

[ C-Class Owner's Manual | Opening and closing | Key ]

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#### Note

The online Owner's Manual is always the current version. Possible variations to your vehicle may not be taken into account as Mercedes-Benz constantly updates their vehicles and equipment to the state of the art and introduces changes in design and equipment. Please note that this online Owner's Manual does not replace the printed Owner's Manual which was included when the vehicle was delivered.

## Key

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## Important safety notes

United Kingdom only:



### WARNING

When the double locks are activated, the doors can no longer be opened from the inside. People in the vehicle can no longer get out, e.g. in hazardous situations. There is a risk of injury.

Therefore, do not leave any people unsupervised in the vehicle, particularly children, elderly people or people in need of special assistance. Do not activate the double lock when people are in the vehicle.

If the vehicle has been locked from the outside, the double lock function is activated as standard. It is then not possible to open the doors from inside the vehicle. You can deactivate the double lock function by deactivating the interior motion sensor (see Digital Owner's Manual). The doors can then be opened from the inside after the vehicle has been locked from the outside. The anti-theft alarm system is triggered if the door is opened from the inside. Switch off the alarm .

All countries:



### WARNING

If children are left unsupervised in the vehicle, they could:

- open doors, thereby endangering other persons or road users
- get out and be struck by oncoming traffic
- operate vehicle equipment and become trapped, for example

In addition, the children could also set the vehicle in motion, for example, if they:

- release the parking brake
- shift the automatic transmission out of park position P or shift manual transmission into neutral
- start the engine

There is a risk of an accident and injury.

When leaving the vehicle, always take the key with you and lock the vehicle. Never leave children and animals unattended in the vehicle. Keep the keys out of the reach of children.

### ! WARNING

If you attach heavy or large objects to the key, the key could be unintentionally turned in the ignition lock. This could cause the engine to be switched off. There is a risk of an accident.

Do not attach any heavy or large objects to the key. Remove any bulky keyrings before inserting the key into the ignition lock.

- ! Keep the key away from strong magnetic fields. Otherwise, the remote control function could be affected. Strong magnetic fields can occur in the vicinity of powerful electrical installations.

Do not store the key:

- with electronic devices, e.g. a mobile phone or another key
- with metallic objects, e.g. coins or metal foil
- inside metallic objects, e.g. a metal case

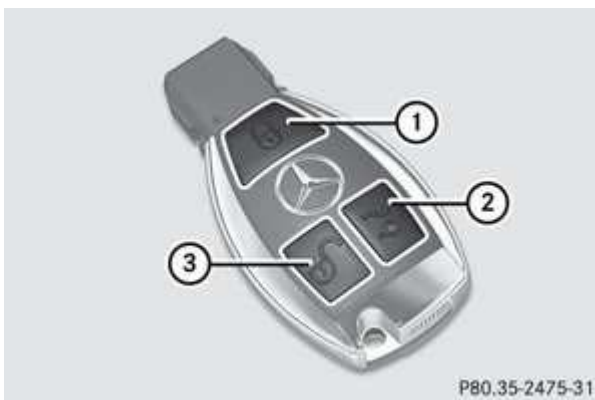
This can impair the key's function.

Vehicles with KEYLESS-GO start function: do not keep the key on the parcel shelf or in the boot. Otherwise, the key may not be detected, e.g. when starting the engine using the Start/Stop button.

A check that periodically establishes a radio connection between the vehicle and the key determines whether a valid key is in or in the direct vicinity of the vehicle. This occurs, for example:

- while starting the engine
- during driving
- when using HANDS-FREE ACCESS
- when the external door handles are touched
- during convenience closing

## Key functions



- ① Locks the vehicle
- ② Opens/closes the boot lid
- ③ Unlocks the vehicle

► To unlock centrally: press the button.

If you do not open the vehicle within approximately 40 seconds of unlocking:

- the vehicle locks again
- protection against theft is reactivated

► To lock centrally: press the button.

The key centrally locks and unlocks the following components:

- the doors
- the boot lid
- the fuel filler flap

During unlocking, the turn signals flash once. During locking, they flash three times.

You can also set an audible signal to confirm that the vehicle has been locked. The audible signal can be activated and deactivated via the multimedia system (see Digital Owner's Manual).

Only when all the components have been locked is the visual or audible locking confirmation issued.

When the locator lighting is activated via the multimedia system, it lights up when it is dark after the vehicle is unlocked with the key (see Digital Owner's Manual).

► To open the boot lid automatically from outside the vehicle: press and hold the  button until the boot lid opens.

► To close the boot lid automatically from outside the vehicle: if the key is located in the immediate vicinity of the vehicle, press the  button on the key.

When the boot lid closes you can then release the button.

## KEYLESS-GO

### General notes

Bear in mind that the engine can be started by any of the vehicle occupants if there is a key in the vehicle .

