

“My Mercedes Electric” B-Class EV Vehicle Homepage

General description:

- The term Vehicle Homepage (VHP) is used as a generic term for the mobile website used to connect an Electric Vehicle (e.g. B-Class EV or smart fortwo electric drive 3rd Generation) with the user outside the car (remote). This homepage is optimized for mobile devices such as smartphones or tablets, and should ideally be accessed via the Google Chrome browser.
- The My Mercedes Electric vehicle homepage includes many EV typical services which the customers can use, such as range management, charging status, charging management, or remote climate control functions. This will aid in overcoming the user’s range or charging anxiety while making the ownership experience more exciting and convenient.



“My Mercedes Electric” B-Class EV Vehicle Homepage

Background Information:

- What is a Vehicle Verification Code?
 - A Vehicle Verification Code or VVC is a personal customer code which is needed to use the personalized electric vehicle services for the vehicle homepage.
- What is a VIP-Tool?
 - The VIP-Tool is the application to support the handover process of the Vehicle Verification Code (VVC)
 - The VIP-Tool is administered by the responsible persons in the dealer to create VVCs and the related customer information documents. The designated person at the dealership is responsible to access the VIP tool to enter the VIN number and then printout/hand-over info to the customer.
- How can you access the VIP-Tool?
 - Initially access will be granted to current GSMs, Sales Managers, Service Managers, and Assistant Service Managers and the application will show as one of the available applications when logging into the aftersales portal (SAI Portal).
 - Should additional logins be required, the dealer's Netstar Administration should send a request to the Netstar Helpdesk.

Verification Code and ID Provisioning-Tool (VIP-Tool)

General description:

The VIP-Tool is an application programmed particularly to support the handover process of the VVC.

The VIP-Tool

- will allow the dealer to generate the VVC and print detailed set-up instructions for the VHP
- follows the same operation principle already in use to generate VVCs for smart ED Gen 3
- displays the number of active user assignments or unused master VVCs
- is to be administered by GSMs, Sales Mgrs, Service Mgrs, and Asst. Service Mgrs to enable the best possible customer experience.

Unlike for smart, the 3-year complimentary trial period of the VHP does not begin with the VVC generation and does not start until a customer completes the mbrace Electronic Subscriber Agreement (ESA).

The screenshot shows the Mercedes-Benz XENTRY Portal interface for the VIP Tool (Verification Code and ID Provisioning). The page title is "VIP Tool (Verification Code and ID Provisioning)".

At the top, there is a search bar with the text "Please enter the FIN / VIN" and a search button. The search results show "The FIN / VIN corresponds to the following vehicle: ---, CALCITE WHITE - UNI PAINT".

The main content area is divided into several sections:

- Vehicle Verification Code (VVC):** The VVC is used by the customer to assign his vehicle to his Vehicle Homepage user account. It displays "The currently valid master VVC is: P6AK7F7Q29" and a "Generate new master VVC" button.
- Access Data:** It shows "Currently the following access data is valid" with a table:

