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Plug-in hybrid Supplement

Mercedes-Benz



#### Publication details

##### Internet

Further information about Mercedes-Benz vehicles and about Daimler AG can be found on the following websites:

<http://www.mbusa.com> (USA only)

<http://www.mercedes-benz.ca> (Canada only)

##### Documentation team

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##### Vehicle manufacturer

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## Welcome to the world of Mercedes-Benz

Before you first drive off, read this Operator's Manual carefully and familiarize yourself with your vehicle. For your own safety and a longer operating lifespan of the vehicle, follow the instructions and warning notices in this Operator's Manual. Disregarding them may lead to damage to the vehicle or injury to people.

Damage to the vehicle resulting from the disregard of the instructions is not covered by the Mercedes-Benz Limited Warranty.

The standard equipment and product description of your vehicle may vary and depends on the following factors:

- Model
- Order
- National version
- Availability

Mercedes-Benz reserves the right to introduce changes in the following areas:

- Design
- Equipment

- Technical features

The equipment in your vehicle may therefore differ from that shown in the descriptions and illustrations.

The following documents are integral parts of the vehicle:

- Digital Operator's Manual
- Printed Operator's Manual
- Maintenance Booklet
- Equipment-dependent Supplements

Keep these documents in the vehicle at all times. If you sell the vehicle, always pass all of the documents on to the new owner.

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## 4 Symbols

In this Operator's Manual, you will find the following symbols:

 **DANGER** Danger due to not observing the warning notices

Warning notices draw your attention to hazards that may endanger your health or life, or the health or life of others.

 Observe the warning notices.

 **ENVIRONMENTAL NOTE** Environmental damage due to failure to observe environmental notes

Environmental notes include information on environmentally responsible behavior or environmentally responsible disposal.

 Observe environmental notes.

 **NOTE** Damage to property due to failure to observe notes on material damage

Notes on material damage inform you of risks which may lead to your vehicle being damaged.

 Observe notes on material damage.

 Useful instructions or further information that could be helpful to you.

 Instruction

( → page) Further information on a topic

**Display** Information on the multifunction display/media display

 Highest menu level, which is to be selected in the multimedia system

 Corresponding submenus, which are to be selected in the multimedia system

\* Marks a cause

### Operator's Manual

This Supplement provides information on all the important functions of your hybrid vehicle that are either not described or differ from the descriptions in the vehicle Operator's Manual. This information supplements or replaces the corresponding sections in the vehicle Operator's Manual. Under no circumstances does the Supplement replace the Operator's Manual.

This Supplement describes all models, and standard and optional equipment for your vehicle, as available at the time of going to press. Country-specific differences are possible. Bear in mind that your vehicle may not feature all functions described here. This is also the case for systems and functions relevant to safety. Therefore, the equipment on your vehicle may differ from that in the descriptions and illustrations.

The original purchase contract documentation for your vehicle contains a list of all of the systems in your vehicle.

Should you have any questions concerning equipment and operation, please consult an authorized Mercedes-Benz Center.

The Operator's Manual, the Supplement and the Maintenance Booklet are important documents and should be kept in the vehicle.

### Protecting the environment



**ENVIRONMENTAL NOTE** Environmental pollution caused by irresponsible disposal of the high-voltage battery

A high-voltage battery contains materials which are harmful to the environment.

- ▶ Dispose of defective high-voltage batteries at a qualified specialist workshop.

### Operating safety

Hybrid vehicles have a combustion engine and an electric motor. The energy supply for operat-

ing the vehicle electrically is provided by the high-voltage on-board electrical system.

**⚠ DANGER** Risk of fatal injury by touching damaged high-voltage components

The vehicle's high-voltage on-board electrical system is under high voltage. If you modify component parts in the vehicle's high-voltage on-board electrical system or touch damaged component parts, you may be electrocuted.

The component parts in the vehicle's high-voltage on-board electrical system may be damaged in an accident, although the damage is not visible.

- ▶ Never carry out changes on the high-voltage on-board electrical system.
- ▶ Never touch component parts in the high-voltage on-board electrical system.
- ▶ After an accident, do not touch any high-voltage components.
- ▶ After an accident, have the vehicle transported away.

- ▶ Have the high-voltage on-board electrical system checked at a qualified specialist workshop.

The components of the vehicle's high-voltage electrical system are marked with yellow warning stickers. The cables of the vehicle's high-voltage electrical system are orange in color.

Vehicles with hybrid systems generate significantly less noise when stationary and when being driven than vehicles with combustion engines.

When driving in electric mode, the vehicle may not be heard by other road users due to the significantly reduced noise generated when driving and when at a standstill.

It is for this reason that the vehicle is equipped with a sound generator which serves as an acoustic vehicle warning system (AVAS).

### Qualified specialist workshop

Always have the following work carried out on your vehicle at a qualified specialist workshop:

- work relevant to safety
- service and maintenance work
- repair work
- modifications as well as installations and conversions
- work on electronic components
- work on the hybrid system

### Correct use of the vehicle

If you remove any warning stickers, you or others could fail to recognize certain dangers. Leave warning stickers in position.

Observe the following information in particular when driving your vehicle:

- the safety notes in this manual
- technical data for the vehicle
- traffic rules and regulations

- laws and safety standards pertaining to motor vehicles

### Limited Warranty

**!** **NOTE** Damage to the vehicle arising from violation of these operating instructions.

Damage to the vehicle can arise from violation of these operating instructions.

This damage is not covered either by the Mercedes-Benz implied warranty or by the New- or Used-Vehicle Warranty.

- ▶ Follow the instructions in these operating instructions on proper operation of your vehicle as well as on possible vehicle damage.

### Notes on plug-in hybrid operation

**⚠ WARNING** Risk of chemical burns and poisoning from damaged high-voltage battery

If the housing of the high-voltage battery has been damaged, electrolyte and gases may leak out.

- ▶ Avoid contact with the skin, eyes or clothing.
- ▶ Immediately rinse electrolyte splashes off with water and seek medical attention straight away.

**⚠ DANGER** Risk of explosion from excessive internal pressure of the high-voltage battery

In the event of a vehicle fire, the internal pressure of the high-voltage battery could exceed a critical value. In this case, flammable gas escapes through a bleed valve in the vehicle's underbody.

The gas can ignite.

- ▶ Stop the charging process immediately in case of unusual odors, smoke or burn marks.
- ▶ Leave the danger zone immediately. Secure the danger zone at a sufficient distance.
- ▶ Call the fire service.

The hybrid system combines a combustion engine with an electric motor.

Characteristics when the vehicle is at a standstill:

- The combustion engine is generally switched off.
- Engine idling only occurs in certain instances.

Characteristics when starting the vehicle:

- If the high-voltage battery is sufficiently charged, the vehicle can be started with the electric drive without the combustion engine (noiseless start).
- If the high-voltage battery for the electrical drive is not sufficiently charged or the oper-

ating temperature of the combustion engine has not been reached, the vehicle can start with the combustion engine.

Characteristics with moderate power output requests:

- The combustion engine is switched off as often as possible during the journey.
- The vehicle can, depending on the drive program selected and the battery charge level, be accelerated electrically up to speeds of approximately 87 mph (140 km/h).

Characteristics with high power output requests:

- The electric motor supports the combustion engine (boost effect), e.g. when pulling away or accelerating.
- The high-voltage battery is discharging.

Characteristics when releasing the accelerator pedal during the journey:

- The electric motor is operated as an alternator when in overrun mode and during braking.
- The high-voltage battery is charging.

Notes on electric mode:

- Vehicles with hybrid systems generate significantly less noise when stationary and when being driven than vehicles with combustion engines.
- When driving in electric mode the vehicle may not be heard by other road users due to the significantly reduced noise generated when driving and when at a standstill.  
It is for this reason that the vehicle is equipped with a sound generator, which serves as an acoustic vehicle warning system (AVAS).

Notes on the acoustic vehicle warning system:

- The sound generator generates speed-dependent and stationary vehicle noise emissions at a speed of up to around 25 mph (30 km/h).
- This helps other road users, particularly pedestrians and bike riders, to hear your vehicle better.
- When driving at speeds above 20 mph (20 km/h) the vehicle acoustic warning system gradually switches off.

**Disconnecting the hybrid system manually**

**⚠ DANGER** Risk of fatal injury by touching damaged high-voltage components

The vehicle's high-voltage on-board electrical system is under high voltage. If you modify component parts in the vehicle's high-voltage on-board electrical system or touch damaged component parts, you may be electrocuted.

The component parts in the vehicle's high-voltage on-board electrical system may be damaged in an accident, although the damage is not visible.

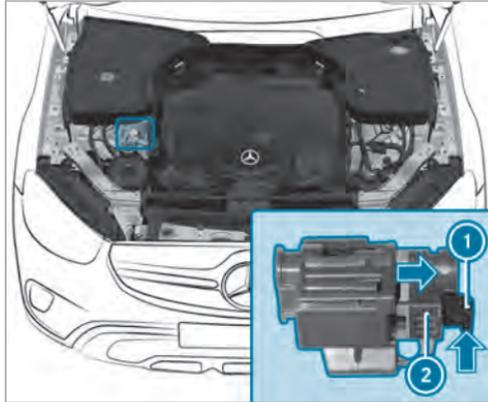
- ▶ Never carry out changes on the high-voltage on-board electrical system.
- ▶ Never touch component parts in the high-voltage on-board electrical system.
- ▶ After an accident, do not touch any high-voltage components.
- ▶ After an accident, have the vehicle transported away.

