

# mbrace<sup>®</sup>

Your World, From Your Car

Mercedes-Benz mbrace<sup>®</sup>

Fact Sheets



Mercedes-Benz

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**BENEFITS:**

- ▶ Peace of mind
- ▶ Detect suspicious activity prior to alerting law enforcement

**REQUIREMENTS:**

- ▶ Active customer email address or phone number associated with customer account to receive alerts
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Customers can specify how they would like to be contacted, including email, text message or phone call

## Automatic Alarm Notification\*:

The mbrace® Response Center and the customer receive an alert when the anti-theft alarm is triggered.

## Service Description:

Automatic Alarm Notification provides the customer with alerts when the anti-theft alarm in their parked vehicle has been triggered. This provides the customer a sense of security when they are away from their vehicle.

If the anti-theft alarm is triggered, the in-vehicle Telematics Control Unit (TCU) sends a signal to the mbrace Response Center. Upon receipt of the signal, the mbrace Response Center automatically (no human intervention) alerts the customer via their preferred method of communication: email, text message or phone call.

## How It Works:

- STEP 1:** The anti-theft alarm system senses that someone is tampering with the parked vehicle.
- STEP 2:** The TCU sends a signal to the mbrace Response Center that the anti-theft alarm has been triggered.
- STEP 3:** The mbrace Response Center notifies the customer via their preferred method of communication.

\* May require additional subscription.



**BENEFITS:**

- ▶ Peace of mind
- ▶ Emergency Response Specialists can take action even if vehicle occupants cannot summon help themselves
- ▶ Ability to identify and locate both the vehicle and the customer

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Transmission of vehicle location, vehicle identification number (VIN) and time of service request to Mercedes-Benz Emergency Response Center
- ▶ Emergency Response Specialists are APCO<sup>1</sup> and NENA<sup>2</sup> certified and have direct public safety experience either as emergency dispatchers or first responders
- ▶ Close working relationship with public-safety answering points (9-1-1 centers), to help provide a timely response from appropriate lifesaving personnel

<sup>1</sup> APCO: Association of Public Safety Communications Officials

<sup>2</sup> NENA: National Emergency Number Association

## Automatic Collision Notification\*:

The Mercedes-Benz Emergency Response Center receives alerts when airbags or crash sensors are triggered.

### Service Description:

Automatic Collision Notification automatically contacts the Mercedes-Benz Emergency Response Center in the event of an accident, providing the customer with the peace of mind that emergency assistance will be dispatched quickly to their location.

When airbag or crash sensors are triggered, the Telematics Control Unit (TCU) receives a signal that the vehicle has been in an accident. A tone is heard in the vehicle confirming that a collision notification call is being placed to the Mercedes-Benz Emergency Response Center. The TCU immediately relays the vehicle's location to initiate the appropriate response to the incident. As critical data is being transmitted, an Emergency Response Specialist from the Mercedes-Benz Emergency Response Center will speak with the customer to assure them help is available. These highly trained personnel link the customer to the appropriate public-safety answering point (9-1-1 center) and remain on the line with the customer until emergency responders arrive.

Not all accidents are severe enough to automatically trigger a collision notification call. In such a case, a manual push of the SOS Button is required.

### How It Works:

- STEP 1:** In-vehicle collision sensors detect an accident and signal the TCU.
- STEP 2:** The following data is transmitted from the in-vehicle TCU to the Mercedes-Benz Emergency Response Center:
  - A signal indicating a collision has occurred
  - Time of service request
- STEP 3:** A separate data transmission sends critical information about the vehicle's location and identity to the Mercedes-Benz Emergency Response Center.
- STEP 4:** An Emergency Response Specialist establishes voice communication with the customer.
- STEP 5:** The Emergency Response Specialist contacts the appropriate emergency service responder and provides the vehicle information, location, status of occupant(s) and other relevant accident details.
- STEP 6:** The Emergency Response Specialist then dispatches appropriate public safety personnel to the exact location of the vehicle.

\* May require additional subscription.



**BENEFITS:**

- ▶ Access to high-quality, personal VIP service at any time of the day or night
- ▶ Storage of customers' personal VIP service for future Concierge reference
- ▶ Unlimited use at no additional charge

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v.5.0 or later

**FEATURES:**

- ▶ Service is available whether ignition is on or off
- ▶ Convenient access from a smartphone with mbrace Mobile Application

## Mercedes-Benz Concierge\*:

Get white-glove personal assistance by pushing the *i*-Button or with the mbrace® Mobile Application.

### Service Description:

With mbrace® the legendary quality and refinement of Mercedes-Benz extends well beyond the luxurious interior. From information on a prospective client to reviews of the next tourist attraction down the road – white-glove treatment is available by pushing the *i*-Button or through the mbrace Mobile Application.