### Locking and unlocking centrally

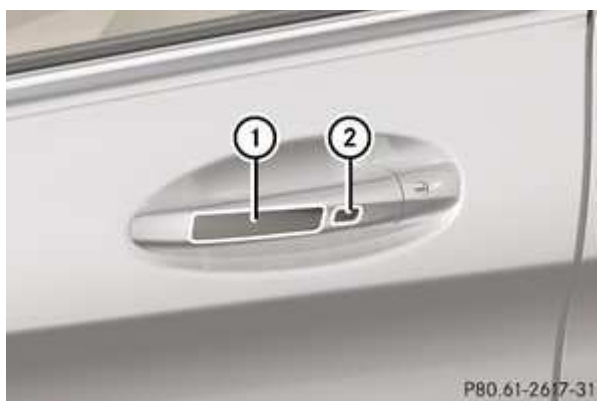
You can start, lock or unlock the vehicle using KEYLESS-GO. To do this, you need to carry the key with you. You can combine the KEYLESS-GO functions with the functions of a conventional key. Unlock the vehicle using KEYLESS-GO, for instance, and lock it using the  button on the key.

The driver's door and the door on which the handle is used must both be closed. The key must be outside the vehicle.

When locking or unlocking with KEYLESS-GO, the distance between the key and the corresponding door handle must not be greater than 1 m.

A check that periodically establishes a radio connection between the vehicle and the key determines whether a valid key is in or in the direct vicinity of the vehicle. This occurs, for example:

- while starting the engine
- while driving
- when using HANDS-FREE ACCESS
- when the external door handles are touched
- during convenience closing



► To unlock the vehicle: touch the inner surface of the door handle.

► To lock the vehicle: touch sensor surface ① or ②.

Make sure that you do not touch the inner surface of the door handle.

► Convenience closing feature: touch recessed sensor surface ② for an extended period.  
Further information on the convenience closing feature .

► To unlock the boot lid: pull the boot lid handle.

## Activating and deactivating

If you do not intend to use a key for an extended period of time, you can deactivate the KEYLESS-GO function of the key. The key will then use very little power, thereby conserving battery power. For the purposes of activation or deactivation, the vehicle does not have to be nearby.

► To deactivate: press the  button on the key twice in rapid succession.

The battery indicator light of the key flashes twice briefly and lights up once; KEYLESS-GO is deactivated.

► To activate: press any button on the key.

or

► Insert the key into the ignition lock.

KEYLESS-GO and all its associated features are available again.

## KEYLESS-GO start function

### General notes

Bear in mind that the engine can be started by any of the vehicle occupants if there is a key in the vehicle .

## Changing the settings of the locking system

You can change the settings of the locking system. This means that only the driver's door and the fuel filler flap are unlocked when the vehicle is unlocked. This is useful if you frequently travel alone.

► To change the setting: press and hold down the  and  buttons simultaneously for about six seconds until the battery indicator lamp flashes twice .

If the setting of the locking system is changed within the signal range of the vehicle, pressing the  or  button:

- locks or
- unlocks the vehicle

The key now functions as follows:

► To unlock: press the  button once.

► To unlock centrally: press the  button twice.

► To lock: press the  button.

► To restore the factory settings: press and hold down the  and  buttons simultaneously for approximately six seconds until the battery check lamp flashes twice .

The KEYLESS-GO functions can be changed as follows:

► To unlock the driver's door: touch the inner surface of the door handle on the driver's door.

► To unlock centrally: touch the inner surface of the door handle on the front-passenger door or the rear door.

► To lock centrally: touch the outer sensor surface on one of the door handles.

## Emergency key element

### General notes

If the vehicle can no longer be unlocked with the key or KEYLESS-GO, use the emergency key element.

If you use the emergency key element to unlock and open the driver's door, the anti-theft alarm system will be triggered. Switch off the alarm .

If you unlock the vehicle using the emergency key element, the fuel filler flap will not be unlocked automatically.

► To unlock the fuel filler flap: insert the key into the ignition lock.

## Removing the emergency key element



► Push release catch ① in the direction of the arrow and, at the same time, remove emergency key element ② from the key.

Further information on locking/unlocking the driver's door .

#### Inserting the emergency key element

► Push emergency key element ② completely into the key until it engages and release catch ① is back in its basic position.

### Key battery

#### Important safety notes



#### WARNING

Batteries contain toxic and corrosive substances. If batteries are swallowed, it can result in severe health problems. There is a risk of fatal injury.

Keep batteries out of the reach of children. If a battery is swallowed, seek medical attention immediately.



#### Environmental note



Batteries contain pollutants. It is illegal to dispose of them with the household rubbish. They must be collected separately and disposed of in an environmentally responsible recycling system.



Dispose of batteries in an environmentally responsible manner. Take discharged batteries to a qualified specialist workshop or to a collection point for used batteries.

Mercedes-Benz recommends that you have the batteries replaced at a qualified specialist workshop.

#### Checking the battery



► Press the  or  button.

