

Charging Your EQB

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.

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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™

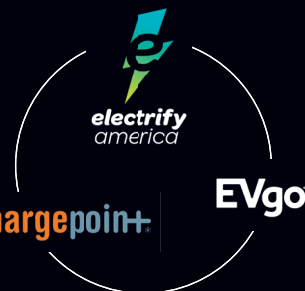


App Store®

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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.

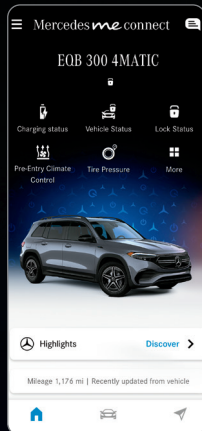


Activating Mercedes me Charge

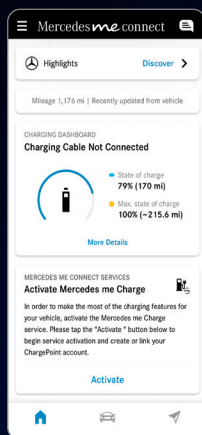
Activating Mercedes me Charge requires you to connect your account with our partner, ChargePoint. This will allow you to access one of the largest integrated charging networks in the nation – with ChargePoint, EVgo and Electrify America on a single platform.

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 with 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

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Types of Charging

While your EQB 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 speed available. Not recommended unless no other option is available. Use a Level 1 cable to plug into a standard 120V household outlet to secure speeds 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 EQB can support charging speeds of up to 100 kW, which charges 10–80% in about 30 minutes.



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.



Complimentary DC Fast Charging at Electrify America

Remember that you receive unlimited complimentary 30-minute charging sessions on the Electrify America network for two years with Mercedes me Charge activation.

Finding a Charging Station

A quick search using the navigation system on the center display of your EQB, 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 speeds:



Less than 50 kW



50 to 149 kW



150 kW and above

Using Navigation with Electric Intelligence for long-distance travel:

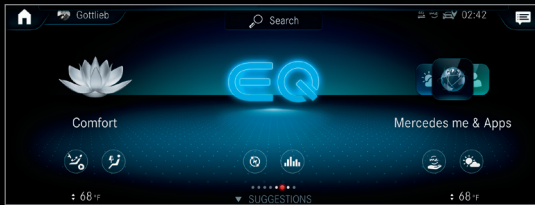
If you are driving to a destination beyond your current range, the Navigation with Electric Intelligence feature will calculate a route that includes the necessary charging stops for you. Plus, it prepares the battery for the fastest charge, minimizing the time spent at the station.

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:

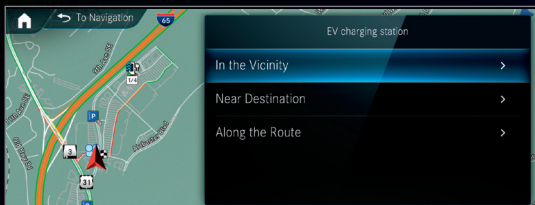
- Open “EQ” in main menu



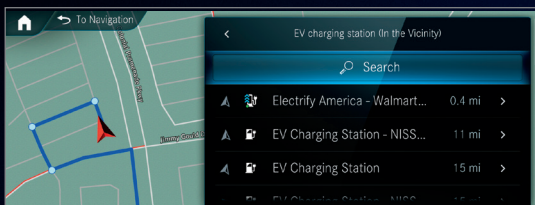
- Select “Charging Station Search”



- Choose between “In the Vicinity,” “Near Destination” and “Along the Route”



- Optional: Enter station name to filter results, e.g., “Electrify America”

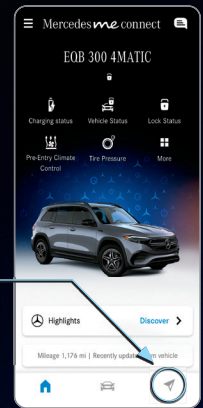


- Select the charging station

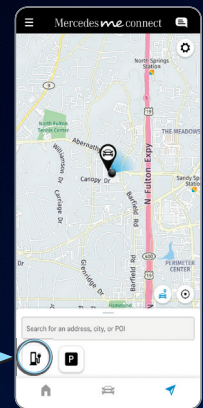
Finding a charging station with your Mercedes me connect app:

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

- Select arrow icon to navigate to the map



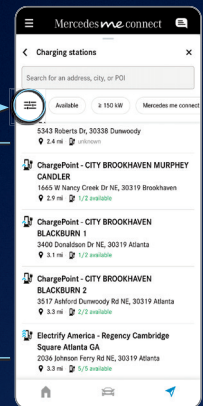
- Select charger icon to display charging stations in the map



- Optional: Change filter settings () to specify your search results, e.g., “Electrify America network only”

- Select charging station from list

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



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 your RFID card:

Hold the charge card to the marked area on the charging station. This is the preferred method at ChargePoint and EVgo, but is **NOT** available at Electrify America stations. The card must first be activated through Mercedes me Charge.



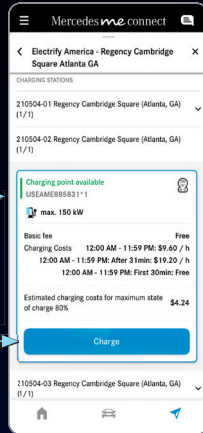
Initiate a charging session with the Mercedes me connect app:

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

This method is recommended for Electrify America stations.

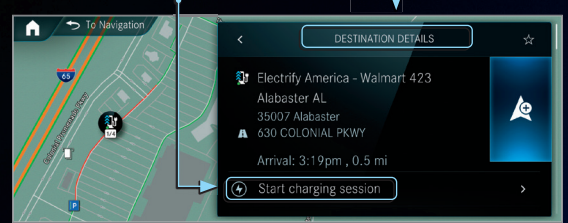
- First plug the cable into the vehicle*
- Open the charging location in your app
- Select the station ID that is plugged into your EQB
- Tap the “Charge” button to activate the charging session
- Stop the charge by pressing the illuminated button, located next to the charging socket

*Some stations may require authentication first to unlock the charger cable.



Initiate a charging session with your MBUX center display:

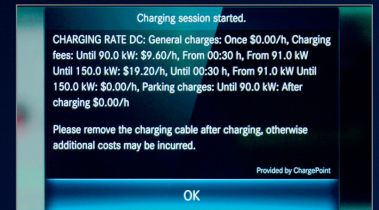
- Open charging station details
- Press “Start charging session”



- Press the plug icon, under the charger ID, where your vehicle is parked



- Press “OK” to confirm the charging session



- Turn off the vehicle to unlock the charger flap and **quickly** plug the cable into the vehicle



Learn More

Scan the QR code for more detailed information regarding charging on the go.



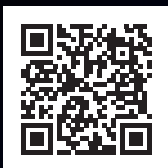
If you need any assistance, please contact your dealer or call Customer Assistance at (855) 502-3851.



Home Charging

Just like a smartphone, home charging lets you plug in at the end of the day to be 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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