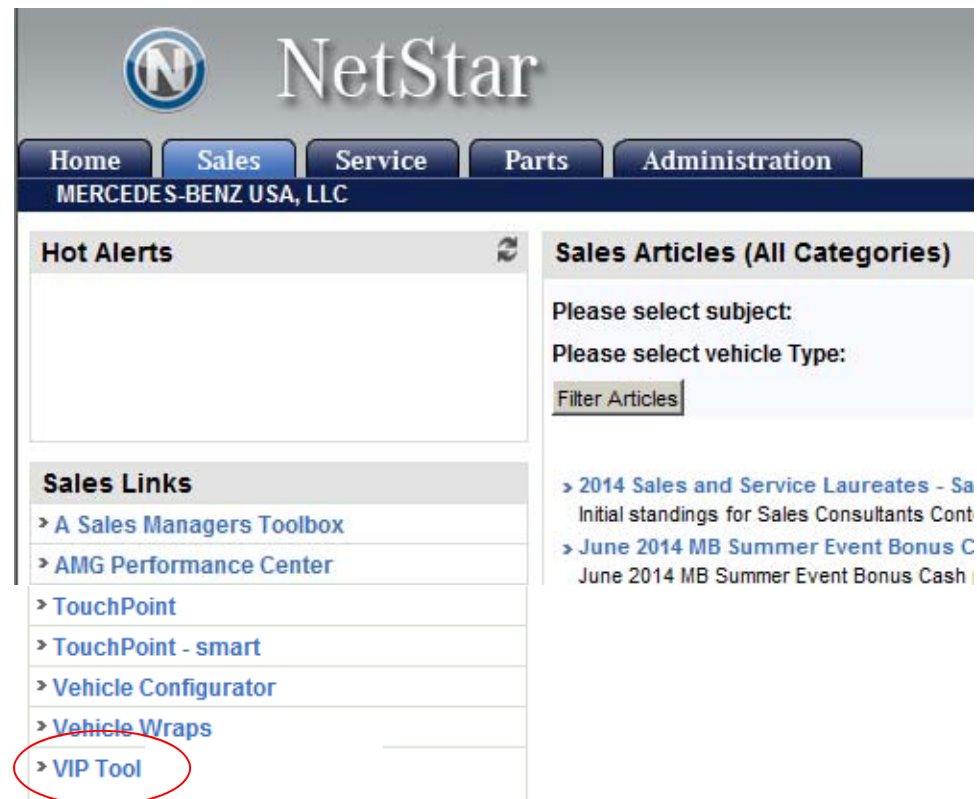
| | |
|----------------------------|---|
| # of (unused) master VVCs: | 1 |
| # of (unused) sub VVCs: | 0 |
| # of user assignments: | 0 |

There is a "Delete all user assignments" button below the table.
- Info Document:** A box with the text "Please print the info document and provide it to your customer." and a "Print VVC info document" button.
- Provisioning Certificate Identifier (PCID):** The PCID enables Plug&Charge at public charging stations. It displays "The PCID of the vehicle is:" and a note: "Only for customers who are taking part in a Plug&Charge pilot project."

Verification Code and ID Provisioning-Tool (VIP-Tool)

Login Via NetStar:

1. Click the Sales or Service tab
 2. Click the VIP Tool link
 3. The Daimler login page will open in a new window
 4. Enter the username and password provided by MBUSA for VIP Tool access
- *Please note: The username and password combination is different from your NetStar ID. The username should begin with “D7” and is used for logging into the SAI Portal
5. After successful login the VIP Tool screen should appear

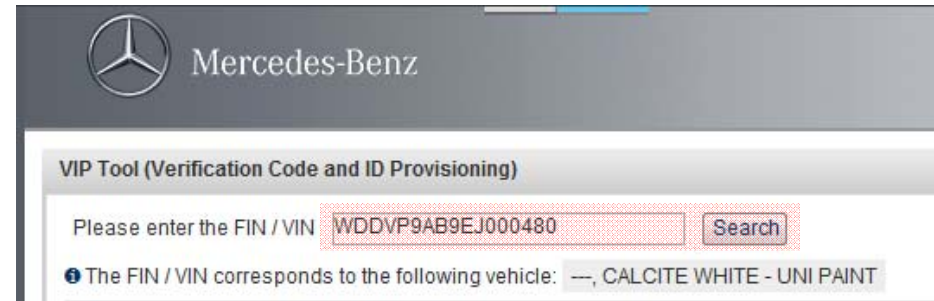


Verification Code and ID Provisioning-Tool (VIP-Tool)

