

TO: All Mercedes-Benz Dealers	FROM: Product Management and Digital House
RE: Additional New Connected Features Coming Soon	DATE: September 5 <sup>th</sup> 2023

Dear Mercedes-Benz Dealers,

Earlier this year we informed you about new and discontinued services (see original NCU at the bottom). As we continue to grow our connected service portfolio, we have since added more exciting new digital features to what was announced earlier.

## Digital Vehicle Key

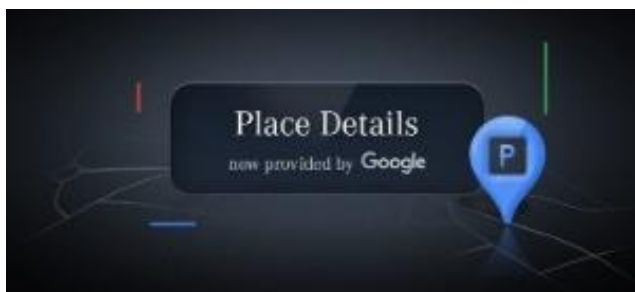


The Mercedes-Benz Digital Vehicle Key redefines the traditional smart key, leveraging the power of digitalization to provide an enhanced ownership experience. With Digital Vehicle Key, users can unlock, lock, and drive their Mercedes-Benz simply with a compatible iPhone or Apple Watch. Key sharing is also possible with up to 32 devices. In doing so, the main user of the Mercedes me connect account can assign different access for each device.

Once the customer activates the Digital Vehicle Key function within their Mercedes me connect App, instructions to begin setup of pairing to their vehicle will appear on iPhone. With the vehicle switched on and NFC activated in the system settings of the headunit, iPhone must then be placed on the NFC charging pad to pair Digital Vehicle Key to the Apple Wallet. Adequate cellular signal coverage and Bluetooth connection is required to complete the pairing process.

Customers with Apple iPhone 11 and newer with iOS 16.4, and Apple Watch Series 6 and newer will be eligible to utilize Mercedes-Benz's latest technological enhancement. Digital Vehicle Key will initially be offered on the **2024 Mercedes-Maybach EQS SUV and E-Class Sedan, with more models to follow in the future**. The Mercedes-Benz Digital Vehicle Key redefines the luxury driving experience, allowing customers to seamlessly integrate digital lifestyle with the convenience, safety, and sophistication of a Mercedes-Benz. Additional resources will be available in the Dealer Ordering Guide and the Mercedes me connect microsite. Please note, an active Mercedes me connect account is required.

## Google POIs/Place Details are now available for NTG 6



In the previous announcement, Google POIs was announced for NTG 7 vehicles. Beginning in September, now "Place Details" brings Google POIs to all NTG 6 vehicles equipped with Mercedes-Benz Navigation and Local Search. Comparable to Google POIs on NTG 7 vehicles, the "HERE" logo will be replaced by a Google logo in the Local Search within Navigation and will offer improved quality along with additional ratings and pictures.



## Integration of Personal Pictures



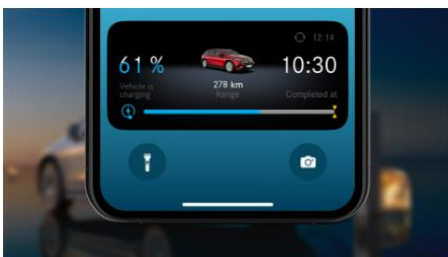
Beginning in September, vehicles equipped with a co-driver display (MBUX Hyperscreen/MBUX Superscreen) will now have the ability to integrate a decorative, personalized image on the front passenger display screen. Within the Mercedes me connect App home screen, select “More,” then “Vehicle Displays.” This menu will populate the Passenger screen decorative image menu to allow customers to upload or take a live photo. Please note, in order to upload a personal photo, Automatic Synchronization will need to be enabled in the Mercedes me connect App. After completing the upload in the Mercedes me connect App, visit the vehicle settings menu to then select and display your new photo. Your Mercedes-Benz vehicle has now become even more personalized with this new capability.

## Routines now debuting on the 2024 E-Class Sedan



MBUX third generation goes one step further with automated adaptation to personal habits. Beginning on the 2024 E-Class sedan, customers will receive personalized templates and self-created routines to support tasks during everyday driving. For example, a customer can create a “Cold Days” routine which will switch on the seat heating at a certain outside temperature and adjust the ambient lighting color to orange, or a “Monday Morning Commute” routine which activates seat ventilation on Monday mornings and starts navigation route guidance to a saved work location. Multiple conditions and actions can be set, such as Time & Date, Navigational Route, Climate Temperature, Massage Programs (if equipped), Ambient Lighting Colors, and Online Music. Routines can be created and edited within the vehicle on the center display or with the convenience of the Mercedes me connect App. With the addition of routines, customers can set a variety of conditions and actions to enjoy a whole new level of personalization.

