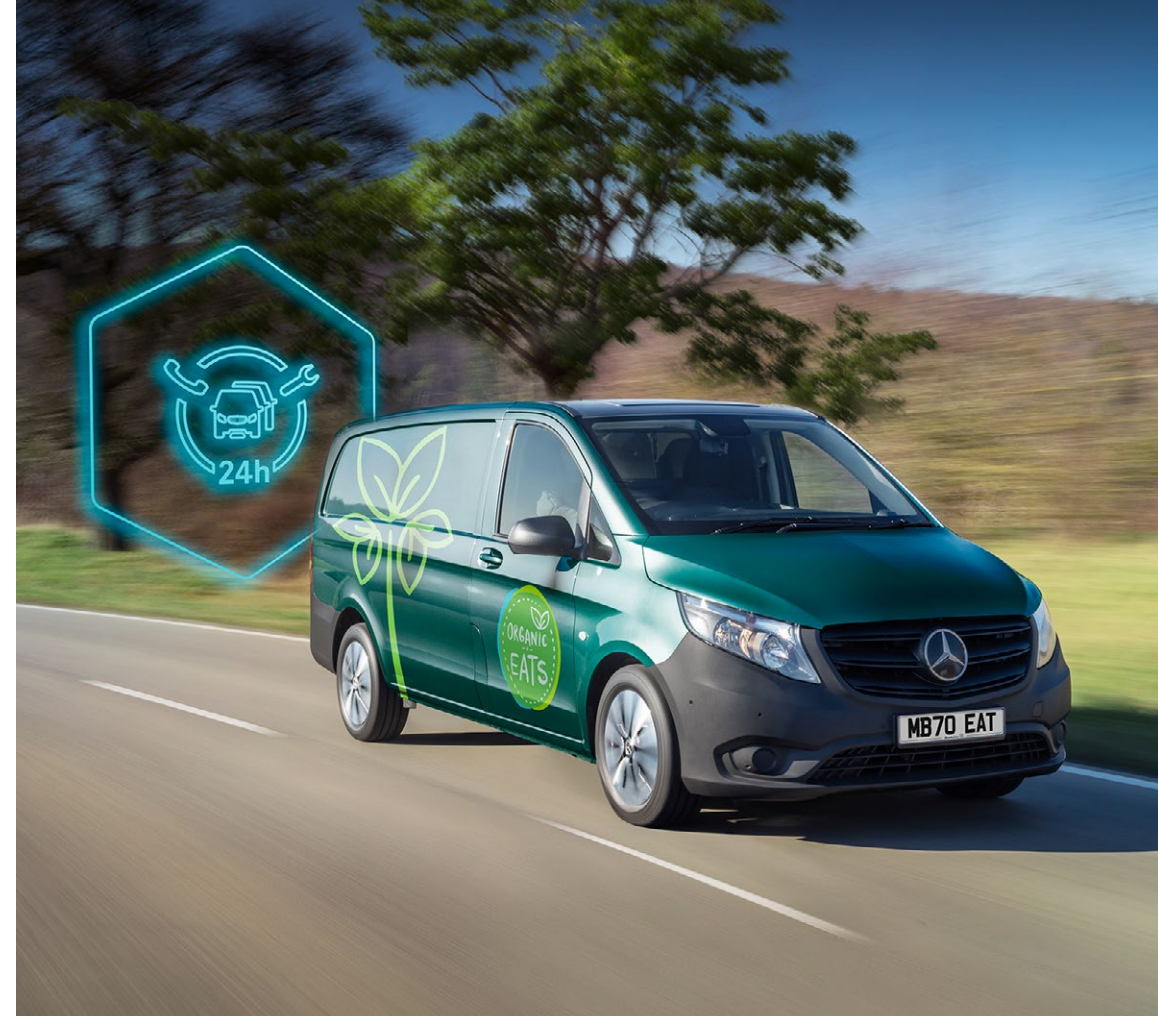
Fully integrated and completely free*

Mercedes PRO connect is built into our latest Sprinters and Vitos, including their electric counterparts, and there's no extra costs and the only thing you'll need to install is the mobile app on your phone.

Your Dealer can activate it and arrange a demo for you. It's simple and intuitive to use and you can access it 24/7 from your computer and mobile devices.