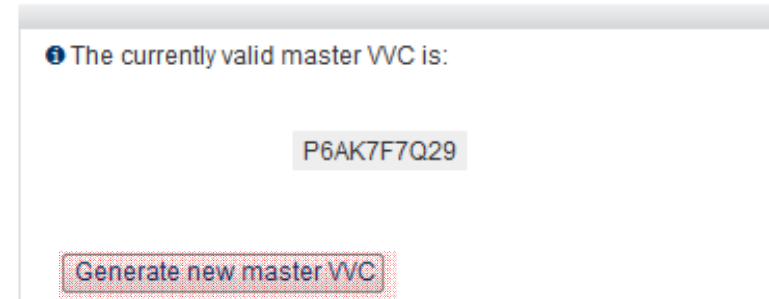
How to retrieve a VVC:

Generating a new VVC is done in 3 easy steps:

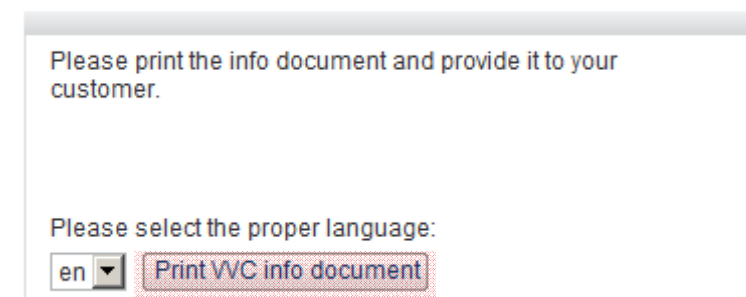
1. Enter the customer's VIN and click Search
 2. Click "Generate new master VVC"
 - Caution: Each time you generate a new master VVC, the previous one is deleted and unusable!
 3. Click "Print VVC info document" and provide the document to your customer.
 - As a best practice, note the customer name or the last 4 of the VIN on the top line of the VVC print-out to avoid any mix-ups
- *Sample print-out provided with this document



The screenshot shows the Mercedes-Benz logo and name at the top. Below it, the title "VIP Tool (Verification Code and ID Provisioning)" is displayed. A search bar contains the VIN "WDDVP9AB9EJ000480" and a "Search" button. Below the search bar, a message states: "The FIN / VIN corresponds to the following vehicle: --, CALCITE WHITE - UNI PAINT".



The screenshot shows a message: "The currently valid master VVC is:" followed by the VVC code "P6AK7F7Q29" in a grey box. Below this, there is a "Generate new master VVC" button.



The screenshot shows a message: "Please print the info document and provide it to your customer." Below this, there is a language selection dropdown menu with "en" selected and a "Print VVC info document" button.

FYI: The Provisioning Certificate Identifier (PCID) portion in the lower left of the VIP-Tool is not applicable for the U.S. market

Verification Code and ID Provisioning-Tool (VIP-Tool)

Sample VVC Print-out:

IMPORTANT INFORMATION - PLEASE READ

**MyMercedes Electric Vehicle Homepage
Getting Started Instructions**

Congratulations on the purchase of your new Mercedes-Benz B-Class Electric Drive! Many of your vehicle's battery-related functions can be monitored and controlled remotely using the MyMercedes Electric vehicle homepage. This document provides instructions to get started, which involves first establishing a personal account and then associating your new car to it. The entire process is easy and takes only a few minutes to complete.

The MyMercedes Electric vehicle homepage is a web app, which means you can use it on nearly any smartphone, tablet or computer with a Web browser installed and an Internet connection. For best performance, please use Google's Chrome browser. No additional special software needs to be downloaded to your mobile device or computer.

Step 1: Visit <http://mybclass.mbusa.com>. Bookmark or Add to Home Screen for quicker access in the future.

Step 2: Click on the "Account" button in the lower right tab, then "Register" to set up a user account and password by entering your name and email address. A valid email address is required, as a confirmation email will be sent to you. This confirmation email will include a link to complete your registration.

Step 3: Return to the MyMercedes Electric Vehicle Homepage via the link in the confirmation email and set your password. Your email address and password will work as login credentials. Record and protect them in case you forget later.

Step 4: After your initial login please add your vehicle to your account by entering the Vehicle Identification Number (VIN)¹ and the Vehicle Verification Code (VVC)²

VVC: <GeneratedVvcCode>

Step 5: Begin using your MyMercedes Electric vehicle homepage and enjoy!³

Step 6: Review the notes below and MyMercedes Electric vehicle homepage Terms of Use.

¹ Your vehicle's Vehicle Identification Number (VIN) can be found in your vehicle documents and/or on the actual vehicle on the right bottom side of the windshield.

² After receiving your Vehicle Verification Code (VVC) from an authorized Mercedes-Benz dealer it could in unusual instances take up to twenty-four hours before it will be recognized by the MyMercedes Electric vehicle homepage. The VVC becomes invalid after the first successful completion of the vehicle registration process. Authorized dealers can issue a replacement VVC if necessary.

³ Use of the MyMercedes Electric vehicle homepage is free of charge for a period of three years beginning the date of submission of the mbrace® Electronic Subscriber Agreement (ESA) at your authorized Mercedes-Benz dealer. Charges may apply to extend use beyond the expiration of the free period.

Disclosure:
As part of the service, data about battery status and performance is stored in the vehicle and transferred to the manufacturer for the purpose of safeguarding quality and further developing the vehicle and its components. Part of this data is made available to customers via the MyMercedes Electric vehicle homepage. This data is transmitted via a mobile communication module fitted in the vehicle. For further information, please see the vehicle operator's manual.

End of Vehicle or End of Lease Instructions:
You are obliged to delete all assignments of your vehicle to your personal MyMercedes Electric account when you sell your vehicle or return it to a dealer at the end of your lease term. Deleting the vehicle assignment to your account will allow a new Vehicle Verification Code (VVC) to be generated by an authorized dealer and provided to the next vehicle owner.

Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645
mbusa.com
1-800-FOR-MERCEDES (1-800-867-6872)

“My Mercedes Electric” Vehicle Homepage Registration

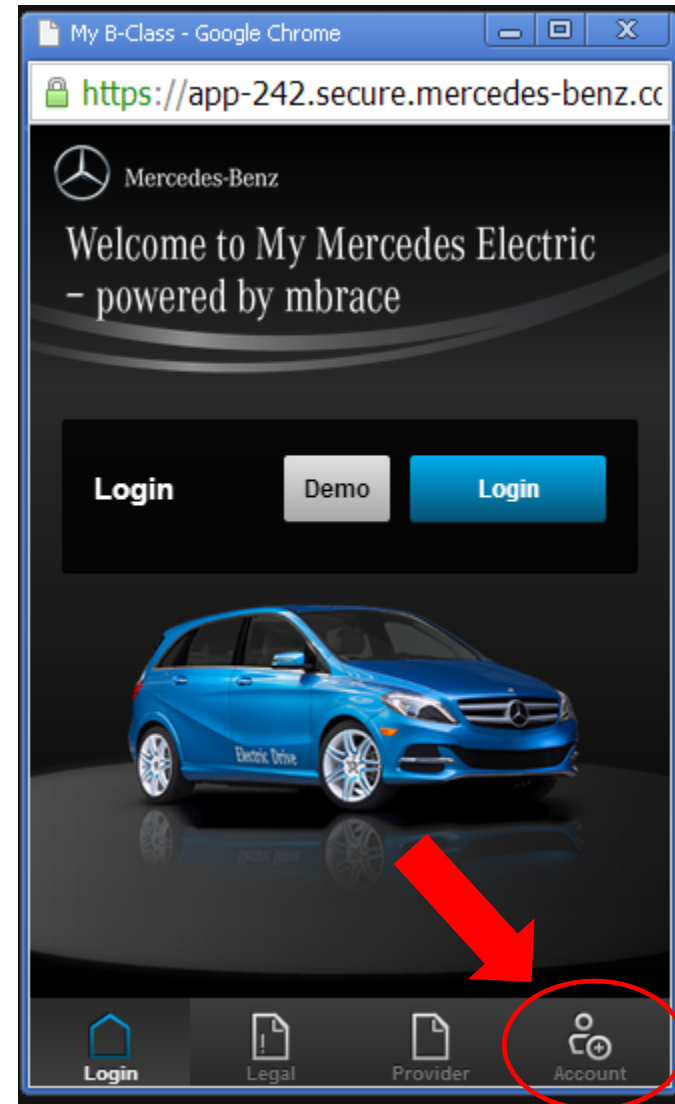
How to register the customer for a vehicle homepage account:

1. Setup personal account/access

Customers have to setup a personal account at <http://mybclass.mbusa.com> to access the Vehicle Homepage. A valid email address is required which will also serve as the username.

Start by clicking the “Account” button on the bottom right, then click “Register”

(The “Forgot Password” option can also be found on this screen)



“My Mercedes Electric” Vehicle Homepage Registration

How to register the customer for a vehicle homepage account:

2. Registration & Confirmation Email

After entering all required information (salutation, customer name, email address), completing the captcha, accepting the Terms & Conditions, and clicking on “Register” a confirmation email will be sent to the address specified.

In order to complete the registration process, the customer has to follow the link provided in the confirmation email.



The screenshot shows a mobile browser window titled "My B-Class - Google Chrome" with the URL "https://app-242.secure.mercedes-benz.cc". The page features the Mercedes-Benz logo and a registration form. The form includes a salutation selector (Ms. or Mr.), input fields for "First name", "Last name", "E-mail address", and "Repeat e-mail", a captcha field labeled "Enter characters from the image*", a "Reload image" button, and a checkbox for "I have read and accept the Conditions of use.". A blue "Register" button is positioned at the bottom of the form. A bottom navigation bar contains icons for "Login", "Legal", "Provider", and "Account".

“My Mercedes Electric” Vehicle Homepage Registration

How to register the customer for a vehicle homepage account:

3. Completing the Registration & Setting a Password

Following the link in the confirmation email, the customer will be prompted to set a password.

Passwords must be at least 8 characters in length and fulfill at least 3 of the following 4 requirements:

- a) Upper case letter
- b) Lower case letter
- c) Numeric character
- d) Special character

The corresponding field will change from red to green if the respective condition is met.

Finish by clicking “Save”.

My B-Class - Google Chrome

https://app-242.secure.mercedes-benz.cc

Mercedes-Benz

Set password

Please set your personal password to complete the registration process.

To ensure the security of your personal data, please note the [instructions](#) for creating a valid password. A password is considered valid when no red icon is shown.

New password *

Repeat password *

A-Z a-z 0-9 !# ≥8 = info

Save

[Conditions of use](#) | [Cookies](#)