## Live Charge Status

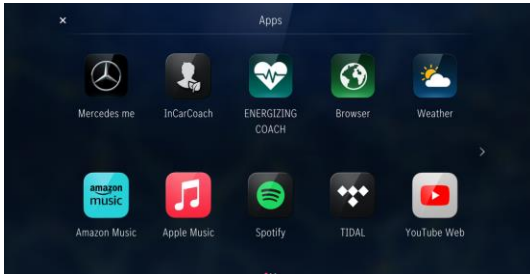


Mercedes me connect will soon support Live Activities for devices with iOS 16.2. Monitor real-time information about your vehicle's charging status directly on your iPhone's Lock Screen, or on iPhone 14 Pro's Dynamic Island. Coming in Fall 2023 for all EQ models and hybrids, “Live Charge Status” provides live information about the state of charge. The range and the end of charging is located conveniently on the mobile device lock screen.



Customers will now have a shortcut to view pertinent charging details without opening their Mercedes me connect App. To access this feature, ensure that the app is open while your vehicle is charging and that the option “More Frequent Updates” is enabled. You can find it under Settings > Mercedes me connect > Live Activities > More Frequent Updates.

## YouTube Web App



Mercedes-Benz continues to improve our in-vehicle entertainment experience with the introduction of the YouTube Web App. This feature will be available on Model Year 2024 EQS, EQE and S-Class vehicles equipped with (49U) MBUX Entertainment Package Plus. Simply visit the “Apps” menu in the MBUX Multimedia system.

Customers will be able to enjoy YouTube video content on their MBUX center display screen when the vehicle is placed in ‘Park’. Eligible vehicles equipped with code 49U will receive YouTube Web App either over-the-air (beginning in September 2023), or automatically equipped upon vehicle purchase.

NOTE - YouTube Web App is offered as browser-based version. The ability to log in to personal account is not yet available. YouTube Web App is also not available for passenger displays.

## First OTA Update bringing new features- MBUX Entertainment Update



Mercedes-Benz has been performing OTA (over-the-air) updates over the years, which primarily included bug fixes. Now with the next generation of OTA updates, in addition to bug fixes, Mercedes-Benz will bring new features over the air to select NTG7 vehicles free of charge. This OTA update will be referred to as *MBUX Entertainment Update* in customer communications.

New entertainment features such as Dolby Atmos and Newsflash will make the driving experience more enjoyable. In vehicles equipped with the Burmester Sound System and Online Music, Dolby Atmos improves the acoustics of your listening experience. You can experience the multidimensional sound experience with more depth and clarity of the melody and turn the vehicle journey into a concert experience. Dolby Atmos OTA will be available on select EQE, EQS and S-Class Sedan vehicles as part of this update.

Additionally, Newsflash offers an enhancement to the MBUX Voice Assistant by allowing customers to listen to news podcasts. Simply say, “Hey Mercedes, play the news,” and Newsflash can keep you up-to-date. As part of this update, Newsflash will become available on select **NTG7** carlines, such as C-Class Sedan, S-Class Sedan, EQE, EQS, SL, GLE, GLS and GLC SUV.

Finally, our Co-Driver Displays are becoming more intuitive with the addition of several enhancements to the popular passenger screens. The integration of personalized images (described above) along with the ability for front passengers to now listen to audio without headphones makes an even more enjoyable passenger experience.

The future of vehicle OTA updates is looking bright with this first feature-packed update.



TO: All Mercedes-Benz Dealers	FROM: Product Management & Digital House
RE: New Connected Features & Discontinued Services	DATE: June 20, 2023

As we continue to enhance connectivity across the Mercedes-Benz vehicle lineup, MBUSA will be introducing new connected features and sunsetting specific features that resulted in low usage/take rates. This will ensure we have the most attractive connected feature offering for our customers. We are excited to enhance the Mercedes me Connect portfolio with some new upcoming features:

## ChatGPT Integration



Mercedes-Benz is integrating artificial intelligence into its voice control. By offering ChatGPT, voice control via the MBUX Voice Assistant's "Hey Mercedes" will become even more intuitive. Customers will experience a voice assistant that not only accepts natural voice commands but can also conduct conversations. Soon, anyone who asks the Voice Assistant for details about their destination or to answer a complex question, customers will receive a more comprehensive answer. ChatGPT will be available on vehicles equipped with NTG 6 and NTG 7 headunits starting mid-June 2023 as a Beta Program.

\*Mercedes-Benz drivers need to first activate the ChatGPT feature through the Beta program in the Mercedes me connect App.

## Parking for App & Parking for Navigation:



These are two separate features which support the customer remotely locating and paying for parking spaces in various parking environments. Customers will now have a resource to reduce challenges finding parking locations.

### Parking for App:

The app functionality is available for all carlines despite vehicle equipment. Simply visit the Mercedes me connect mobile app, select the Navigation tab on the main menu page followed by the Parking icon to view available parking spaces. If a payment method is stored on your Mercedes me Connect account, you can now find and reserve available parking spaces prior to your journey. If there is no payment stored, you will be prompted to add one while trying to reserve a parking space.

### Parking for Navigation:

This function is available on NTG 6 vehicles and newer equipped with Mercedes-Benz Navigation. This enhancement is now an additional component of the connected services that enrich the navigation experience. Within the Mercedes-Benz Navigation, select the Parking ("P") icon which calls up parking information and the ability to begin a route to the parking destination. Then swipe down to see pricing information and payment option. Once a parking spot is identified, payments are processed through credit card transactions linked with Mercedes me connect account.

\*Mercedes-Benz drivers need to activate the parking services in the Mercedes me connect App (Parking for App) and in the Head Unit (Parking for Navigation, formally known as Parking POI Overlay).



## Zync:



Zync is a new entertainment feature that provides customers with a seamless digital entertainment experience tailored to the unique environment inside a Mercedes-Benz.

The new entertainment portal supports services for video streaming, on-demand content and much more through a unified user interface. Vehicles equipped with front passenger display will have the ability to utilize the privacy function which allows switching the visibility for the driver on or off in order to assist with limiting driver distraction.

Zync services will initially be offered for the following MY24 models: S-Class, EQS, EQE, E-Class Sedan and also will require an active MBUX Entertainment package subscription (renewable in the Mercedes me Connect store within the MBUX Entertainment Package).

## Google POIs



Google POIs is now available on NTG 7 vehicles and newer equipped with Mercedes-Benz Navigation. For customers, the "HERE" logo will now be replaced by a Google logo in the Local Search within Navigation. Search results will now be more abundant with better quality, more ratings, and pictures.

\*For all new features mentioned above, vehicles will need an active Mercedes me connect subscription.

## Due to low take rate and usage data the following features will be sundowned:

### Traffic Light Information:

Traffic Light Information (Red light countdown) reveals a countdown timer for certain connected traffic lights on your route. Traffic Light Information will be sundowned beginning with MY23 and newer vehicles equipped with Navigation Services. For vehicles with active Mercedes me Connect subscriptions with activated Traffic Light Information, service will remain active until the expiration of their subscription.

### Speed Alert:

Speed Alert service allows user to define a speed limit for your vehicle. If your vehicle exceeds this limit, you will be notified immediately about the driven speed, time and location. Within the Mercedes me Connect app the Speed Alert function will be sundowned for all vehicles. If a customer currently has this feature activated within their active Mercedes me Connect subscription, Speed Alert will remain active until the expiration of their subscription. There will not be an option to renew/repurchase this feature.

### Personalization for NTG 5.5 Vehicles:

Effective immediately, customers with NTG 5.5 vehicles will no longer have the ability to change in-vehicle settings (such as light and display settings) using the Mercedes me connect app. However, the ability to personalize settings will remain available while in the vehicle. Please note, customers who have the Personalization service within an active Mercedes me Connect subscription will be able to use this function until their subscription expires. There will be no renewal option for this feature on NTG 5.5 vehicles.

### E-Navigator (MB Apps):

For Plug in hybrid vehicles, E-Navigator is a sub feature within Mercedes-Benz Apps (MB Apps) which supports locating EV Charging station from the headunit. As of June 30<sup>th</sup>, the E-Navigator feature will be discontinued for following plug in hybrid (PHEV) vehicles: MY19-20 S-Sedan, MY19 GLC-SUV and MY20 C-Sedan. As an alternative, customers are able to use the Plugshare App available through their phones app store.

If you have any questions, please contact [mmcoperations@mbusa.com](mailto:mmcoperations@mbusa.com)

Sincerely,

Product Management and Digital House