- ▶ Have the high-voltage on-board electrical system checked at a qualified specialist workshop.

Only disconnect the hybrid system manually in the following situations:

- The  restraint system warning lamp lights up in the instrument cluster, e.g. after an accident.
- The vehicle is badly damaged, e.g. after an accident, and the restraint system components have not been triggered.

## Operating the high-voltage disconnect device



- ▶ Switch off the ignition.
- ▶ Shift the transmission to position **P**.
- ▶ Apply the electric parking brake.
- ▶ Secure the vehicle against rolling away (see the vehicle Operator's Manual).

- ▶ Open the hood.
- ▶ Press release tab ① in the direction of the arrow and pull it out.
- ▶ Pull high-voltage disconnect device ② in the direction of the arrow until it engages. The hybrid system is disconnected.

All work on the hybrid system (including after disconnecting manually) may only be carried out by a qualified specialist workshop.

## Calling up the Digital Operator's Manual

Multimedia system:

EQ ▶ [Operator's Manual](#)  
 ▶



The Digital Operator's Manual describes the function and operation of:

- The vehicle
- The multimedia system
- ▶ Select one of the following menu items in the Digital Operator's Manual:

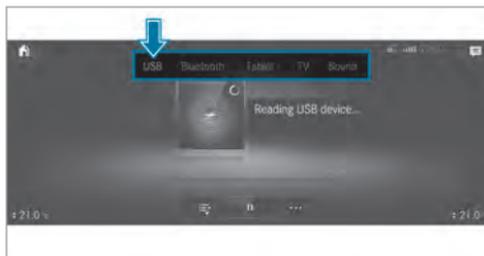
## 10 General notes

- **Search:** search for keywords in order to find quick answers to questions about the operation of the vehicle.
- **Quick start:** find the first steps towards setting up your vehicle.
- **Tips:** find information that prepares you for certain everyday situations with your vehicle.
- **Messages:** receive additional information about the messages in the instrument display.
- **Bookmarks:** gain access to your personally saved bookmarks.
- **Language:** select the language for the Digital Operator's Manual.

Some sections in the Digital Operator's Manual, e.g. warning notes, can be opened and closed.

### Additional methods of calling up the Digital Operator's Manual:

**Direct access:** open the required content in the Digital Operator's Manual by pressing and holding an entry on the tab bar in the multimedia system:



**Instrument Display:** call up brief information as display messages in the instrument cluster.

**Voice Control System:** call up via the voice control system

**Global search:** call up search results for contents of the Digital Operator's Manual in the home screen

For safety reasons, the Digital Operator's Manual is deactivated while driving.

- ① The Operator's Manual can also be found in the Mercedes-Benz Guides app in all common app stores.

## Restraint system

### Malfunctioning restraint system

A malfunction has occurred in the restraint system if:

- The  restraint system warning lamp does not light up when the ignition is switched on.
- The  restraint system warning lamp lights up continuously or repeatedly during a journey.

If the restraint system is malfunctioning, in the event of an accident the high-voltage on-board electrical system may not be deactivated as intended.

#### **DANGER** Risk of fatal injuries due to the restraint system malfunctioning

If the restraint system is malfunctioning, restraint system components may be triggered unintentionally or may not deploy as intended during an accident. This may affect the Emergency Tensioning Device or airbag,

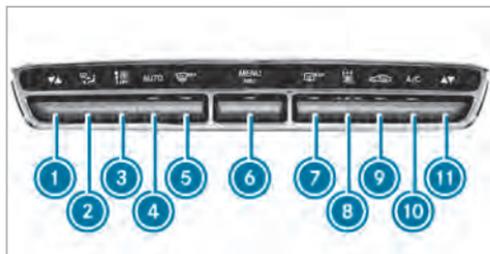
for example. Furthermore, in the event of an accident, the high-voltage on-board electrical system may not be deactivated as intended.

You may be electrocuted if you touch the damaged component parts of the high-voltage on-board electrical system.

- ▶ Have the restraint system checked and repaired immediately at a qualified specialist workshop.
- ▶ After an accident, switch off the ignition immediately.

### Control panel overview for dual-zone automatic climate control

The indicator lamps on the buttons indicate that the corresponding function is activated.



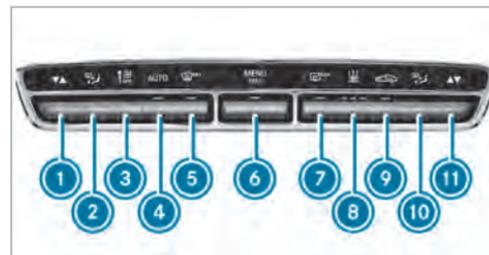
- ① Sets the temperature, left
- ② Sets the air distribution
- ③ Sets the airflow or switches off climate control
- ④ Sets climate control to automatic mode
- ⑤ Defrosts the windshield
- ⑥ Calls up the air conditioning menu of the multimedia system

Switches residual heat on/off

- ⑦ Switches the rear window heater on/off
- ⑧ Switches "Immediate pre-entry climate control" on/off (→ page 15)
- ⑨ Switches air-recirculation mode on/off
- ⑩ Switches the A/C function on/off
- ⑪ Sets the temperature, right

### Overview of the control panel for 3-zone automatic climate control

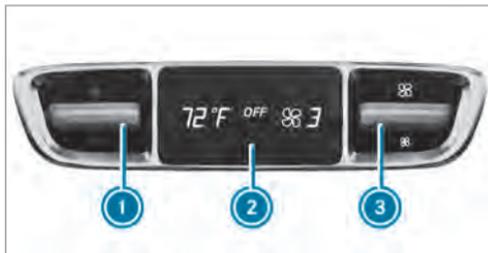
The indicator lamps on the buttons indicate that the corresponding function is activated.



- ① Sets the temperature, left
- ② Sets the air distribution, left
- ③ Sets the airflow or switches off climate control
- ④ Sets climate control to automatic mode
- ⑤ Defrosts the windshield
- ⑥ Calls up the air conditioning menu of the multimedia system  
Switches residual heat on/off
- ⑦ Switches the rear window heater on/off
- ⑧ Activates or deactivates "Immediate pre-entry climate control" (→ page 15)

- 9  Switches air-recirculation mode on/off
- 10  Sets the air distribution, right
- 11  Sets the temperature, right

### Rear operating unit



- 1 Sets the temperature
- 2 Display
- 3 Sets the airflow

### Pre-entry climate control via SmartKey

#### Function of pre-entry climate control using the SmartKey

Before entering the vehicle, the driver's seat area or the whole vehicle interior can be briefly pre-warmed or pre-cooled.

When pre-cooling, the following functions are activated as needed:

- Automatic climate control
- Blower
- Seat ventilation

When pre-heating, the following functions are activated as needed:

- Automatic climate control
- Blower
- Seat heating
- Steering wheel heating
- Mirror heater
- Rear window defroster
- Fragrancing

- Ionization

#### Setting pre-entry climate control via SmartKey

- ▶ Call up the air conditioning menu (see the section on climate control in the vehicle Operator's Manual).
- ▶ Select [Pre-entry Climate Ctrl.](#)

#### Activating/deactivating

- ▶ Select .
- ▶ Select [Pre-entry Climate Control via Key](#). Depending on the previous status, the function is activated or deactivated.

#### Switching pre-entry climate on/off control using the SmartKey

##### Requirements:

- The high-voltage battery is charged sufficiently
- The function has been activated via the multimedia system

- ▶ **To switch on:** unlock the vehicle. The climate control functions are activated for up to five minutes for pre-heating and pre-cooling.

Pre-entry climate control using the SmartKey cannot be activated more than twice when the vehicle is switched off.

- ▶ **To deactivate:** press the top or bottom of the  button.

The following functions will remain active once the vehicle has been started:

- Seat heating
- Seat ventilation
- Fragrancing
- Ionization

### Pre-entry climate control at time of departure

#### Pre-entry climate control at departure time function

**▲ WARNING** Risk of fatal injury due to exposure to extreme heat or cold in the vehicle

If people – particularly children – are exposed to extreme temperatures over an extended period of time, there is a risk of serious or even fatal injury.

- ▶ Never leave anyone – particularly children – unattended in the vehicle.
- ▶ Never leave animals in the vehicle unattended.

The vehicle interior can be heated or ventilated when the vehicle is parked.

When the vehicle is connected to power supply equipment, priority is given to charging the high-voltage battery to a specified minimum charge.

The pre-entry climate control running time may be reduced under the following conditions:

- The vehicle is not connected to power supply equipment
- The high-voltage battery is not fully charged

With active pre-entry climate control, the charge level of the high-voltage battery may be reduced, even if the charging cable connector is connected.

