

Vehicle Acknowledgement and Disclosure Form – Hermes Communications Module

Mercedes-Benz USA, LLC

Thank you for considering Mercedes-Benz – we’re excited that you’re about to be part of the Mercedes-Benz family and confident you will enjoy your Mercedes driving experience. As part of our CustomerOne commitment, we want to make you aware of an issue with this vehicle involving the Hermes Communications Module.

What is the Issue?

The vehicle listed below is NOT equipped with an active Hermes Communications Module. The particular module controls the connected car functions in the vehicle and therefore certain features listed below will not be available in your vehicle until the module is retrofitted. Mercedes-Benz USA will attempt to contact the current owner of this vehicle when updates to this Hermes Communications Module are available to arrange for the module to be modified at no charge when the retrofit becomes available.

Please be advised that the absence of the Hermes Communication Module in this vehicle does not pose an unreasonable risk to safety, but the vehicle will be **unable** to perform the following functions¹:

eCall emergency call system
Mercedes me Connect Standard Services
Extended MBUX Functions
Live Traffic Information
Map Update
Navigation Services
Hard-Disc Navigation
Remote Services
Remote Services Plus
Remote Services Premium
Remote Services Advanced
Digital Key Handover
URBAN GUARD Vehicle Protection
URBAN GUARD Vehicle Protection Plus
Concierge Service
Energizing Package
ENERGIZING Package Plus

Please have your dealer assist you in registering with **Mercedes me** at www.mbusa.com/mercedesme/index. You will need to enter your 17 digit Vehicle Identification Number (VIN).

¹ Please visit www.mbusa.com for more information about these functions.

VIN _____

CUSTOMER: Please sign to indicate that the dealer has provided you with this Acknowledgement and Disclosure Form and that you acknowledge the following:

- a) You could wait for a Mercedes-Benz vehicle with an active Hermes Communication Module but you are willing to accept a vehicle without the functioning module now; and
- b) You agree to return to have the vehicle retrofitted once you are notified that the Hermes Communications Module is available and ready to be updated; and
- c) You accept this vehicle "as is" in its incomplete condition and understand that until the vehicle is updated with the retrofit, if you sell the vehicle in its current state, you have a duty to inform the purchaser that the vehicle is in this incomplete state and will need to have the Hermes Communications Module retrofitted so that the vehicle can perform all of the functions identified above.

Print Customer Name: _____

Customer Signature: _____ Date: _____

Dealer: