



Online Map Update

General Notices

Since map data can become obsolete, it is updated regularly and should then be installed in your multimedia system. The Online Map Update service is available for your vehicle for this purpose.

If new maps are available for you and you have consented to notification, we will inform you by email and/or via your Mercedes me inbox.

You get map data for your selected country in Europe, North America, China, Japan or Korea installed automatically online. You can change the country for which you receive the data automatically on the portal.

In newer vehicle models, map data are updated automatically in the vehicle's multimedia system, irrespective of national borders and regions. It is not necessary to select a country for this on the portal.

We are unable to update all of the map data by mobile phone due to the large data volume. If you require new maps for a different country, please download these manually from the portal.

Automatic Map Update

The country in which you live is the default for the automatic update. You can check your default country on the portal. You can also change the country here.

You cannot select countries whose map data is too old for automatic map updates. Please update this manually at first.

In newer vehicle models, the vehicle's multimedia system automatically installs all available map updates for the regions in which the vehicle is located or driven along the route.

Manual Map Update

If new navigation maps are available for your multimedia system, you can download this data onto a storage medium and then install it in the multimedia system in your Mercedes.

Please note that in addition to the displayed data volumes, further important data is downloaded to guarantee your navigation database is complete, which requires several hundred MBs of storage space.

Requirements for the manual map update

- PC with Microsoft® Windows 7 or higher with a 64-bit operating system, or Apple Mac with Mac OS 10.7 or higher.
- Local administrator rights on the computer being used in order to install the Download Manager.
- An internet browser with activated JAVA.
- A storage medium (USB stick or SD card) with enough free storage space of at least 8 GB for one country, or with 64 GB for the complete map.

- Enough memory on your computer as the data is temporarily stored there.

How to download map data for one or more regions

- Please go to your Mercedes-Benz website and log in to Mercedes me. After selecting your vehicle under "My Mercedes me account / My vehicles", you will find the "Online Map Update" service under "Mercedes me connect services".
- Connect your storage medium to your computer.
- Click "Manual update".
- Check the corresponding boxes to select the desired regions.
- If the Download Manager is not yet installed, click on "Install".
- On the portal, click on "Start Download Manager" and follow the instructions. The Download Manager indicates the progress and end of the processes.

How to install downloaded data in the multimedia system

- Connect your storage medium to the multimedia system. You will find out more information on this in the manual for the multimedia system.
- As soon as the multimedia system has recognised the storage medium with installed map data, please follow the instructions.
- Following successful installation, disconnect the storage medium from the multimedia system and restart the multimedia system if you are prompted to do so.

Technical information

The update process can take a while and depends on the volume of map data. During this time, the multimedia system remains fully available. If you switch off the multimedia system during the installation, the process continues after being reactivated.

Automatic Map Update

A country is updated automatically in the multimedia system via the built-in communications module. You have no influence over the time and duration of the installation. No additional costs are incurred for the use of the mobile telephone system.

It may be possible that vehicles in which the ignition has not been switched on for long enough over a period of several months or vehicles that have not been used in areas with a cellular phone system signal for a sufficient time are unable to receive automatic map updates after several months. In this case a manual map update must be carried out.

Manual Map Update

Updating the entire map amounts to a data volume of more than 40 GB.

Are you experiencing any issues, or do you have any questions? Then please contact your authorised Mercedes-Benz dealer, who will be happy to help.

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