When cooling, the following functions are activated as needed:

- Automatic climate control
- Blower
- Seat ventilation

When heating, the following functions are activated as needed:

- Automatic climate control
- Blower
- Seat heating
- Steering wheel heating
- Mirror heater

- Rear window defroster
- Fragrancing
- Ionization

### Setting pre-entry climate control at departure time

- ▶ Call up the air conditioning menu (see the section on climate control in the vehicle Operator's Manual).
- ▶ Select **Pre-entry Climate Ctrl.**

#### Setting a single departure time

- ▶ Select **ONCE**.
- ▶ Set a departure time.

#### Changing the active departure time

- ▶ Select the pen icon next to the displayed departure time.
- ▶ Set a departure time.

#### Setting the week profile

- ▶ Select **WEEK PROFILE**.

- ▶ Set the desired departure times, e.g. every day at 8:00 a.m.

#### Selecting the zone

- ▶ Select .
- ▶ Select **Driver's Seat Only**.  
If the **Driver's Seat Only** setting is deactivated, pre-entry climate control takes place for the entire vehicle.

### Activating/deactivating pre-entry climate control at departure time

#### Requirements:

- The high-voltage battery is charged sufficiently.
- The function has been activated via the multimedia system.
- ▶ **To activate:** set the departure time (→ page 15).  
Pre-entry climate control at departure time switches on a maximum of 55 minutes before the selected departure time. It will

remain active for another five minutes if the departure is delayed.

- ▶ **To deactivate:** press the  button up or down.

The following functions will remain active once the vehicle has been started:

- Seat heating
- Seat ventilation
- Fragrancing
- Ionization

### Activating/deactivating immediate pre-entry climate control

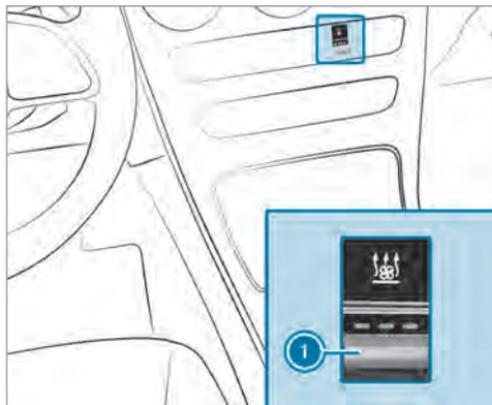
**⚠ WARNING** Risk of fatal injury due to exposure to extreme heat or cold in the vehicle

If people – particularly children – are exposed to extreme temperatures over an extended period of time, there is a risk of serious or even fatal injury.

## 16 Climate control

- ▶ Never leave anyone – particularly children – unattended in the vehicle.
- ▶ Never leave animals in the vehicle unattended.

The vehicle interior can continue to be air-conditioned for up to 50 minutes, e.g. if the journey is interrupted.



The colors of the indicator lamp have the following meaning:

- **Blue:** cooling activated
  - **Red:** heating activated
  - **Yellow:** departure time preselected
- ▶ Set the desired temperature using the  button.
  - ▶ Press button . The red or blue indicator lamp on button  lights up or goes out.

## Notes on the Instrument Display and on-board computer

**⚠ WARNING** Risk of accident due to an instrument cluster malfunction

If the instrument cluster has failed or is malfunctioning, you may not recognize function restrictions applicable to safety relevant systems.

The operating safety of your vehicle may be impaired.

- ▶ Park the vehicle safely as soon as possible and notify a qualified specialist workshop.

Additional notes on your plug-in hybrid vehicle:

- Additional displays on the multifunction display:
  -  Drive is activated
  -  Operating mode, displays other operating modes
  -  Electric range

-  Haptic accelerator pedal (→ page 24)
-  Acoustic presence indicator inoperative (→ page 47)

Additional displays on the **Trip** menu:

- Electric range
- Trip computer **From Start** and **From Reset**



Trip computer (example)

- ① Driving time and distance covered electrically
- ② Electrical consumption

You can call up the coolant temperature display on the **Service** menu.

## Function of the power display of the electric motor



- Area ① - ② shows the output in electric mode or boost effect.
- Area ③ - ④ shows the recuperated output.
- From point ③, the maximum recuperated output has been reached. During greater deceleration, the mechanical service brake intervenes increasingly to decelerate the vehicle.

## 18 Instrument Display and on-board computer

- The current charge level of high-voltage battery ⑤ is displayed.
- Power range ① – ④ shows the combined output of the hybrid system.

### Function of the power meter



- The power meter supports you in electric-only mode and displays the power obtained from the hybrid system.
- Recuperated energy is shown in area ① – ②.
- When the power meter needle is on position ③, the vehicle is switched off. The combustion engine and the electric motor are switched off.

### Displaying the power meter

On-board computer:

- ↳ [Disp. Content](#)
- ▶ [Select Power Meter.](#)

### Overview of vehicle voice commands

You can use the vehicle voice commands to directly call up the menus for the plug-in hybrid settings and operate the corresponding vehicle functions.

Aside from the exact voice commands (see the "Voice command" column in the following table)

to call up specific functions, in most cases the Voice Control System also understands a great many paraphrases from daily usage. Examples of these are listed in the "Colloquial examples" column. For some languages however these examples are only available to a limited extent.

- ① Content in angled brackets, is a placeholder which has to be completed by you with the desired term. The Set departure time for <time> voice command can be completed

with: Set departure time for 4pm, for example.

### Vehicle voice commands

Voice command	Colloquial example	Function
Set departure time for <time>	Please set departure time for <time>	Sets the departure time for charging.
Pre-entry climate control on	I would like to activate pre-entry climate control	Switches on pre-entry climate control.
Activate immediate charging	Switch on immediate charging	Activates immediate charging.

## 20 Voice Control System

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Voice command	Colloquial example	Function
Energy flow	Can you show me the energy flow?	Displays the energy flow.
Charging settings	I would like to switch to charging settings	Displays the charging settings.

## Configuring settings for plug-in hybrid vehicles

Multimedia system:



### Setting the charging process

- ▶ Select **Departure Time**.

The following charging times can be selected:

- **Once (00:00)**
- **Week Profile**

- ▶ Select a setting.

### Setting a single departure time

- ▶ Select **Departure Time**.
- ▶ Select **Edit Once-only Time**.
- ▶ Set a departure time.

### Setting the week profile

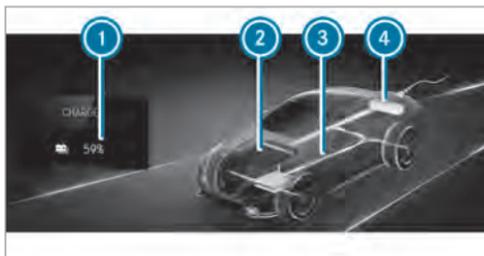
- ▶ Select **Departure Time**.
- ▶ Select **Edit Week Profile**.
- ▶ **Add New Time**

- ▶ Set the desired departure times, e.g. every day at 8:00 a.m.
- ▶ Select **OK**.

### Setting the maximum charging current

- ▶ Select **Maximum Charge Current**.
- ▶ Select **Maximum, 8 Amps** or **6 Amps**.  
When the battery is charged, the charging current is limited to the selected amperage.

## Functions of the energy flow display



- ① Charge level of the high-voltage battery
- ② Combustion engine

- ③ Energy flow
- ④ High-voltage battery

The active components of the hybrid system are highlighted in the energy flow display. The energy flow between the individual components is shown in color.

The energy flow is shown in different colors depending on the operating status:

- **White:** constant energy flow
- **Red:** high energy flow (boost effect)
- **Green:** low-emission energy flow in the case of recuperation, electric mode and when charging the high-voltage battery

## Showing the energy flow display

Multimedia system:



- ▶ Select **Energy Flow**.  
The visualization of the energy flow in the vehicle is displayed.

## 22 MBUX multimedia system

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In addition to the energy flow, information on the status of the hybrid system and the current state of charge of the high-voltage battery is also displayed.

## Driving

### ECO Assist function

**i** The following function is country-dependent and available only in conjunction with an integrated navigation system.

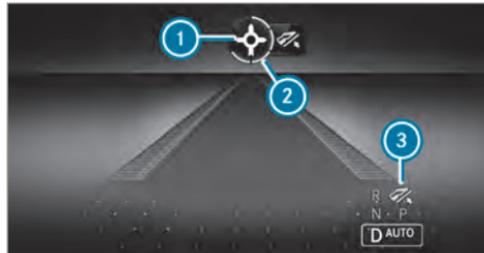
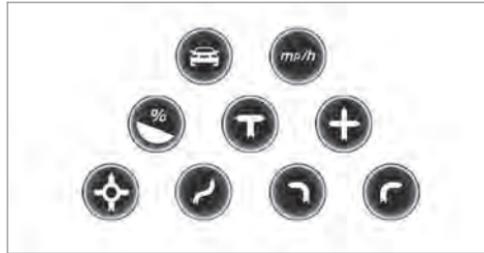
ECO Assist is active only in drive programs **C**, **EL**, **BL** and **E**, and only in transmission positions **D** or **D AUTO**. Permanent manual gearshifting **M** must be switched off (see the vehicle Operator's Manual).

