

EQC world: treading softly to make a statement!

Intelligent services – relaxed travel to your destination



Our first electric Mercedes from the EQ brand is characterised by its intelligent services with which we want to make entering the world of electric mobility as easy as possible for our customers. Find out more here ...

EQ world SERVICES AND EXPERIENCES



Mercedes-Benz is transforming itself from a purely vehicle manufacturer to a mobility service provider. With Mercedes me EQ offers extensive services for the electric mobility of today and tomorrow. The intelligent services and functions around the EQC (power consumption combined: 22.2 kWh/100 km; CO₂ emissions combined: 0 g/km, provisional figures)¹ range from Route Planning through auxiliary climate control and new

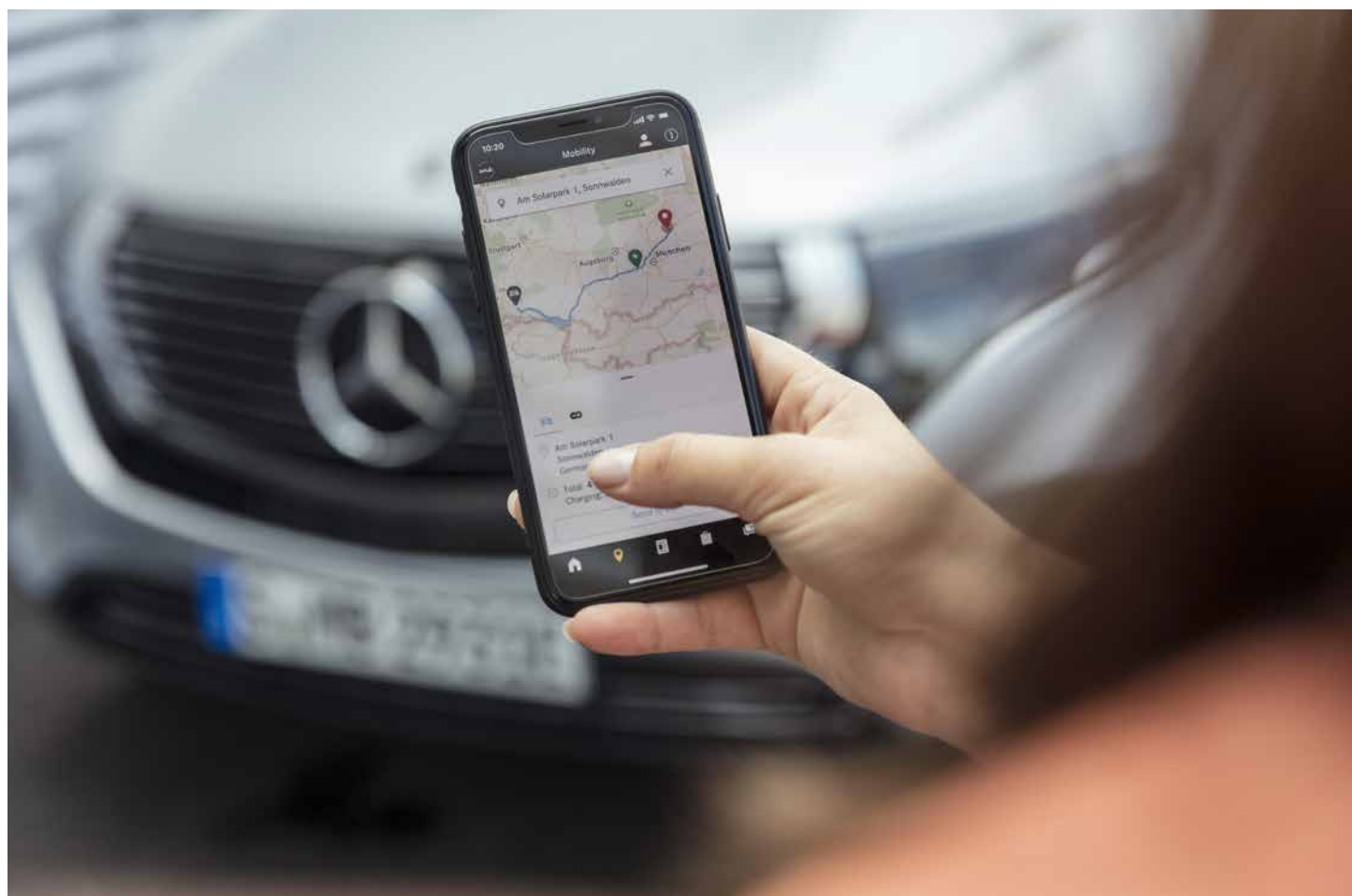
assistance functions to convenient charge handling. The aim: relaxed, uncomplicated travel with transparency and planning security.

Individual, ad hoc services around electric mobility have existed for some time. What's new with the EQC is the holistic approach: the intelligent networking of individual services and functions helps the EQC driver use their vehicle in all phases. This begins even before the journey itself.

**Here is an overview of the EQC's new services and functions which are planned at market launch:
Before the journey ...**

From their living room at home or their desk in the office the driver can plan their destination and enter a departure time for the auxiliary climate control. Not only do they then receive an intelligently planned route including the required charging stops and arrival time; they are also given a prognosis on the anticipated charge level at the outset. On request there is a push message as soon as the charging process has started or finished. This creates transparency and supports the driver in planning their upcoming journeys optimally.

With the **auxiliary climate control** the vehicle interior has already reached the required temperature by the time of departure. The EQC is cooled down or heated up as appropriate. There are several possible methods for programming: directly via MBUX - Mercedes-Benz User Experience or via the Mercedes me App, where either one single departure time or a weekly profile can be stored. Once the process has started or finished the driver receives push notifications on their phone on request, so they are always kept updated. Auxiliary climate control during a charging process goes easy on the range as the energy requirement is covered by the charging current.



With Mercedes me EQ offers comprehensive services for electric mobility. The intelligent services and functions around the EQC range from Route Planning through auxiliary climate control and new assistance functions to convenient charge handling.

Or on board ...

Intelligent route to your destination.

The **E-optimised navigation** works intelligently. On the basis of **numerous factors** it automatically plans a route including charging stops if necessary. **The current electric range, the current power consumption, which is individually determined by the driving style, the topography and the traffic flow, plus available charging stations** are some of the factors taken into account. The calculation is always based on the fastest route taking into consideration the shortest charging time – so rapid-charging stations are prioritised. This means that the customer does not always have to charge fully, but charges flexibly with regard to the overall journey time. The Route Planning also reacts to changes dynamically. It can take place **off- and on-board**, so outside (via the Mercedes me App) and inside the vehicle (via MBUX). The journey can therefore be planned either before departure from the comfort of home or directly and spontaneously in the car.

Intuitively understood ...

The **EQ-specific voice control** is activated with “Hey Mercedes” and thanks to natural speech comprehension it makes operating the EQC easier. Because the MBUX’s LINGUATRONIC recognises and understands lots of questions or commands on topics specifically related to electric cars. A few examples: “Show me the energy flow”, “Which charge settings have been selected?”, “Charge the vehicle to 85 percent” or “I want to start at 8 o’clock tomorrow morning” and “Where is the next charging station?”.

The EQC has been bestowed with the pioneering multimedia system MBUX - Mercedes-Benz User Experience, supplemented to include lots of EQ-specific content such as the display of the range, charge level and energy flow.



Convenient charging and payment.

In Europe there are way over 200 different operators of charging stations in public spaces (city, parking spaces, motorways, shopping centres etc.). Thanks to the E-optimised navigation Mercedes-Benz customers can easily find these stations via the Mercedes me App or directly from the car and via **Mercedes me Charge** they gain easy **access to charging stations from a variety of providers, including across national borders**. Different contracts are not necessary for this. The customers benefit from an **integrated payment function with simple billing** as well as authentication. The customer stores their payment method once. Each charging process is then billed automatically – even abroad. The individual charging processes are all listed monthly in one clear invoice.

Mercedes me Charge also facilitates access to the rapid-charging stations of the pan-European rapid-charging network of **IONITY**. The short charging times ensure a pleasant journey, especially on long routes. Along the major routes in Europe IONITY will set up and operate a total of around 400 rapid-charging stations by 2020. IONITY was founded in November 2017 as a joint venture between the BMW Group, Daimler AG, the Ford Motor Company and the Volkswagen Group with Audi and Porsche.



Mercedes me Charge also enables access to the IONITY pan-European rapid-charging stations network. The short charging times ensure a pleasant journey, especially on long routes.

*Details of energy consumption and CO₂ emissions are provisional and were determined by the technical service. EC type approval and Certificate of Conformity with official figures not yet available. The figures may differ from the official values.