The battery is OK if battery check lamp **1** lights up briefly.

The battery is discharged if battery check lamp **1** does not light up briefly.

► Replace the battery .

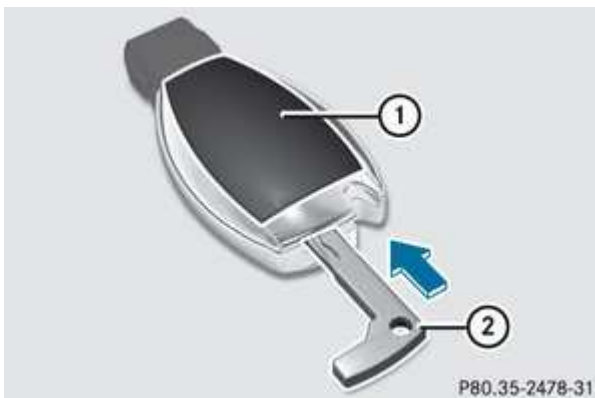
If the key battery is checked within the signal reception range of the vehicle, pressing the  or  button:

- locks or
- unlocks the vehicle

### Replacing the battery

You require a CR 2025 3 V cell battery.

► Take the emergency key element out of the key .



► Press emergency key element **2** into the opening in the key in the direction of the arrow until battery compartment cover **1** opens. When doing so, do not hold battery compartment cover **1** shut.

► Remove battery compartment cover **1**.



- Repeatedly tap the key against your palm until battery ③ falls out.
- Insert the new battery with the positive terminal facing upwards. Use a lint-free cloth to do so.
- Make sure that the surface of the battery is free of lint, grease and other contamination.
- Insert the front tabs of battery compartment cover ① into the housing and then press to close it.
- Insert emergency key element ② into the key .
- Check the function of all key buttons on the vehicle.

### Problems with the key

| Problem                                                                              | Possible causes/consequences and Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| You can no longer lock or unlock the vehicle using the key.                          | <p>The key battery is weak or discharged.</p> <ul style="list-style-type: none"> <li>► Check the key battery and replace if necessary .</li> </ul> <p>If this does not work:</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the emergency key element .</li> </ul> <p>Interference from a powerful source of radio waves.</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the emergency key element .</li> </ul> <p>The key is faulty.</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the emergency key element .</li> <li>► Have the key checked at a qualified specialist workshop.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| You can no longer lock or unlock the vehicle using KEYLESS-GO.                       | <p>KEYLESS-GO has been deactivated.</p> <ul style="list-style-type: none"> <li>► Reactivate KEYLESS-GO .</li> </ul> <p>The key battery is weak or discharged.</p> <ul style="list-style-type: none"> <li>► Check the key battery and replace if necessary .</li> </ul> <p>If this does not work:</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the emergency key element .</li> </ul> <p>Interference from a powerful source of radio waves.</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the emergency key element .</li> </ul> <p>Fault with KEYLESS-GO.</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the remote control function of the key.</li> <li>► Have the vehicle and key checked at a qualified specialist workshop.</li> </ul> <p>If the vehicle cannot be locked or unlocked even using the remote control function:</p> <ul style="list-style-type: none"> <li>► Lock or unlock the vehicle using the emergency key element .</li> <li>► Have the vehicle and key checked at a qualified specialist workshop.</li> </ul> |
| The engine cannot be started using the key.                                          | <p>The on-board voltage is too low.</p> <ul style="list-style-type: none"> <li>► Switch off non-essential consumers, e.g. seat heating or interior lighting, and try to start the engine again.</li> </ul> <p>If this does not work:</p> <ul style="list-style-type: none"> <li>► Check the starter battery and charge it if necessary .</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>► Jump-start the vehicle .</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>► Consult a qualified specialist workshop.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| The engine cannot be started using the Start/Stop button. The key is in the vehicle. | <p>The vehicle is locked.</p> <ul style="list-style-type: none"> <li>► Unlock the vehicle and try to start the vehicle again.</li> </ul> <p>The key battery is weak or discharged.</p> <ul style="list-style-type: none"> <li>► Check the key battery and replace if necessary .</li> </ul> <p>If this does not work:</p> <ul style="list-style-type: none"> <li>► Start your vehicle with the key in the ignition lock.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Problem                                  | Possible causes/consequences and Solutions                     |
|------------------------------------------|----------------------------------------------------------------|
| You have lost a key.                     | Interference from a powerful source of radio waves.            |
|                                          | ▶ Start your vehicle with the key in the ignition lock.        |
|                                          | ▶ Have the key deactivated at a qualified specialist workshop. |
|                                          | ▶ Report the loss immediately to the vehicle insurers.         |
| You have lost the emergency key element. | ▶ If necessary, have the locks changed as well.                |
|                                          | ▶ Report the loss immediately to the vehicle insurers.         |
|                                          | ▶ If necessary, have the locks changed as well.                |

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#### Itemization

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