ECO Assist analyzes data for the vehicle's expected route. This allows the system to optimally adjust the driving style for the route ahead, save fuel and recuperate. If the system detects an event ahead, it will appear on the multifunction display.

The following events can be detected and displayed for the route section ahead:

- Vehicle in front
- Speed limit
- Downhill and uphill gradient
- Intersections and traffic circles

#### • Bends



- ① Event ahead, e.g. traffic circle
- ② Distance to the event ahead
- ③ "Foot off the accelerator" prompt

A different number of segments ② will light up depending on the distance to the event ahead:

- A few segments: the event ahead is near.
- Many segments: the event ahead is further away.

If ECO Assist is active, "Foot off the accelerator" symbol ③ will appear on the multifunction display and on the head-up display beside the transmission position display.

When the vehicle nears an event, ECO Assist will calculate the optimal speed for minimal energy consumption based on the distance, speed and downhill gradient. "Foot off the accelerator" symbol ③ will appear on the multifunction display.

If the driver lifts off the accelerator pedal in good time, the remaining segments on the display will successively turn green until the event shown is reached. The drivetrain will be set for minimal energy consumption. The vehicle will recuperate autonomously and thus charge the battery.

## 24 Driving and parking

- ① You can also manually increase or reduce the recuperation in drive program **[EL]**. However, ECO Assist is available only in the **[D AUTO]** setting (→ page 29).

If there is no response to "Foot off the accelerator" prompt ③, the segments will remain white. The event will be shown for a short time after it has been passed.

If the event involves a vehicle in front, the symbol will be shown in green as soon as there is a response to "Foot off the accelerator" prompt ③.

If the system does not intervene during the event ahead, nothing will be displayed. The system is passive.

### System limits

ECO Assist can function even more precisely if the route is adhered to when route guidance is active. The basic function is also available without active route guidance. Not all information and traffic situations can be foreseen. The quality depends on the map data.

ECO Assist is only an aid. The driver is responsible for keeping a safe distance from the vehicle in front, for vehicle speed and for braking in good time. The driver must be ready to brake at all times irrespective of whether the system intervenes.

The system may be impaired or may not function in the following situations:

- If visibility is poor (e.g. due to insufficient illumination of the road, highly variable shade conditions, rain, snow, fog or heavy spray).
- If there is glare (e.g. from oncoming traffic, direct sunlight or reflections).
- If there is dirt on the windshield in the vicinity of the multifunction camera or the camera is fogged up, damaged or obscured.
- If traffic signs are hard to discern (e.g. due to dirt, snow or insufficient lighting, or because they are obscured).
- If the information on the navigation system's digital map is incorrect, insufficient or out of date.
- If the signs are ambiguous, e.g. traffic signs in roadworks or in adjacent lanes.

### Displaying ECO Assist

On-board computer:



### Operation of the haptic accelerator pedal

The haptic accelerator pedal features an additional point of resistance to help you drive fully electrically.

Characteristics of the additional point of resistance:

- It is only available in drive program **[EL]**.
- It indicates the maximum available electric performance.
- It is used when the electric motor (POWER) power display is full.

### Function of the route-based operating-mode strategy

In drive programs **[C]** and **[E]**, data on the planned route are analyzed when route guidance is active.

The multimedia system provides the following data:

- Road types
- Speed limitations
- Height data

The hybrid system adjusts the operating-mode strategy accordingly:

- The use of electrical energy and the combustion engine are distributed in the best possible way.
- The vehicle automatically selects the best possible operating mode.

- The charge level of the high-voltage battery is controlled accordingly.
- The electrical energy is reserved especially for electric mode, e.g. urban route sections and environmental zones.

#### **DYNAMIC SELECT switch**

##### **Function of the DYNAMIC SELECT switch**

Use the DYNAMIC SELECT switch to change between the following drive programs:

- **I\*** (Individual)
- **S+** (Sport +)

- **S** (Sport)
- **C** (Comfort)
- **EL** (Electric)
- **BL** (Battery Level)
- **E** (Eco)

Depending on the drive program selected, the following vehicle characteristics will change:

- Drive
- Suspension
- Steering
- ESP®

**Properties of the available drive programs:**

Drive program	Vehicle characteristics
<b>I*</b> (Individual)	Individual settings for the vehicle characteristics: <ul style="list-style-type: none"><li>• Drive</li><li>• Suspension</li><li>• Steering</li><li>• ESP®</li></ul>
<b>S'</b> (Sport +):	<ul style="list-style-type: none"><li>• Particularly sporty driving with the combustion engine and reinforced boost effect</li></ul>
<b>S</b> (Sport)	<ul style="list-style-type: none"><li>• Sporty driving with the combustion engine and reinforced boost effect</li></ul>
<b>C</b> (Comfort)	<ul style="list-style-type: none"><li>• Comfortable and economical driving</li><li>• The selection of the matching drive type by the hybrid system depends on the driving conditions and the distance</li></ul>

Drive program	Vehicle characteristics
<b>EL (Electric)</b>	<ul style="list-style-type: none"> <li>• Electric mode – electric mode is possible up to 100 mph (160 km/h)</li> <li>• Adjustable recuperation in overrun mode</li> <li>• Adaptation of Active Distance Assist DISTRONIC for electric mode</li> <li>• Limiting the maximum set speed for cruise control, limiter and Active Distance Assist DISTRONIC to the maximum electrically drivable speed</li> <li>• Activation of the combustion engine via the pressure point of the haptic accelerator pedal</li> </ul>
<b>BL (Battery Level)</b>	<ul style="list-style-type: none"> <li>• Prioritized maintenance of the charge level of the high-voltage battery, e.g. for journeys in the inner city/low emission zones</li> <li>• The selection of the matching drive type by the hybrid system depends on the driving conditions and the distance</li> </ul>
<b>E (Eco)</b>	<ul style="list-style-type: none"> <li>• Adaptation of the coasting characteristics of the vehicle to traffic</li> <li>• Full development of all intelligent hybrid functions</li> <li>• The selection of the matching drive type by the hybrid system depends on the driving conditions and the distance</li> </ul>

## Configuring DYNAMIC SELECT (multimedia system)

Multimedia system:

→  ► Settings ► Vehicle  
► DYNAMIC SELECT

### Setting drive program I

- Select [Individual Config.](#).
- Select and set a category.

### Switching the reset display on/off

- Switch [Request at Start](#) on or off.

**Function on:** the next time the vehicle is started a prompt appears asking whether the last active drive program should be restored.

- ① The prompt appears only if the previously active settings deviate from the standard settings.

**Function off:** if the  drive program was the last one active, and all requirements for the drive program are fulfilled, this will be automatically selected the next time the vehicle is started. If

another program was active, then the  drive program is set automatically.

- ① This function must be activated for each user profile separately. The drive program for the respective user profile of the last driver is only stored if this function is activated.

## Driving and driving safety systems

### Activating/deactivating ESP® (Electronic Stability Program)

Multimedia system:

→  ► Settings ► Quick Access

- ① ESP® can only be activated/deactivated using quick access when at least one other function is available in quick access. ESP® can otherwise be found in the [Assistance](#) menu.
- Select [ESP](#).  
A prompt appears.
- Select [On](#) or  [Off](#).
- ① When ESP® is activated, the electric motor starts. If drive program  was selected

beforehand, then drive program  will be automatically selected, as the engine cannot be started in drive program .

ESP® is deactivated if the  ESP® OFF warning lamp lights up continuously in the instrument cluster.

Observe the information on warning lamps and display messages which may be shown in the instrument cluster.

## Regenerative brake system

### Function of the regenerative brake system

Depending on the selected recuperation level, the electric motor is operated as an alternator when in overrun mode and during braking in order to charge the high-voltage battery while driving. As soon as you release the accelerator pedal when the vehicle is in motion, recuperation in overrun mode is initiated.

The regenerative brake system has the following characteristics:

- Supports braking with an electronically controlled brake force boosting

- Converts the kinetic energy of the vehicle into electric energy

In the **[EL]** drive program you can use the steering wheel paddle shifters to manually adjust the intensity of recuperation in overrun mode (→ page 29).

### System limits

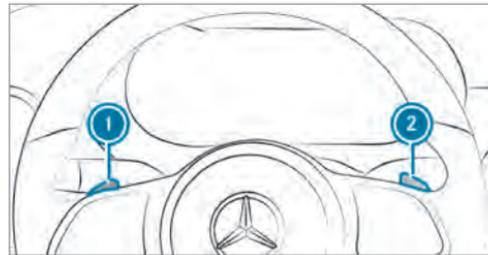
The braking effect of the electric motor during recuperation in overrun mode may be reduced or may not be available at all in the following situations:

- When the high-voltage battery charge level increases
- If the high-voltage battery is not yet at a normal operating temperature
- When driving at speeds close to zero
- In transmission position **[N]**
- During and after ESP<sup>®</sup> intervenes

In these cases, the desired deceleration is set by the brake control system. Also brake with the service brake if necessary.

### Manually setting recuperative deceleration

In the **[EL]** drive program can use the steering wheel gearshift paddles to manually adjust the intensity of recuperation in overrun mode.