➤ [Find your nearest Dealer](#)

*Mercedes PRO connect is available for the Vito, eVito, Sprinter and the eSprinter. It includes a range of digital services, free for 1-3 years with diesel vans and 1-2 years with electric vans, to help manage your vehicle. Details correct at time of press - January 2020. Please note, services may change over time. In the case of questions concerning the availability of Mercedes PRO connect services for your vehicle, please contact your [nearest Dealer](#).



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How can it help your business?

Optimised Assistance Package

Vehicle Connectivity Package

EV Services

MBUX Improved Navigation Package

How do I get started?

How Mercedes PRO connect works.

Mercedes PRO connect is a vehicle monitoring system that connects the 100+ sensors in your vehicle to your laptop, tablet or mobile through an onboard hub that transmits live data via 4G. This enables the vehicle to send you live updates on its location, health and security status.

It offers safety features too, connecting to the emergency services and 24hr MobiloVan roadside assistance in the event of an accident or breakdown. It means that you, your vans and drivers are digitally connected like never before.

For a full list of services, see page 7.

➤ [Find your nearest Dealer for a demo](#)



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How can it help your business?

› Work more efficiently

It's late in the afternoon and another customer order has just come in – can one of your drivers fit in another stop? Will they have time to refuel, deliver the order and come back to the office?

Managing your vans and drivers is so much easier when you can locate them instantly and work out who has the most fuel or battery range. With better coordination and planning, you'll avoid unnecessary mileage and keep your vehicles on the road for longer.

› Check your vehicles' health instantly

You've been answering emails since 7.30am but you know you need to check your vans are in good shape for the day's work. And you have a nagging feeling that one is due a service...

With Mercedes PRO connect you can check your vans' health without the need for a physical inspection every time. You can see everything from washer fluid and fuel levels to critical parts such as brake pads and engine coolant meaning you can avoid unexpected problems. Servicing information is also available and you can book an appointment in advance to avoid downtime during peak business hours.

› Keep your vans more secure

You're working on a large customer site and you've left some equipment in your van. One of your team is closer but they don't have the keys...

If you need to swap drivers or give someone access to the vehicle, the remote control function within the mobile App can unlock and lock the doors. Mercedes PRO connect adds an extra layer of security with GPS tracking, so if the worst does happen and your van is stolen, you can see its location in seconds.

› Give your drivers added protection

It's one of the busiest times of the year and your drivers are working overtime. You want to make sure they're as safe as they can possibly be.

With Emergency Calling, your van automatically calls the emergency services in the event of a severe accident for faster rescue time. Similarly, the Accident and Breakdown Management feature calls out a MobiloVan technician without the driver having to contact them, meaning there's one less thing to worry about.

› Take charge of your electric vehicles

You get an email from a customer late at night asking for you to visit early the next morning. Their building is 40 miles away and you need to check the eVito at your depot is fully charged...

It's no problem. Using the App you can remotely monitor battery charge levels, range and whether your vehicle is charging, driving or parked. There's even the option to pre-heat or cool the cabin, so it's nice and comfortable for the journey.



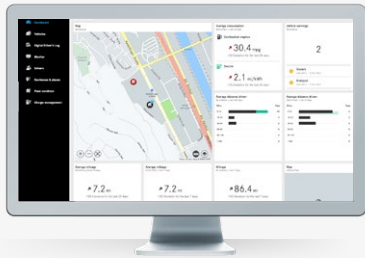
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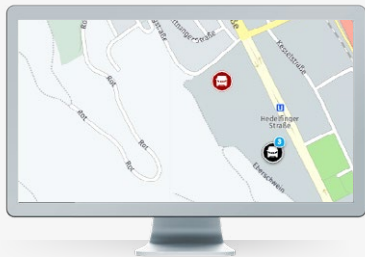
How do you use it?

› On your desktop or tablet

Fast, simple and highly secure, it takes seconds to login to Mercedes PRO connect and you can access it at home, at work or on the move.



- The PRO Portal is accessible via your computer or tablet and displays rich information about your vehicles.



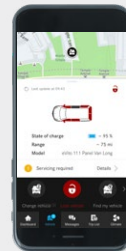
- Zoom into the map and each vehicle appears as an icon. Click on each one to learn about the vehicle's live status.



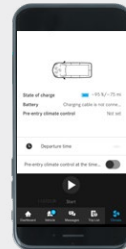
- See detailed information on each van including mileage, fuel and AdBlue® levels, and any warnings about critical parts.