Login Legal Provider Account

“My Mercedes Electric” Vehicle Homepage Registration

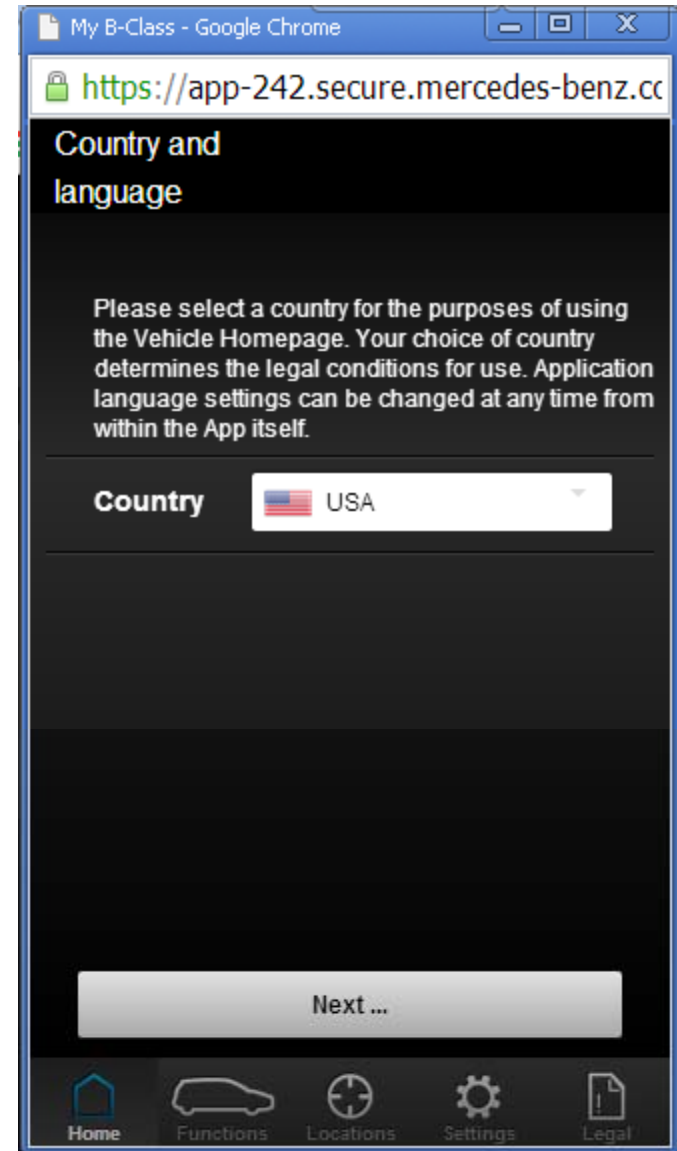
How to register the customer for a vehicle homepage account:

4. Selecting Country & Language

After successfully completing the registration by setting a password, the “Country & Language” screen is shown.

“USA” is already preselected and the only available choice. Additional language choices are available via the “Settings” button (along with selections for measuring units and time format).

Continue by clicking “Next”.

