



Mercedes me: Services guide.

Mercedes  keeps your business moving



Connect to your van instantly, anywhere.

Why activate Mercedes me?

See your van's health data, location and security status with just a glance at your smartphone.

Mercedes me gives you the heads up you need to plan maintenance and repairs well in advance, at a time that's convenient to you, meaning you can focus on the demands of your business. Plus, software updates can be provided over-the-air so no time is lost visiting a workshop.

You can see live information such as the fuel level, mileage and GPS location, and it gives you access to features such as remote door locking and unlocking.



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How Mercedes me can keep your business moving.

Assistance & Aftercare

	What is it?	What is the benefit?
Telediagnosics	You'll receive a notification when wear is detected on diagnostic-capable parts such as brake pads.	<ul style="list-style-type: none"> • Helps you avoid wear-related failures and breakdowns • Your downtime is minimised as work can be scheduled in advance at a convenient time for you.
Remote Vehicle Diagnostics	Your Dealer can assess your van's condition remotely allowing them to check if any other repairs are required ahead of a service.	<ul style="list-style-type: none"> • Workshop visits are reduced as maintenance is planned and prepared before the vehicle arrives at the Dealership • If a breakdown does occur, our MobiloVan technicians can see your vehicle's status in advance, improving the chances of a successful roadside repair.
Maintenance Management	A few days before the service light appears in the van, you'll get advance notification that your service is due.	<ul style="list-style-type: none"> • Plan your workshop visit well in advance to minimise any impact on your business • Transparent information on what work is necessary and the parts required • Reduces the risk of unexpected downtime.
Accident Recovery	Once an emergency call has been resolved, further accident management support is offered to help recover your van.	<ul style="list-style-type: none"> • The Customer Assistance Centre (CAC) will help organise vehicle recovery or for your damaged van to be towed to a Mercedes-Benz Service outlet • Offers you support and reassurance in a stressful situation • With your agreement, vehicle data and geolocation are shared so the recovery services can pinpoint the van's location and are aware of its condition • Downtime is minimised and quick support arranged.
Breakdown Management	If you request breakdown assistance, your Service24h responder will be able to see your GPS location and use remote vehicle diagnostics to assess the condition of your van before they arrive.	<ul style="list-style-type: none"> • You can summon roadside assistance quickly and easily • More repairs can happen at the roadside as the technician has advance knowledge of the problem • Downtime is minimised as diagnosis happens before Service 24h arrives.
Software updates	Over-the-air software updates are sent directly to your van's head unit so there is no requirement to visit a workshop.	<ul style="list-style-type: none"> • Software remains up to date at all times • Additional workshop visits are a thing of the past.

Vehicle Supervision

	What is it?	What is the benefit?
Vehicle Tracker	See your van's location while it's on the move, on the map in your app.	<ul style="list-style-type: none"> You can monitor your van's location remotely via your app Re-route a driver or fit in another pick-up delivery in the area gives you added reassurance about your van's security.
Parked Vehicle Locator	If you're within one mile of your van's parked location, the app can generate the most convenient walking route.	<ul style="list-style-type: none"> The van's position will be displayed on a map and the driver can choose to follow a walking route back to where they parked Makes it easier to locate your van when you're unfamiliar with the surroundings and on a tight time schedule.

Remote Access

Remote Retrieval of Vehicle Status	Use your app to check on fuel/charge level, tyre pressure, mileage, average fuel consumption and trip information.	<ul style="list-style-type: none"> Ideal for checking your van's readiness for planned trips in advance Save administration time on tasks such as logging mileage.
Remote Door Locking & Unlocking	You can lock and unlock your van remotely via the app without the need for a physical key.	<ul style="list-style-type: none"> Double check that the van has been locked without returning to the van Gain entry if you've locked the keys in the van or need to give another driver access.

Electric Vehicles - eSprinter & eVito

Programming of charging settings and Pre-Entry Climate Control	Climate control can be started while your van is charging so the function doesn't reduce the available range.	<ul style="list-style-type: none"> Ensures your van is set to an ambient temperature before starting your journey The energy used for heating is supplied while the van is plugged in so you'll have maximum comfort and battery range.
Display of Charging Stations	Locate charging stations in your surrounding area easily from the map display.	<ul style="list-style-type: none"> Set your preferred charging point as a navigation destination and be reassured that it is within range.
Range on Map	The range display shows you whether you can reach your specified destination within the current battery charge, whether it is in a critical range or definitely cannot be reached.	<ul style="list-style-type: none"> Helps you plan your journey with confidence, showing you if you'll need a charging stop en-route or if you can charge the vehicle to the necessary level before setting off This takes into account the geography and other characteristics of the route.

Any questions?

<p>How do I know if Mercedes me works on my van?</p>	<p>You can connect to Mercedes me with any of our brand new models and Approved Used/Used Sprinters (2018 onwards) and Vitos (2020 onwards) . If you'd like to know if Mercedes me works with your van or have any other questions please contact your preferred Dealer.</p>
<p>How can Mercedes me benefit my business?</p>	<p>Greater efficiency, cost savings and visibility of your van at all times. You'll receive notifications to help plan maintenance and repairs in advance, at a time that's convenient to you. Plus, software updates can be provided over-the-air so no time is lost visiting a workshop. With the Mercedes me app on your phone, all it takes is a quick glance at your van's fuel or battery charge level and you'll know if its ready for the day ahead.</p> <p>It's also reassuring to know where your van is 24/7 with GPS tracking, making it easy to see if your driver is on schedule and your day is running smoothly. These are just some of the benefits, and once you start using the app, checking Mercedes me will soon become second nature.</p>
<p>Does Mercedes me offer dedicated features for electric vans?</p>	<p>Yes, you can use the app to view your van's battery level, current range and charge status. You can also pre-condition the cab to start climate control while your van is charging, using mains power rather than drawing on the battery. There are navigation features too, enabling you to plan your journey based on your vehicle's current range and see charging stations on your route if you need to stop to charge your van.</p>
<p>How do I set up Mercedes me?</p>	<p>You can set up Mercedes me using the steps explained on our website.</p>
<p>How do I add a driver to my business account?</p>	<p>As a company administrator, you can add new users to your Mercedes me business account. Your colleague will need to set up their own personal Mercedes me ID first. Once their email address is registered in the system, you can log in to the desktop portal and assign your colleague as a driver (with limited use and visibility of allocated vehicles only) or as an administrator (to have identical rights and access to you).</p>
<p>I've bought a used Mercedes-Benz van. Can I still use Mercedes me services?</p>	<p>Yes, please contact your Dealer who can help you set up an account. Due to data protection, your Dealer needs to verify that you are the legal owner of your van and therefore eligible to access its data. Please note that only certain services may be available - depending on the age and model of your van.</p>
<p>How do I download the app?</p>	<p>Once you've registered with Mercedes me online and created your account, you'll receive your Mercedes me ID. You can then download the app from the App store for iPhone or Google Play for Android.</p>
<p>Where do I login to my account?</p>	<p>You can login to the Mercedes me portal on your desktop and on the home screen of the app. For your security, we'll send you a 6 digit code to your email when you login which you will enter on the app. You can then choose to stay signed in if you prefer.</p>
<p>Who do I speak to about Mercedes me if I need help?</p>	<p>All of our Dealers can help you with the set up process and any troubleshooting. You can find the contact details on our Dealer locator.</p>