The higher the recuperation, the more sharply the vehicle is braked when coasting and the more electrical energy is fed into the high-voltage battery.

**i** The standard setting (**[D AUTO]**) is automatically set after a restart of the engine or after re-engaging transmission position **[D]**.

▶ **To increase recuperation:** briefly pull gearshift paddle **①**.

▶ **To reduce recuperation:** briefly pull gearshift paddle **②**.

▶ **Standard setting:** pull and hold gearshift paddle **①** or **②**.

The following recuperation levels are available:

- **[D AUTO]** Radar-based recuperation taking road and traffic conditions into account, or in vehicles with integrated navigation system, intelligent anticipatory recuperation with ECO Assist (standard setting) (→ page 23)
- **[D +]** No recuperation: the vehicle rolls freely
- **[D]** Normal recuperation
- **[D -]** Increased recuperation: increased deceleration in overrun mode, e.g. for driving on downhill gradients
- **[D - -]** Maximum recuperation: maximum deceleration in overrun mode



The multifunction display shows currently selected recuperation level ①, for example **D AUTO**.

### Charging the high-voltage battery

#### Notes on the high-voltage battery

**!** **NOTE** Damage caused to the high-voltage battery through lengthy idle periods or exhaustive discharging

Lengthy idle periods with a high charge level may result in an accelerated aging of the high-voltage battery.

Exhaustive discharging caused by the battery being idle for lengthy periods can damage the high-voltage battery.

- ▶ Before long idle periods, park the vehicle with a high-voltage battery charge level between 30% and 50%. Do not keep the high-voltage battery continuously connected to power supply equipment.
- ▶ Check the charge level of the high-voltage battery every two to three months. Recharge the high-voltage battery if the charge level is insufficient.

① You can check the charge level of the high-voltage battery in the multimedia system: (→ page 21)

#### Charging options for the high-voltage battery (mode 2 and 3)

The electric motor is operated as an alternator when in overrun mode and during braking in order to charge the high-voltage battery while driving.

You have the following options to charge while stationary:

- At a mains outlet (mode 2)
- At a wallbox (mode 3)
- At a charging station (mode 3)

The high-voltage battery can be charged in a nominal voltage range from 100 V to 400 V.

It is recommended that you charge the high-voltage battery at a wallbox or charging station due to the improved charging performance and better charging efficiency offered.

#### System limits

The power output of the high-voltage battery may be impaired by the following:

- High or low outside temperatures
- Electrical auxiliary consumers in the vehicle being switched on, e.g. operating the climate control system
- Extended periods without charging

The charging time of the high-voltage battery may be increased by the following:

- High or low outside temperatures
- Extended periods without charging
- The maximum available charging current of the wallbox or power supply equipment
- The charging current set (mode 2) in the multimedia system (→ page 34)

### Function of the charge level display in the multifunction display



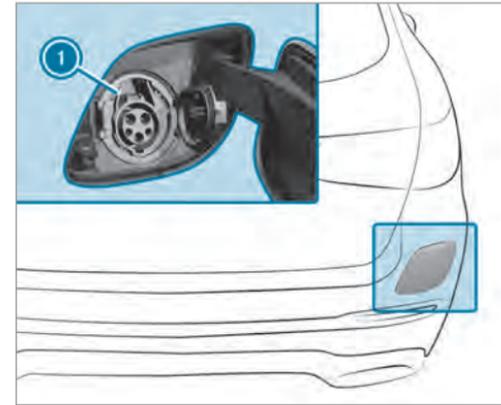
- ① Current charge level
- ② Time at which completely charged

When the vehicle is connected to the mains supply and the ignition is switched off, the multifunction display shows the charge level display for approximately two minutes.

- ① The values displayed vary depending on the setting of the charging process. The set departure time may also be displayed, for example.

### Functions of the indicator lamps on the vehicle socket

- The vehicle socket is located on the right-hand side of the rear bumper.
- The socket flap is centrally locked and unlocked together with the vehicle.



- ① Status of the charging process

### Overview of the indicator lamp status

Indicator lamp	Meaning
Flashes orange	Connection is being established
Flashes green	Charging process

Indicator lamp	Meaning
Lights up orange	Interruption in charging
Lights up green	High voltage battery fully charged
Flashes red	Malfunction

- i** If the indicator lamps are off, lock or unlock the vehicle using the SmartKey. The indicator lamps will then display the current status of the charging process.

### Notes on charging the high-voltage battery at the mains socket (mode 2)

**⚠ DANGER** Risk of fatal injury from incorrectly installed component parts

Connecting the charging cable to the mains supply via incorrectly installed mains sockets or by means of adapters, extension cables or similar could cause a fire or an electric shock.

- ▶ Only connect the charging cable to a mains socket that:
  - Has been properly installed and
  - Has been inspected by a qualified electrician
- ▶ For safety reasons, only use the charging cables supplied with the vehicle, or charging cables which have been approved for use with this vehicle.
- ▶ Never use a damaged charging cable.
- ▶ Do not use:
  - Extension cables
  - Extension reels
  - Multiple sockets
- ▶ Never use socket adapters to connect the charging cable to the mains socket. The only exception being if the adapter has been tested and approved by the manufacturer for charging the high-voltage battery of an electric vehicle.

- ▶ Observe the safety notes in the operating instructions for the socket adapter.

Only the following charging cables may be used:

- The charging cable supplied with the vehicle.
- A charging cable that has been approved for the vehicle.

The charging process can vary depending on the power supply equipment.

Shorter charging times can be achieved in the following ways:

- Charging at a wallbox.
- Charging at a charging station.

When doing so, always observe the local information.

Do not leave the charging cable controls hanging loose from a mains socket.

Do not lift the controls by the following component parts:

- The charging cable connector.
- The mains plug.

The charging cable should be stowed and held in place in the bag provided in the trunk of the vehicle.

### Overview of the charging cable control panel

The charging cable control panel shows the current status of the charging process.



- ① POWER: supply voltage indicator
- ② CHARGING: charging process indicator
- ③ TEMPERATURE: temperature control indicator
- ④ FAULT: protection and control system indicator

#### POWER

① Supply voltage indicator	Meaning
Lights up white	The supply voltage is connected.

#### CHARGING

② Charging process indicator	Meaning
Flashes green	The high-voltage battery is charging.

#### TEMPERATURE

③ Temperature control indicator	Meaning
Lights up red	The green LED flashes simultaneously: overtemperature – the charging performance is reduced. The green LED does not flash: overtemperature – the charging process is stopped.
Flashes red	Overtemperature at the mains plug – the charging process is stopped.

## FAULT

④ Protection and control system indicator	Meaning
Flashes red	Internal malfunction – charging is not possible.
Lights up red	Malfunction in the infrastructure – charging is not possible.

If the control element detects residual current or a malfunction, the charging process is interrupted. The charging process is resumed automatically when the malfunction has been rectified.

### Setting the maximum permissible charging current for charging at a mains outlet

**!** **NOTE** Danger due to excessive charging current

If the charging current is too high, the fuse could be tripped or the external mains supply could overheat.

- ▶ Make sure, that the external mains supply has been designed to handle the set charging current.
- ▶ If necessary, reduce the set charging current or use a different mains socket.

- ▶ Before charging at a mains outlet, have the maximum permissible charging current for the relevant mains outlet or the building inspected by a qualified electrician. The charging cable supplied is set to a country-specific maximum charging current value. When charging abroad, the maximum value may exceed the permitted value for that

country. When abroad, observe the country-specific laws when charging.

If you have questions concerning setting the charging current or if there is a malfunction, please contact a qualified specialist workshop.

- ▶ Set the maximum permissible charging current in the multimedia system menu (→ page 21).

If the exact value of the maximum permissible charging current cannot be set, select the next smaller adjustable value.

- ⓘ If the vehicle requires more time than usual to charge the high-voltage battery, check the maximum charging current settings in the multimedia system menu.

### Notes on charging the high-voltage battery at a wallbox (mode 3)

**⚠ DANGER** Risk of fatal injury from incorrectly installed component parts

Connecting the charging cable to the vehicle via an incorrectly installed wallbox or by means of adapters, extension cables or similar could cause a fire or an electric shock.

- ▶ Only connect the charging cable to a wallbox if:
  - The wallbox has been properly installed
  - The wallbox has been inspected by a qualified electrician
  - The charging cable is not damaged
- ▶ Do not extend the charging cable.
- ▶ Do not use adapters.
- ▶ Observe the safety notes in the operating instructions for the wallbox.

It is recommended that you charge your vehicle at a wallbox or charging station.

Ensure the following before charging:

- The maximum charging current is not limited in the settings menu of the on-board computer.
- The maximum value is set for charging at a wallbox or charging station.

### Notes on charging the high-voltage battery at a wallbox (mode 3)

**⚠ DANGER** Risk of fatal injury from incorrectly installed component parts

Connecting the charging cable to the vehicle via an incorrectly installed wallbox or by means of adapters, extension cables or similar could cause a fire or an electric shock.