› On your smartphone

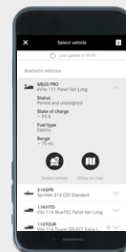
The mobile App enables you to check the fuel level and remaining range of your vehicle and control a number of functions remotely.



- The remote control feature enables you to lock or unlock the doors and, for electric vans, pre-heat or pre-cool the vehicle remotely without drawing on the battery.



- Self-assignment allows drivers to assign themselves to different vehicles using the App, so you instantly know who's using which van.



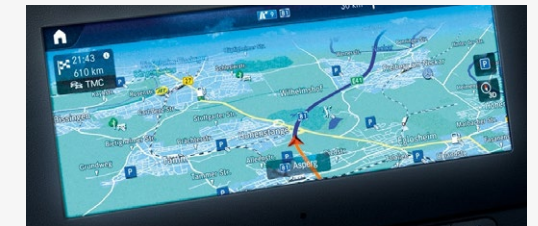
- The search function lets drivers see where the van is parked, which is handy if vehicles are being swapped over and invaluable if one has gone missing.

› Via the MBUX Headunit (for eligible Sprinters)

If you have the upgraded 10.25-inch version of the MBUX Headunit, you can use the touchscreen to see Live Traffic instructions, Van-to-X Communication hazard warnings and other updates from Mercedes PRO connect.

The steering wheel touch pads offer quick and easy fingertip access, alongside 'Hey Mercedes' Voice Command Operation*.

*Standard in conjunction with navigation



› Via the Audio 40 display (for eligible Vitos and eVitos)

If your vehicle has the upgraded Audio 40 system, the Live Traffic Information feature enables you to get to your destination as fast as possible, avoiding congestion with real-time journey information.



The packages at a glance.

- › **How it works:** all vehicles* will get the Optimised Assistance and Vehicle Connectivity packages, and there are additional packages for electric vehicles, and vehicles with the upgraded 10.25-inch MBUX or Audio 40 system.
- › **All packages are currently free for 1 - 3 years*.**
- › See the following pages for more detail on each of the services.

Mercedes PRO connect services for Sprinter or Vito:	Mercedes PRO connect services for eSprinter or eVito:	Mercedes PRO connect services for Sprinter with upgraded 10.25-inch MBUX Headunit:
<p>Optimised Assistance Package:</p> <ul style="list-style-type: none"> • Mercedes-Benz Emergency Call System • Software Update • Maintenance and Repair Management • Breakdown and Accident Management <p>Vehicle Connectivity Package:</p> <ul style="list-style-type: none"> • Vehicle Supervision and Operations • Remote Control <p>Note: Vitos or eVitos with upgraded Audio 40 can also access the Live Traffic feature</p>	<p>EV Services:</p> <ul style="list-style-type: none"> • Remote eCharging • Vehicle Preconditioning • Intelligent Charge Management <p>Optimised Assistance Package:</p> <ul style="list-style-type: none"> • MB Emergency Call System • Software Update • Maintenance and Repair Management • Breakdown and Accident Management <p>Vehicle Connectivity Package:</p> <ul style="list-style-type: none"> • Vehicle Supervision and Operations • Remote Control <p>Note: Vito or eVito models with Audio 40 can also access the Live Traffic feature</p>	<p>MBUX Improved Navigation Package:</p> <ul style="list-style-type: none"> • Live Traffic Information including Van to X Communication • Multimedia Functions • Navigation Functions • Online Map Update <p>Optimised Assistance Package:</p> <ul style="list-style-type: none"> • Mercedes-Benz Emergency Call System • Software Update • Maintenance and Repair Management • Breakdown and Accident Management <p>Vehicle Connectivity Package:</p> <ul style="list-style-type: none"> • Vehicle Supervision and Operations • Remote Control

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These free packages are available with all our latest vans* - excluding the Citan range.

Optimised Assistance Package

› Mercedes-Benz Emergency Call System

The vehicle automatically calls the emergency services in the event of a serious collision. The emergency call can also be made manually via the SOS button or an address book entry.

› Software Update

Mercedes PRO connect receives automatic, over-the-air software updates so you can be confident that your vehicle data and navigation information is always accurate.

› Maintenance and Repair Management

The vehicle transmits service and repair data which can be analysed by your preferred Dealer. If the vehicle needs maintenance or repairs, they can contact you and book an appointment that fits around your schedule.

› Breakdown and Accident Management

In the event of a breakdown or accident, 24hr MobiloVan roadside assistance will be automatically called to save time. You can also do this manually using the mobile App or the 'spanner' button on the vehicle's dashboard.

Vehicle Connectivity Package

› Vehicle Supervision and Operations

View live information about your vehicles including: the GPS location, odometer reading, fuel level (charge level for eVans), AdBlue® level, TPMS values (if sensor fitted), washer bottle low, brake fluid low, brake pad warning, coolant level warning, range and battery voltage warning (Sprinter only).

› Remote Control

Lock and unlock your vans from anywhere using the App to save time and improve security. This gives access to vehicles to your wider team without them needing a key, and ensures you can check that all your vehicles are locked remotely. You can also use the remote function to turn on the auxiliary heater (if fitted) and pre-warm the van before you get in.

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Services for electric vans:

EV Services

› Mercedes-Benz Emergency Call System

The vehicle automatically calls the emergency services in the event of a serious collision. The emergency call can also be made manually via the SOS button or an address book entry.

› Remote eCharging

Use the mobile App to see the battery charge status and range. When you're out on the road, you can also use the Mercedes PRO connect App to locate your nearest charging point.

› Vehicle Preconditioning

Whether you want to run the heater in winter or the air-conditioning in summer, you can set the vehicle temperature while it is still charging using the mobile App. The van will draw on the mains for this, so your van will be at a comfortable temperature when you set off with maximum range as the battery does not have to use energy to heat or cool the vehicle.

› Intelligent Charge Management

Save on energy costs by staggering the charging times of your vans so you can take advantage of lower, overnight charging tariffs.

MBUX services:

MBUX Improved Navigation Package

If you have a Sprinter with the upgraded 10.25-inch MBUX Headunit, you can access a range of advanced driving and navigation. You can also access the Live Traffic feature on the upgraded Audio 40 system for the Vito and eVito.

› Live Traffic Information including Van to X Communication

In addition to the live navigation functions, the latest Sprinters communicate warnings intelligently wherever a hazard is detected such as a slippery road or a broken down vehicle. This increases safety and reduces stress for drivers by helping them avoid congestion and tailbacks.

› Multimedia Functions

A wide range of features from internet radio to weather information, fuel station prices and more. Access all this hands-free with 'Hey Mercedes' voice commands, enabling you to keep your hands on the wheel and eyes on the road.

› Navigation Functions

Find locations easily with the geocoded map system and what3words voice navigation. Avoid wrong turns thanks to highly accurate map navigation data and locate available parking spaces.

› Online Map Update

Automatically keeps your map up to date with the very latest information, so you can get there faster with the best possible route guidance. Find any point of interest with ease, from coffee shops to depots.

How do I get started?

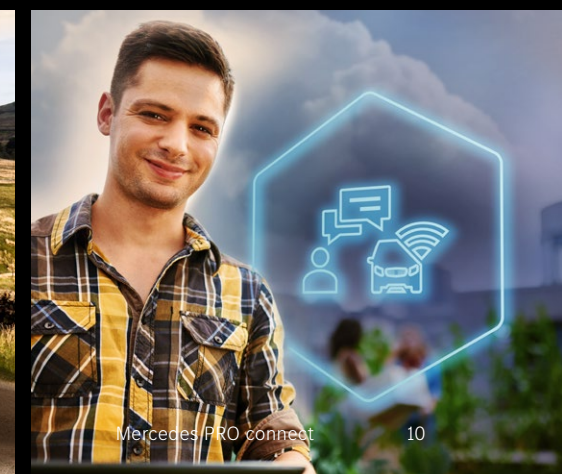
If you already own a Mercedes-Benz Van...

Mercedes PRO connect is built into the latest Sprinter and Vito models* as standard – including our electric vans. All you need to do is contact your local Mercedes-Benz Dealer, who'll set up everything for you.

If you're new to Mercedes-Benz Vans...

Mercedes PRO connect is available with our latest medium and large vans and your local Dealer will be able to arrange a demo and help you get started. Our website tells you more about Mercedes PRO connect and shows you which models now feature the technology.

➤ [Find your nearest Dealer](#)



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