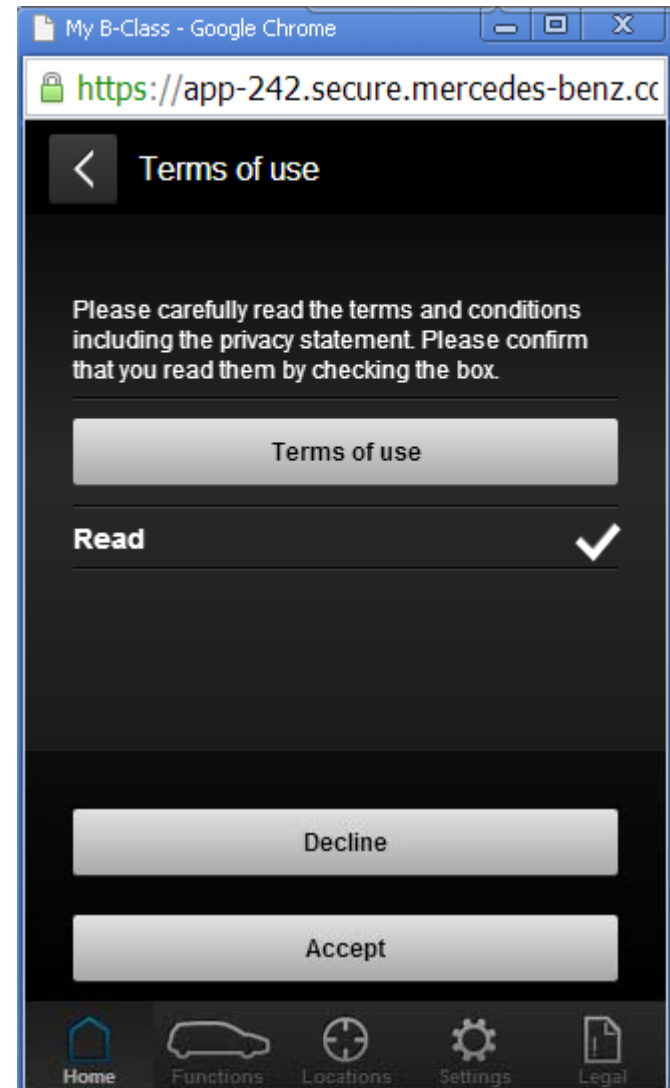


“My Mercedes Electric” Vehicle Homepage Registration

How to register the customer for a vehicle homepage account:

5. VHP Terms & Conditions

Review the Terms of Use and confirm by clicking the checkmark and hit “Accept” to continue.



“My Mercedes Electric” Vehicle Homepage Registration

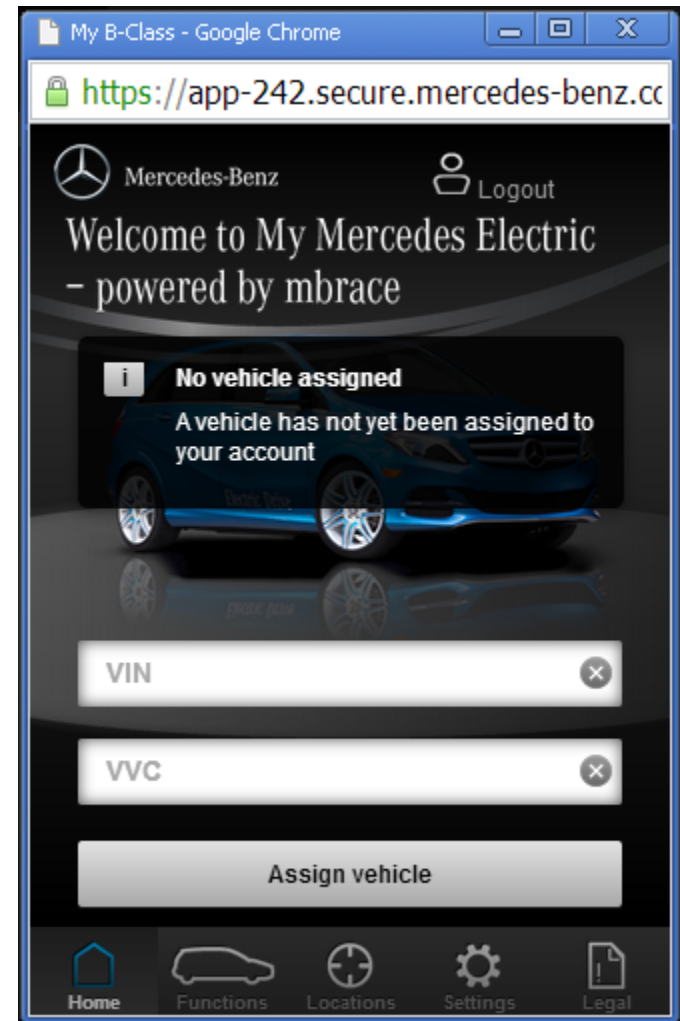
How to register the customer for a vehicle homepage account:

6. Vehicle Assignment

In order to assign a vehicle to the VHP, the customer needs to type in his/her personal Vehicle Verification Code (VVC) and the Vehicle Identification Number (VIN).

The VVC is provided by the dealer via the VIP-Tool VVC print-out (which also includes VHP set-up instructions).

After clicking “Assign Vehicle” the My Mercedes Electric vehicle homepage is ready for use!



“My Mercedes Electric” Vehicle Homepage Registration

Support

For support with access to the VIP tool, contact the MBUSA IT Help Desk

1-888-9NETSTAR (888-963-8782)

If a customer needs support for their vehicle homepage account, contact the Customer Assistance Center (CAC)

1-800-FOR-MERCEDES