- ▶ Only connect the charging cable to a wallbox if:
  - The wallbox has been properly installed
  - The wallbox has been inspected by a qualified electrician
  - The charging cable is not damaged

- ▶ Do not extend the charging cable.
- ▶ Do not use adapters.
- ▶ Observe the safety notes in the operating instructions for the wallbox.

### Notes on charging the high-voltage battery at a charging station (mode 3)

**⚠ DANGER** Risk of fatal injury from damaged component parts

If, at a charging station, you use a damaged cable, adapter, extension cable or similar to connect the vehicle to a charging station this may cause a fire or an electric shock.

- ▶ At charging stations with a pre-installed charging cable:
  - A visual check of the charging point for obvious malfunctions, such as massive damage to the housing or charging cable.
- ▶ At charging stations without a pre-installed charging cable:

- For safety reasons, only use charging cables that have been tested and approved by the manufacturer for charging the high-voltage battery in an electric vehicle.
  - Never use damaged charging cables.
  - Do not extend the charging cable.
  - Do not use adapters.
- ▶ Always observe the safety notes on the charging station.

Most charging stations must be activated before the charging process, e.g. using an RFID card. Observe the on-site operator's instructions for the charging station.

Connecting the vehicle to a charging station is identical to connecting it to a wallbox.

### Starting the charging process

**⚠ DANGER** Risk of fatal injury when charging with a damaged socket

The charging process involves high voltage. If the charging cable, vehicle socket or mains socket is damaged, you could suffer an electric shock.

- ▶ Only use an undamaged charging cable.
- ▶ Avoid mechanical damage, e.g. caused by squashing, shearing or driving over the cable.
- ▶ Have a damaged vehicle socket replaced at a qualified specialist workshop as soon as possible.
- ▶ Never connect the charging cable to a damaged vehicle socket.

**! NOTE** Overvoltage in the mains supply can damage the vehicle.

The vehicle is therefore equipped with a device which protects it from overvoltage in

the mains supply. This protection device may be triggered during severe thunderstorms, for example, and may cause the building protection system to trip or may interrupt the charging process. These functions help to protect the vehicle.

After the building protection system has been switched on again, the charging process resumes automatically.

Following an interruption in the power supply without the building protection system being tripped, it may take up to 10 minutes for charging to resume automatically.

**! NOTE** Heat generated by the charging cable and charging cable connector

During the charging process, the charging cable and charging cable connector may heat up within permissible limit values.

The permissible limit values are observed provided that:

- The mains power supply equipment and the charging cable are not damaged.
  - The instructions for handling the charging cable and controls on the charging cable have been followed.
- ▶ If the charging cable or charging cable connector becomes too hot, have the power supply equipment of the mains supply checked.

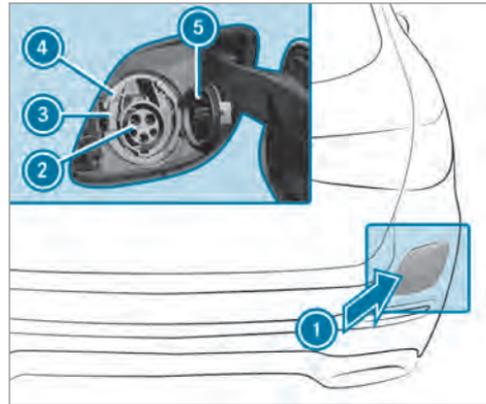
**! NOTE** Damaged or dirty vehicle socket

- ▶ Always keep the socket cover and the socket flap closed when there is no charging cable connected. This protects the vehicle socket from dirt and damage.
- ▶ Make sure that the socket cover is closed properly before closing the socket flap. This can otherwise result in

damage which may prevent the socket flap from being opened again.

**Requirements:**

- The transmission is in position **P**.
- The ignition is switched off.
- The vehicle is unlocked.
- The charging cable is not taut.



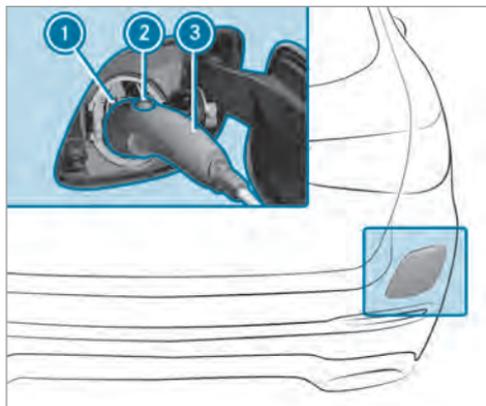
- ▶ Press socket flap **1**.  
Socket flap **1** swings open.
- ▶ Press catch **3** to the left.  
Socket cover **5** is open.
- ▶ **To charge at a mains socket (mode 2):** insert the mains plug into the mains socket of the external power source to the stop.
- ▶ Set the maximum charging current if required.
- ▶ Insert the charging cable connector into vehicle socket **2** to the stop.  
Make sure that the charging cable is not taut when inserted.
- Indicator lamp **4** first flashes orange and then green as soon as the high-voltage battery is being charged.
- ▶ **To charge at a wallbox/charging station (mode 3):** insert the charging cable connector into vehicle socket **2** to the stop.  
Make sure that the charging cable is not taut when inserted.

Indicator lamp ④ first flashes orange and then green as soon as the high-voltage battery is being charged.

If the charging cable is connected to the vehicle, the engine cannot be started and the vehicle cannot be moved.

At the start of the charging process, the charging side is shown in the instrument cluster with a charging prediction. The charging prediction either refers to the predicted charge level at the set departure time, or the time at which the high-voltage battery will be fully charged.

### Ending the charging process



▶ Press and hold button ② on charging cable connector ③ and remove charging cable connector ③ from vehicle socket ①.

ⓘ If the charging cable connector is blocked, contact a qualified specialist workshop.

▶ **Charging at a mains socket (mode 2):** disconnect the mains plug from the mains

socket and stow the charging cable safely in the vehicle.

▶ Close the socket cover and the socket flap.

### Refueling

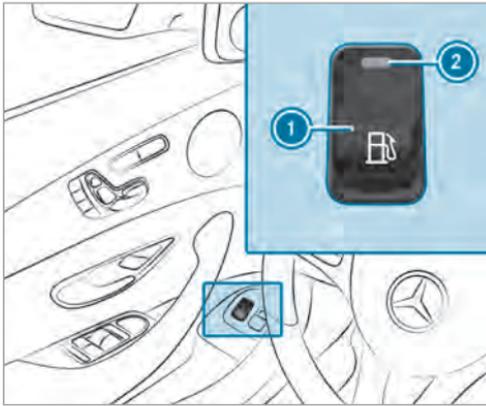
#### Depressurizing the fuel tank

##### Requirements:

- The vehicle is unlocked.

You must first depressurize the fuel tank by pressing the button before the vehicle can be refueled.

Observe the notes on refueling in the vehicle Operator's Manual and the notes on operating fluids (→ page 42).



- ▶ Pull button ①.  
Indicator lamp ② flashes and the **Please Wait Depressurizing Tank** message appears in the multifunction display. The pressure in the high-pressure fuel tank is released and then the fuel filler flap opens.  
If the fuel filler flap is open, indicator lamp ② lights up continuously.

The **Tank is Depressurized Ready for Refueling** message appears in the multifunction display.

- ① In the following situations there is a malfunction:
  - Indicator lamp ② flashes initially and then goes out
  - The yellow Check Engine warning lamp lights up
- ① The opening process for the fuel filler flap may, in exceptional cases, take up to 15 minutes.

### Notes on starting assistance

Observe the information on starting assistance in the vehicle Operator's Manual.

If your vehicle has been started with starting assistance, it may not be possible to use the electric drive for approximately 30 minutes.

Starting assistance is not considered to be a normal operating condition.

Jumper cables and further information regarding starting assistance can be obtained at any qualified specialist workshop.

### Permitted towing methods

Mercedes-Benz recommends transporting your vehicle in the case of a breakdown, rather than towing it away.

For towing, use a tow rope or tow bar with both axles on the ground. Do not use tow bar systems.

**!** **NOTE** Damage to the vehicle due to towing away incorrectly

▶ Observe the instructions and notes on towing away.

Observe the information on towing and transporting the vehicle in the vehicle Operator's Manual.

### Permitted towing methods

Vehicle equipment/towing method	 Both axles on the ground	 Front axle raised	 Rear axle raised
Plug-in hybrid vehicles	Yes, maximum 31 miles (50 km) at 31 mph (50 km/h)	Yes, maximum 31 miles (50 km) at 31 mph (50 km/h)	Yes, if the steering wheel is fixed in the center position with a steering wheel lock.

Only transporting is permitted in the following situations:

- The multifunction display is not working  
or
- The  display message appears

**Exception:** if the vehicle is located in a danger zone, it can be recovered from the danger zone despite the display message or the display not working.

It must not be towed further than 164 ft (50 m) with both axles on the ground. A towing speed of 6 mph (10 km/h) must not be exceeded. Beyond these limits, only transporting is permitted.

