

Charging Your EV

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.

Integrating nearly 100,000 charging stations, our charging network is constantly growing. By including ChargePoint®, Electrify America®, EVgo®, plus the Mercedes-Benz High-Power Charging Network on a single platform, streamlining payment and charging session activation has never been easier.



If you need any assistance, please contact your dealer



The Mercedes-Benz app

Unleash the full potential of your Mercedes-Benz EV.

To maximize the full potential of your Mercedes-Benz, you'll need to ensure that your account has been created and linked to your vehicle in the Mercedes-Benz app. This should have been performed by your dealer.

Once linked, activate all digital services, including **Mercedes me Charge**. If you have not downloaded the Mercedes-Benz app yet, scan one of the QR codes below.



Android™



App Store®

Our growing, fully integrated charging network includes:



For all our charging information and resources, visit our website by scanning this QR code:



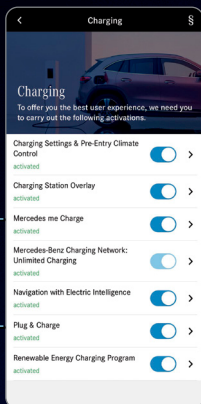
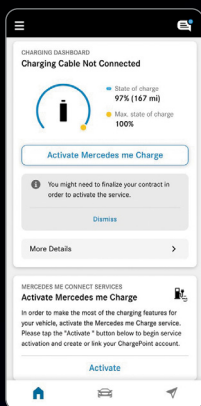
or call Customer Assistance at (855) 502-3851.

Activating Mercedes me Charge

Activating Mercedes me Charge requires you to connect your account with our partner, ChargePoint.® This will give you access to one of the largest integrated charging networks on a single platform.

Here's how to set up your account within the Mercedes-Benz app:

- Scroll down on the home screen to click on the **“Activate Mercedes me Charge”** tile. Then proceed by selecting **“Mercedes me Charge charging contract”** and follow the guided steps to finalize activation.
- Return to the Charging Services menu to ensure that the activation was completed for Mercedes me Charge and Plug & Charge.



If you need any assistance, please contact your dealer



Please Note:

All Mercedes me Charge benefits, including Plug & Charge, are only available after successful service activation.

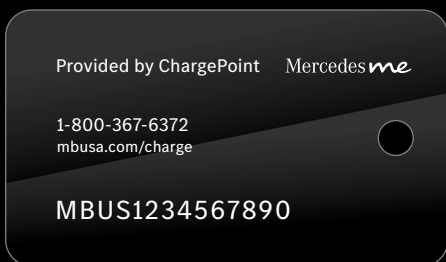


The RFID Card

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.



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Types of Charging

While your Mercedes-Benz EV 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 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 50–400 kW. Your EV can charge from 10–80% in as little as 30–35 minutes.



Please Note:

Consult your dealer, or [MBUSA.com/charge](https://www.mbusa.com/charge), for more information on your vehicle's peak charge rate, as well as the estimated time to charge.

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Finding a Charging Station

A quick search using the navigation system on the center display of your EV, or on the Mercedes-Benz 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.



Using Battery Preconditioning to optimize charging time:

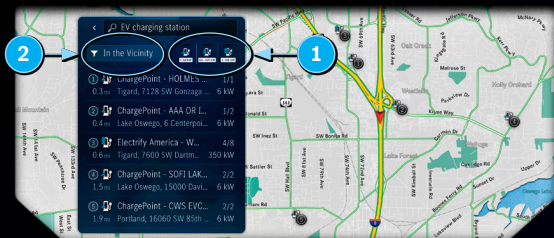
When using Navigation with Electric Intelligence, “HV Bat. Pre-Temp. Control” will automatically prepare the battery for the fastest possible charging rates before you reach the station, reducing time spent charging.



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Finding a charging station using your MBUX center display:

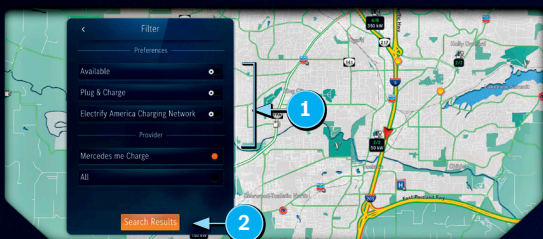
- Press “EQ” on the top left corner of the zero-layer menu, then select the “Charging Stations” menu
- Press quick filter ① for charger power or press “In the Vicinity” ② to show additional options



- In the filter menu, you can filter results by charger power ① or press “Available” ② to only show vacant 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 specific charging networks. Select “Search Results” ② to apply filter.

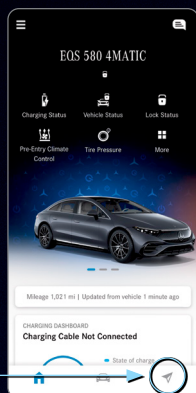


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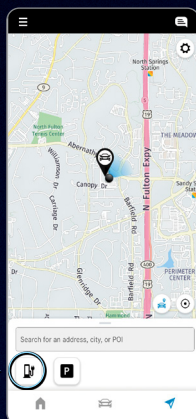
Finding a charging station with your Mercedes-Benz app:

Select the charging station in your app and send the location to your vehicle.

- Select arrow icon to navigate to the map



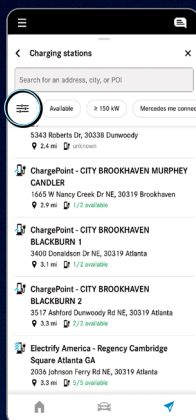
- Select charger icon to display charging stations in the map



- Optional: Change filter settings (☰) to specify your search results, e.g., “Plug & Charge stations only”

- Select charging station from the list

- Optional: Send charging station location to vehicle to start route guidance



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How to Charge in Public

Initiate a charging session with Plug & Charge:

Plug & Charge is 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-Benz app. You will also see the Plug & Charge icon on the head unit, if the charger is capable of Plug & Charge.



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 ② on your screen matches the one on the charging station. For stations with multiple connectors, select the connector that aligns closest to your space.
- Press the plug icon ③ and confirm the prompt to first authenticate your charging session



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

If you need any assistance, please contact your dealer

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

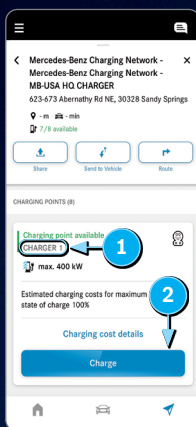
Once activated through Mercedes me Charge, the RFID card is a quick and convenient way to start a charging session. Simply hold the card to the marked area on the charging station. Please note that not all charging stations support RFID cards, specifically Electrify America.®



Initiate a charging session using your Mercedes-Benz app:

You can use your Mercedes-Benz 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.



or call Customer Assistance at (855) 502-3851.

Home Charging

The new Mercedes-Benz Wallbox is a convenient and connected charging solution to confidently recharge your vehicle at home.

The Wallbox is capable of charging up to 11.5 kW and can add up to 30 miles of range per hour for a full charge overnight. Paired with the Mercedes-Benz app, you can remotely start and stop charging sessions, view your home and public charging history, as well as estimated costs, and enable access protection to secure access to your Wallbox. Additionally, the Wallbox is able to receive over-the-air updates, so new features can be added as they are developed.

Please contact your dealer to purchase the Mercedes-Benz Wallbox.



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