

Charging Your EQ

How to set up your account,
and find and use charging stations.



The Mercedes me Charge Network

Mercedes me Charge enables access to one of the largest integrated charging networks nationwide. With ChargePoint®, EVgo® and Electrify America® integrated into a single platform, streamlining payment and charging session activation has never been easier.

Since Mercedes me Charge integrates into the Mercedes me connect app, you'll never need to download or register for other charging provider apps.



Mercedes *me* connect

To maximize the full potential of your Mercedes-EQ, including Mercedes me Charge service, you'll first need to register your Mercedes me connect account and link your vehicle to the Mercedes me connect app. If you have not downloaded the Mercedes me connect app yet, you can do so by using one of the QR codes below.



Android™



App Store®



Complimentary DC Fast Charging at Electrify America

Once you activate Mercedes me Charge, you can enjoy two years of unlimited complimentary 30-minute charging sessions at Electrify America stations.



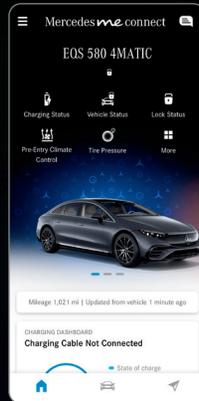
If you need any assistance, please contact your dealer or call Customer Assistance at (855) 502-3851.

Activating Mercedes me Charge

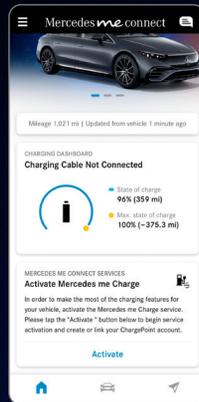
Activating Mercedes me Charge requires you to connect your account with our partner, ChargePoint. This will allow you to access one of the largest integrated charging networks in the nation – with ChargePoint, EVgo and Electrify America on a single platform.

Here's how to set up your account within the Mercedes me connect app:

- Click on “**Activate Mercedes me Charge**” and proceed by clicking on the “**Mercedes me Charge charging contract**” button
- If you don't see the “**Activate Mercedes me Charge**” tile, you can find more detailed instructions on our website using this QR code:



Scroll down



Please Note:

If Mercedes me Charge is not activated, then the complimentary Electrify America Unlimited Charging will **NOT** be available.



The RFID Card

During the registration process, we recommend that you enter your RFID card number (though this step is not required for registration). This key-sized card is included in your Welcome Kit, which can be found alongside the owner's manual.

The RFID card allows for easy authentication and payment at most stations.

The RFID card is **NOT** accepted at Electrify America stations.

Provided by ChargePoint Mercedes me

1-800-367-6372
mbusa.com/charge

MBUS1234567890

If you need any assistance, please contact your dealer or call Customer Assistance at (855) 502-3851.

Types of Charging

While your Mercedes-EQ can go long distances without a charging stop, sooner or later, you will need a charge. Here are some options you can choose from:



LEVEL 1: 2–4 miles (range) per hour of charging.

Slowest charging power available. Not recommended unless no other option is available. Use a Level 1 cable to plug into a standard 120V household outlet to secure power of up to 1.9 kW.



LEVEL 2: 20–30 miles (range) per hour of charging.

Available for both home charging and charging in public. This level lets you charge up to 9.6 kW on 40 amps for a full charge overnight.



LEVEL 3 (DC Fast Charging): The fastest method available.

Station output can range from 50 to 350 kW. Your EQ can support charging power of up to 200 kW,* which charges 10–80% in about 30 minutes.

*EQE supports charging power of up to 170 kW.



Please Note:

Consult your dealer, or our website, for more information on your vehicle's peak charge rate, as well as the estimated time to charge.

Finding a Charging Station

A quick search using the navigation system on the center display of your Mercedes-EQ or on the Mercedes me connect app, not only locates the charging stations near you, but the charging station icons will also indicate their charging power:



Less than 50 kW



50 to 149 kW



150 kW and above

Using Navigation with Electric Intelligence for long-distance travel:

If you are driving to a destination beyond your current range, the Navigation with Electric Intelligence feature will automatically calculate a route that includes the necessary charging stops for you.

You can adjust the intelligent route calculation by changing your preferred minimum state of charge in the settings menu . Driving with route navigation will prepare the battery for the fastest charge and minimize the time spent at the station.



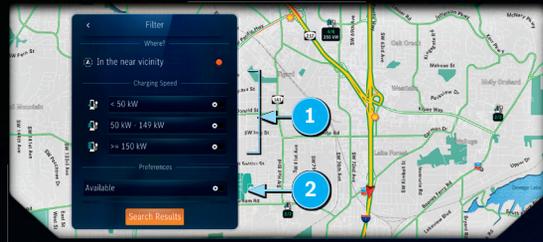
If you need any assistance, please contact your dealer or call Customer Assistance at (855) 502-3851.

Finding a charging station using your MBUX center display:

- Press “EQ” on the top left corner of the zero-layer menu, then select the “Charging Stations” menu
- Press quick filter ① for charger power or press “In the Vicinity” ② to show additional options



- In the filter menu, you can filter results by charger power ① or press “Available” ② to only show free stations that are ready for charging



- Scroll down for additional filter settings
- You can also filter charging station results by supported authentication methods ① and show Electrify America charging stations only. Select “Search Results” ② to apply filter.

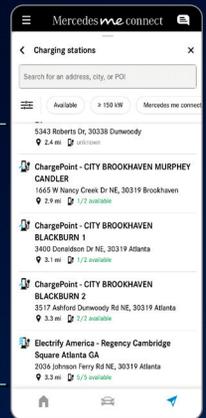
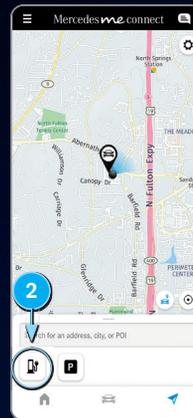


Finding a charging station using your Mercedes me connect app:

The app is a useful tool that supports many functions for your Mercedes-EQ. You can easily search for a charging station with your smartphone, and then send the location directly to your MBUX navigation system to start route guidance.



- First select the arrow icon ① to open the map
- Select the charger icon ② to display all charging stations in the map
- Then select a charging station ③ from the list and send the location to your vehicle



Learn More

Scan the QR code for more information on how to find a charging station.



If you need any assistance, please contact your dealer or call Customer Assistance at (855) 502-3851.

How to Charge in Public

Initiate a charging session with Plug & Charge:

All Electrify America DC charging stations support Plug & Charge, the easiest method of charging. Simply plug in your vehicle, and the charging station will process your payment and start charging.

You can find Plug & Charge-capable stations via the filter settings in your navigation system or the Mercedes me connect app.

Initiate a charging session using your MBUX center display:

- Open “**Select the Charging Location**” in the navigation system and scroll down
- Use the arrows **1** to select the charging location where you want to charge
- Ensure that the Charger ID on your screen **2** is the same as outside on the charging station
- Press the plug icon **3** and confirm the prompt to first authenticate your charging session



- Now **quickly** plug the charging cable into your Mercedes-EQ to start the charge
- Stop the charging session with the illuminated button, located next to the charging socket

Initiate a charging session using your Mercedes me Charge RFID card:

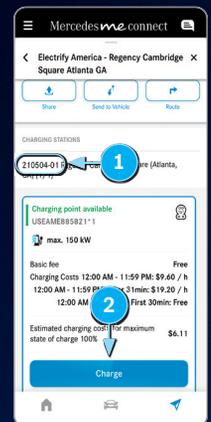
Hold the card to the marked area on the charging station. This is the preferred method at ChargePoint and EVgo, once the card is activated through Mercedes me Charge. It is **NOT** supported at Electrify America stations.



Initiate a charging session using your Mercedes me connect app.

You can use your Mercedes me connect app to start a charging session across all networks.

- First plug the cable into the vehicle*
- Open the charging location in your app
- Select the station ID **1** that is plugged into your vehicle
- Tap the “**Charge**” button **2** to activate the session
- Stop the charge by pressing the illuminated button next to the charging socket



* Some charging stations may require authentication before unlocking the charging cable.



Learn More

Scan the QR code for more information on how to initiate charging sessions.



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Home Charging

Just like a smartphone, home charging lets you plug in at the end of the day so that your vehicle is charged up the next morning.

We recommend the ChargePoint® Home Flex wall box, installed through Qmerit®. Fully connected to WiFi, it lets you schedule your charging sessions and set reminders. For more information, scan the QR code below.



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