## Operating fluids

### Tank content and fuel reserve

#### Capacity

Model	Total capacity
GLC 350 e 4MATIC	13.2 gal (50.0 liters)

Model	Of which reserve
GLC 350 e 4MATIC	1.8 gal (7.0 liters)

### Quality and capacity of engine oil

#### MB-Freigabe or MB-Approval

Gasoline engines	Engine oil specifications
GLC 350 e 4MATIC	229.5

Only use SAE 0W-40 or SAE 5W-40 engine oils.

The following values refer to an oil change, including the oil filter.

#### Capacity

Model	Capacity
GLC 350 e 4MATIC	6.9 US qt (6.5 liters)

### Coolant capacity

#### Coolant capacity

Model	Capacity
GLC 350 e 4MATIC	12.7 US qt (12.0 liters)

### Refrigerant filling capacity

#### Filling capacity for refrigerant and PAG oil

Model	Refrigerant
GLC 350 e 4MATIC	23.6 ± 0.4 oz (670 ± 10 g)

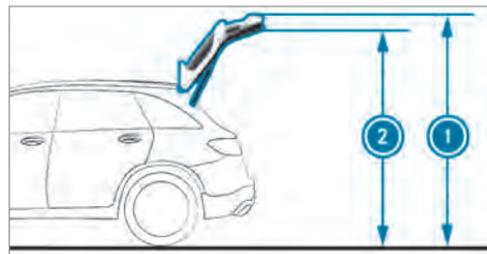
Model	PAG oil
GLC 350 e 4MATIC	2.8 ± 0.4 oz (80 ± 10 g)

## Vehicle data

### Vehicle dimensions

The heights specified may vary as a result of the following factors:

- Tires
- Load
- Condition of the suspension
- Optional equipment



### Height when opened

Model	① Height when opened	② Head- room
GLC 350 e 4MATIC	84.5 in (2146 mm)	78.4 in (1992 mm)

### Vehicle dimensions

GLC 350 e 4MATIC	
Vehicle length	184.0 in (4669 mm)
Vehicle width including out- side mirrors	82.5 in (2096 mm)
Vehicle height	65.3 in (1659 mm)
Wheelbase	113.1 in (2873 mm)
Turning radius	38.71 ft (11.80 m)

### Weights and loads

Please observe the following notes for the specified vehicle data:

- Items of optional equipment increase the curb weight and reduce the payload.

### Roof load

Model	Maximum roof load
GLC 350 e 4MATIC	165.4 lb (75 kg)

### High-voltage battery

The charging time is valid for charging from 10% to 100% of the usable battery capacity with alternating current. The charging capacity determines the charge time, in addition to the battery condition of charge and the ambient temperature. The charging capacity depends on the supply voltage, the current intensity and the type of power supply.

Missing values were not available at the time of going to press.

### High-voltage battery

GLC 350 e 4MATIC	
Type	Lithium-ion
Battery capacity, gross	
Range in electric-only mode	
Charging time with (7.7 kW) charging capacity	Approx. 1 h 15 min
Charging time with (1.2 kW) charging capacity	Approx. 11 h

### Trailer hitch

#### General notes on the trailer hitch

Modifications to the engine cooling system may be necessary, depending on the vehicle model. The retrofitting of a trailer hitch is only permissible if a towing capacity is specified in your vehicle documents.

Further information can be obtained at a qualified specialist workshop.

### Permissible trailer load

The tongue weight is not included in the towing capacity.

Missing values were not available at the time of going to press.

#### Permissible towing capacity, braked (at a minimum start-off gradeability of 12%)

Model	Permissible towing capacity, braked
GLC 350 e 4MATIC	

#### Permissible towing capacity, unbraked

Model	Permissible towing capacity, unbraked
GLC 350 e 4MATIC	

### Maximum tongue weight

**!** **NOTE** Damage caused by the trailer coming loose

If the tongue weight used is too low, the trailer may come loose.

- ▶ The tongue weight must not be below 110.2 lbs (50 kg).
- ▶ Use a tongue weight that is as close as possible to the maximum permissible tongue weight.

Missing values were not available at the time of going to press.

### Maximum tongue weight

Model	Maximum tongue weight
GLC 350 e 4MATIC	

### Permissible rear axle load (trailer operation)

Missing values were not available at the time of going to press.

#### Axle load

Model	Axle load
GLC 350 e 4MATIC	

## Display messages

## Occupant safety

## Display messages



SRS Malfunction Service  
Required

## Possible causes/consequences and ► Solutions

\* The restraint system is malfunctioning (→ page 11).

**⚠ DANGER** Risk of fatal injuries due to the restraint system malfunctioning

If the restraint system is malfunctioning, restraint system components may be triggered unintentionally or may not deploy as intended during an accident. This may affect the Emergency Tensioning Device or airbag, for example. Furthermore, in the event of an accident, the high-voltage on-board electrical system may not be deactivated as intended.

You may be electrocuted if you touch the damaged component parts of the high-voltage on-board electrical system.

- Have the restraint system checked and repaired immediately at a qualified specialist workshop.
- After an accident, switch off the ignition immediately.

Recognition of a restraint system malfunction:

- The  restraint system warning lamp does not light up when the ignition is switched on.
  - The  restraint system warning lamp lights up continuously or repeatedly during a journey.
- Consult a qualified specialist workshop immediately.

### Climate control

Display messages	Possible causes/consequences and ► Solutions
 <p data-bbox="144 384 421 459">Inoperative High-Voltage Battery Charging Not Complete</p>	<ul style="list-style-type: none"> <li>* The high-voltage battery is charging. Pre-entry climate control cannot be switched on.                             <ul style="list-style-type: none"> <li>► Wait until the charging process has achieved a minimum charge.</li> </ul> </li> </ul>
 <p data-bbox="144 578 421 629">Inoperative Charge HV Battery</p>	<ul style="list-style-type: none"> <li>* The charge of the high-voltage battery is too low. Pre-entry climate control cannot be switched on.                             <ul style="list-style-type: none"> <li>► Charge the high-voltage battery.</li> </ul> </li> </ul>
 <p data-bbox="144 746 421 822">Pre-entry Climate Control via Key Available Again After Engine Start</p>	<ul style="list-style-type: none"> <li>* You have attempted to switch on pre-entry climate control more than twice with the engine switched off.                             <ul style="list-style-type: none"> <li>► Let the engine run for ten seconds.</li> <li>Pre-entry climate control is operational again.</li> </ul> </li> </ul>

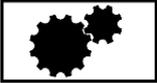
Display messages	Possible causes/consequences and ► Solutions
 <p data-bbox="195 344 454 420">Pre-entry Climate Control via Key Inoperative High-voltage Battery Low</p>	<ul style="list-style-type: none"> <li data-bbox="524 252 1526 273">* The charge of the high-voltage battery is too low. Pre-entry climate control cannot be switched on.               <ul style="list-style-type: none"> <li data-bbox="543 285 1572 335">► Charge the high-voltage battery. When the high-voltage battery is sufficiently charged, pre-entry climate control is operational again.</li> </ul> </li> </ul>

### Hybrid drive system

Display messages	Possible causes/consequences and ► Solutions
<p data-bbox="195 570 460 646">Vehicle Currently Not Being Charged... Charging Station Fault</p>	<ul style="list-style-type: none"> <li data-bbox="524 570 1402 591">* A malfunction has occurred in the charging station or the RFID card is not recognized.               <ul style="list-style-type: none"> <li data-bbox="543 603 1156 624">► Start the charging process at a different charging station.</li> <li data-bbox="543 637 569 657">or</li> <li data-bbox="543 670 1129 691">► Have the RFID card checked to ensure it is functioning.</li> </ul> </li> </ul>
<p data-bbox="195 718 450 794">Charging Mode Currently Unavailable Try Again or Change Charging Mode</p>	<ul style="list-style-type: none"> <li data-bbox="524 718 1166 739">* A temporary malfunction has occurred in the charging station.               <ul style="list-style-type: none"> <li data-bbox="543 752 962 772">► Wait until the malfunction has passed.</li> <li data-bbox="543 785 569 806">or</li> <li data-bbox="543 818 1156 839">► Start the charging process at a different charging station.</li> </ul> </li> </ul>

Display messages	Possible causes/consequences and ► Solutions
<p>Charging Fault Change Charging Mode See Operator's Manual</p>	<ul style="list-style-type: none"> <li>* The charging process cannot be started due to a malfunction.                             <ul style="list-style-type: none"> <li>► Consult a qualified specialist workshop.</li> </ul> </li> </ul>
<p>Not Possible to Unlock Charger Cable See Operator's Manual</p>	<ul style="list-style-type: none"> <li>* The charging cable connector cannot be removed from the charging station's socket.                             <ul style="list-style-type: none"> <li>► Press the EMERGENCY OFF switch on the charging station.</li> </ul> <p>If the charging cable connector cannot be removed after that:</p> <ul style="list-style-type: none"> <li>► Request service personnel from the operator of the charging station via the emergency call button attached to the charging station or the emergency call numbers.</li> </ul> </li> </ul>
<div style="text-align: center;">  </div> <p>Charger Cable Connected</p>	<ul style="list-style-type: none"> <li>* You cannot pull away while the charging cable is connected.                             <ul style="list-style-type: none"> <li>► Disconnect the charging cable from the vehicle (→ page 38).</li> </ul> </li> </ul>
<div style="text-align: center;">  </div> <p>Towing Not Permitted See Operator's Manual</p>	<ul style="list-style-type: none"> <li>* The hybrid system is malfunctioning.                             <ul style="list-style-type: none"> <li>► Have the vehicle transported only using a transporter or trailer (→ page 40).</li> </ul> </li> </ul>

Display messages	Possible causes/consequences and ► Solutions
 <p>Acoustic Presence Indicator Inoperative</p>	<ul style="list-style-type: none"> <li>* The sound generator (acoustic vehicle warning system) is malfunctioning. No driving noises are being produced. As a result, your vehicle may not be heard by other road users in certain situations.                             <ul style="list-style-type: none"> <li>► Drive with particular care.</li> <li>► Consult a qualified specialist workshop.</li> </ul> </li> </ul>
 <p>High-Volt. Bat. Overheated Stop, everyone get out, out- doors if possible.</p>	<ul style="list-style-type: none"> <li>* The high-voltage battery has overheated. There is a risk of fire.                             <ul style="list-style-type: none"> <li>► Pull over and stop the vehicle safely as soon as possible in accordance with the traffic conditions.</li> <li>► If possible, stop the vehicle in the open air and ensure that all occupants get out.</li> <li>► Do not drive on.</li> <li>► If smoke is present, leave the danger zone and call the fire service immediately.</li> <li>► Consult a qualified specialist workshop even if there are no external signs of a fire.</li> </ul> </li> </ul>
<p>Only Electric Drive Available Power Limited</p>	<ul style="list-style-type: none"> <li>* The fuel tank is empty and the combustion engine is switched off. The drive power of your vehicle is limited because you are driving in electric mode.                             <ul style="list-style-type: none"> <li>► Refuel immediately.</li> </ul> <p>If there is fuel in the vehicle, there is a malfunction with the combustion engine.</p> <ul style="list-style-type: none"> <li>► Consult a qualified specialist workshop.</li> </ul> </li> </ul>
<p>"Electric" Drive Program Currently Unavailable</p>	<ul style="list-style-type: none"> <li>* The charge level of the high-voltage battery is not sufficient for the Electric drive program. Charge the high-voltage battery (→ page 30).</li> </ul>

Display messages	Possible causes/consequences and ► Solutions
 <p data-bbox="144 342 266 363">Malfunction</p>	<ul style="list-style-type: none"> <li>* The hybrid system is malfunctioning. A warning tone will also sound. <ul style="list-style-type: none"> <li>► Consult a qualified specialist workshop.</li> </ul> </li> <li>* There is a serious malfunction if the display message and warning tone are repeated at short intervals. You must stop the vehicle immediately in accordance with the traffic conditions because the drive system is automatically deactivated. <ul style="list-style-type: none"> <li>► Pull over and stop the vehicle safely as soon as possible in accordance with the traffic conditions.</li> <li>► Switch off the ignition and consult a qualified specialist workshop.</li> </ul> </li> </ul>
 <p data-bbox="144 574 266 595">Malfunction</p>	<ul style="list-style-type: none"> <li>* The hybrid system is malfunctioning. The drive power of your vehicle is limited. <ul style="list-style-type: none"> <li>► Consult a qualified specialist workshop.</li> </ul> </li> </ul>
 <p data-bbox="144 716 421 789">Reduced Drive System Performance See Operator's Manual</p>	<ul style="list-style-type: none"> <li>* The drive system is outside the operating temperature range, e.g. due to extreme outside temperatures. Drive system power output is reduced. The yellow  reduced power output warning lamp is on. <ul style="list-style-type: none"> <li>► Drive on carefully.</li> <li>Once the operating conditions return to normal, the full output will be available again.</li> </ul> </li> <li>* The high-voltage battery is not charged sufficiently. Drive system power output is reduced. The yellow  reduced power output warning lamp is on. <ul style="list-style-type: none"> <li>► Drive on carefully.</li> <li>► Charge the high-voltage battery immediately.</li> </ul> </li> </ul>

Display messages	Possible causes/consequences and ► Solutions
	<ul style="list-style-type: none"> <li>* If the drive system power output is still reduced, there is a malfunction in the drive system.                             <ul style="list-style-type: none"> <li>► Drive on carefully.</li> <li>► Visit a qualified specialist workshop.</li> </ul> </li> </ul>
 <p data-bbox="195 459 399 508">Malfunction Service Required</p>	<ul style="list-style-type: none"> <li>* The hybrid system is malfunctioning.                             <ul style="list-style-type: none"> <li>► Consult a qualified specialist workshop.</li> </ul> </li> </ul>
 <p data-bbox="195 625 417 674">Engine will not restart Service required</p>	<ul style="list-style-type: none"> <li>* The hybrid system cannot be restarted due to a malfunction.                             <ul style="list-style-type: none"> <li>► Do not switch off the hybrid system; drive on to the nearest qualified specialist workshop.</li> </ul> </li> </ul>
 <p data-bbox="195 791 469 840">Please Wait Depressurizing Tank</p>	<ul style="list-style-type: none"> <li>* <b>Vehicles with a gasoline engine:</b> The pressure in the fuel tank is released before the fuel filler flap is opened. The pressure reduction can take up to 15 minutes.</li> </ul>

Display messages	Possible causes/consequences and ► Solutions
 <p data-bbox="144 342 367 391">Tank is Depressurized Ready for Refueling</p>	<p data-bbox="473 246 1539 272">* <b>Vehicles with a gasoline engine:</b> The pressure in the fuel tank is released and the fuel filler flap opens.</p>
 <p data-bbox="144 513 402 562">Tank Ventilation Malfunction Service Required</p>	<p data-bbox="473 417 1258 443">* <b>Vehicles with a gasoline engine:</b> There is a malfunction in the fuel system.</p> <ul data-bbox="495 453 925 479" style="list-style-type: none"><li data-bbox="495 453 925 479">► Consult a qualified specialist workshop.</li></ul>

## Warning and indicator lamps

## Occupant safety

## Warning/indicator lamp



Restraint system warning lamp

## Possible causes/consequences and ► Solutions

The red restraint system warning lamp is lit while the engine is running.

\*The restraint system is malfunctioning (→ page 11).

**▲ DANGER** Risk of fatal injuries due to the restraint system malfunctioning

If the restraint system is malfunctioning, restraint system components may be triggered unintentionally or may not deploy as intended during an accident. This may affect the Emergency Tensioning Device or airbag, for example. Furthermore, in the event of an accident, the high-voltage on-board electrical system may not be deactivated as intended.

You may be electrocuted if you touch the damaged component parts of the high-voltage on-board electrical system.

- Have the restraint system checked and repaired immediately at a qualified specialist workshop.
- After an accident, switch off the ignition immediately.

- Drive on carefully.
- Note the messages on the multifunction display.
- Visit a qualified specialist workshop immediately.

## Hybrid system

Warning/indicator lamp	Possible causes/consequences and ► Solutions
 <p data-bbox="144 381 389 433">Reduced power warning lamp</p>	<p data-bbox="454 288 916 313">The yellow reduced power warning lamp is on.</p> <ul style="list-style-type: none"> <li data-bbox="454 324 864 350">* Drive system power output is reduced.               <ul style="list-style-type: none"> <li data-bbox="476 360 994 386">► Note the messages on the multifunction display.</li> </ul> </li> </ul>
 <p data-bbox="144 542 417 568">System error warning lamp</p>	<p data-bbox="454 449 861 475">The red system error warning lamp is on.</p> <ul style="list-style-type: none"> <li data-bbox="454 485 901 511">* There is a malfunction in the drive system.               <ul style="list-style-type: none"> <li data-bbox="476 522 994 548">► Note the messages on the multifunction display.</li> </ul> </li> </ul>

## Brakes

Warning/indicator lamp	Possible causes/consequences and ► Solutions
 <p data-bbox="144 800 399 852">RBS warning lamp (USA/CND)</p>	<p data-bbox="454 707 1073 733">The yellow RBS warning lamp is lit while the engine is running.</p> <ul style="list-style-type: none"> <li data-bbox="454 743 1197 780">*  <b>WARNING</b> Risk of an accident due to a brake system malfunction               <div data-bbox="495 790 1646 867" style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <p data-bbox="495 795 1280 821">If the brake system is malfunctioning, braking characteristics may be impaired.</p> <ul style="list-style-type: none"> <li data-bbox="495 831 713 857">► Drive on carefully.</li> </ul> </div> </li> </ul>

Warning/indicator lamp	Possible causes/consequences and ► Solutions
	<ul style="list-style-type: none"><li data-bbox="543 256 1698 288">▶ Have the brake system checked immediately at a qualified specialist workshop.</li><li data-bbox="543 308 1698 339">▶ Adjust your speed and continue to drive carefully, leaving a suitable distance to the vehicle in front.</li><li data-bbox="543 344 1698 376">▶ If the multifunction display shows a display message, please observe it.</li><li data-bbox="543 381 1698 412">▶ Visit a qualified specialist workshop.</li></ul>

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