Mercedes-Benz Concierge is accessible wherever the customer has connectivity. When in the vehicle, the customer pushes the *i*-Button. The Interactive Voice Response (IVR) system audibly presents a menu of options. Once CONCIERGE is selected the customer's information and location data are sent to the mbrace Response Center where a specially-trained Concierge Specialist will complete the customer's request. When away from the vehicle the customer launches the mbrace Mobile Application, taps the Concierge Icon, and taps the Assistance Icon to contact the Mercedes-Benz Concierge service.

Regardless of the method used to access Mercedes-Benz Concierge, any requested services that include costs incurred by a third party will be charged to the customer's credit card. Any service that involves a fee will not be authorized until the customer provides their personal identification number (PIN).

The Mercedes-Benz Concierge service can perform and access a broad range of services, including:

- Dining recommendations, reservations and directions
- Movie and theater tickets and directions
- Sporting event tickets and directions
- Concert tickets and directions
- Unique requests and gift purchases such as flowers, gift cards, etc.
- Medical Help and Safety Support (e.g., locating a physician while on vacation or assistance in filling prescriptions)
- Assistance gaining access to sought-after events and restaurants
- Lost baggage assistance
- Assistance wiring cash
- Research and answer questions
- Wake-up calls
- Reminders for birthdays, anniversaries, and other events
- Airline reservations and ticket purchase

\* May require additional subscription.



- Car rental reservations
- Hotel recommendations, reservations and directions

## How It Works:

- STEP 1:** The customer contacts an mbrace Customer Specialist for Concierge service by pushing the *i*-Button inside the vehicle. The customer can also launch the mbrace Mobile Application by tapping the Concierge Icon in the mbrace Mobile Application, then pressing the CALL button to initiate a call to Mercedes-Benz Concierge. Customers must own MY2013 or newer vehicles to perform this function.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer selects CONCIERGE.
- STEP 4:** The mbrace Customer Specialist works with the customer to determine what Concierge services are needed and fulfills them as appropriate.



**BENEFITS:**

- ▶ Critical support in the event of a natural disaster or other crisis
- ▶ Ability to identify active emergencies in the area and provide shelter locations if necessary
- ▶ Peace of mind

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Transmission of vehicle location, identity, and time of incident to the mbrace Response Center
- ▶ mbrace Customer Specialists with APCO<sup>1</sup> and NENA<sup>2</sup> certification and direct public safety experience either as emergency dispatchers or first responders
- ▶ Close working relationship with public-safety answering points, to help provide a timely response from appropriate lifesaving personnel
- ▶ Service is available whether ignition is on or off

<sup>1</sup>APCO: Association of Public Safety Communications Officials

<sup>2</sup>NENA: National Emergency Number Association

**Crisis Assist\*:**

Provides customer assistance during a disaster.

**Service Description:**

Crisis Assist provides critical guidance and support to customers in the event of a disaster. Crisis Assist offers support to the customer during evacuations prior to a major storm (e.g., evacuation information, shelter information, emergency support information) as well as after the event (e.g., aid station locations, contacting family, contacting insurance carriers).

The Mercedes-Benz Emergency Response Center maintains a national monitoring system and call center staffed 24 hours a day, seven days a week. The monitoring system keeps track of severe weather (hurricanes, tornadoes, wildfires, flooding) and other types of disasters (dam failures, nuclear power plant failures, acts of terrorism). The system tracks impacted areas by state and county.

When a customer pushes the *i*-Button the vehicle’s location is acquired from the Telematics Control Unit (TCU) embedded within the vehicle. As the call is being transmitted to the Mercedes-Benz Emergency Response Center, the current database of active emergency areas is verified in relation to the vehicle’s current location. An Emergency Response Specialist can then provide specific, relevant, and actionable emergency information while speaking to the customer.

**How It Works:**

- STEP 1:** Customer pushes the *i*-Button and says “Choices.”
- STEP 2:** The Interactive Voice Response (IVR) system presents an audible menu of options.
- STEP 3:** Customer says “Crisis Assist” to be connected to an Emergency Response Specialist.
- STEP 4:** The Emergency Response Specialist verifies if the vehicle is located in an area where a crisis is reported.
- STEP 5:** If the vehicle is located in an active area, the Emergency Response Specialist verbally relays important information about the event and associated action messages.
- STEP 6:** If needed, the Emergency Response Specialist will remain on the line with the customer to answer any questions and provide further assistance.

\* May require additional subscription.



**BENEFITS:**

- ▶ Notification of unauthorized vehicle use
- ▶ Peace of mind for families with inexperienced drivers who may be tempted to use the vehicle without permission
- ▶ Convenience with ability to use mobile phone to monitor vehicle use
- ▶ Flexibility to easily change date/ time parameters and mobile phone number used for alerts

**REQUIREMENTS:**

- ▶ MY2013 or newer vehicle.
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v. 5.0 or later

**FEATURES:**

- ▶ Ability to use mobile device to monitor use of vehicle and provide alerts

## Curfew Minder:

Set a curfew for your Mercedes-Benz and receive alerts when it is violated.

## Service Description:

Curfew Minder helps customers prevent unauthorized use of their vehicle. Based on a preset range of dates and times, the customer receives an alert on their mobile device if the vehicle is started during this period. Customers simply launch the mbrace® Mobile Application, log in, and tap the Curfew Minder Icon to specify curfew parameters. If the curfew is violated, a text message will be sent to the customer.

Curfew Minder is only available through the mbrace Mobile Application.

## How It Works:

**STEP 1:** Launch the mbrace Mobile Application.

**STEP 2:** Log in by entering the 8-digit mbrace account number and a secure 4-digit PIN, select the MORE button.

**STEP 3:** Access the functions by selecting the CURFEW MINDER button.

- To activate, select the TURN ON button
- Select CONFIGURE SETTINGS to enter the mobile phone number to receive text alerts
- Set the date and time when the curfew starts using the rolling calendar
- Set the date and time when the curfew ends
- Select SAVE CHANGES; a message will confirm the changes have been saved, select OK

**STEP 4:** To discontinue use of Curfew Minder, select the CURFEW MINDER button and push the TURN OFF button.



**BENEFITS:**

- ▶ The convenience of getting in touch with the customer's preferred dealer
- ▶ The ability to save time by locating the nearest dealer
- ▶ Scheduling an appointment at the dealership with the touch of a button

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Service is available whether ignition is on or off

## Dealer Connect\*:

Push the *i*-Button to contact a preferred Mercedes-Benz dealer.

## Service Description:

Dealer Connect enables the customer to contact their preferred Mercedes-Benz dealer by pushing the *i*-Button in the vehicle.

Once the customer pushes the *i*-Button the vehicle's location is sent to the mbrace® Response Center. The Interactive Voice Response (IVR) system audibly presents a menu of options – the customer says “Connect to a dealer.” The vehicle's location will be sent to the mbrace Response Center. An mbrace Customer Specialist will then determine the customer's needs (e.g., a specific person at dealership, service department, finance department, sales department). While the customer is on the line, the mbrace Customer Specialist will dial the dealer, interface with any automated attendant, make a connection on the customer's behalf, and then drop from the call to permit a private conversation between the customer and the dealer representative to take place.

## How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options. The customer says “Connect to a dealer.”
- STEP 3:** The customer is connected to the mbrace Response Center. An mbrace Customer Specialist will determine the customer's needs.
- STEP 4:** With the customer on the line, the mbrace Customer Specialist dials the dealer, interfaces with any automated attendant and then drops from the call to permit a private conversation between the customer and the dealer representative.

\* May require additional subscription.



**BENEFITS:**

- ▶ Online access to vehicle location
- ▶ Access to historical information displaying vehicle trips
- ▶ Increased driver behavior awareness
- ▶ Access using the mbrace Customer Portal or the mbrace Mobile Application

**REQUIREMENTS:**

- ▶ Vehicles MY2013 or newer vehicle
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v.5.0 or later

**FEATURES:**

- ▶ Customers' ability to personalize their Driving Journal with pictures and nicknames
- ▶ Interactive online map display
- ▶ Record trip information for future reference

## Driving Journal:

Build an online diary of past trip information.

## Service Description:

Driving Journal gives the customer online access to vehicle location and a journal of past vehicle trips. On the mbrace Customer Portal the customer can view a day-by-day snapshot of all routes the vehicle has traveled. Driving Journal also lets the customer personalize the experience by loading a profile picture and assigning a nickname.

Customers also have the ability to turn Driving Journal on or off and to select an interval of 6 or 12 hours during which it will remain active. Elements of this service are also available via the mbrace Mobile Application.

## How It Works:

- STEP 1:** The customer logs in to the mbrace Customer Portal and selects ONLINE TOOLS.
- STEP 2:** The customer selects the LOCATION-BASED SERVICES button, which will open a new browser window.
- STEP 3:** To begin building the Driving Journal, the customer selects DRIVING JOURNAL, and can select to activate the Driving Journal for 6 or 12 hours.
- STEP 4:** The customer can then choose to view the vehicle's current location on the online map, or simply allow the vehicle to build its Driving Journal history automatically during trips.
- STEP 5:** After the 6 or 12 hour period, the vehicle's Driving Journal session stops recording vehicle location, and the information is stored for the customer to review online.
- STEP 6:** When the customer revisits the website, they can view the trip history, hide Driving Journal results or also have the option to turn Driving Journal back on.



**BENEFITS:**

- ▶ Agent-assisted traffic information and directions so the customer can focus while driving
- ▶ Receive alternative routes based on relevant traffic information

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Service is available whether ignition is on or off

## Location-Based Traffic\*:

Get agent-assisted traffic information and route assistance by pushing the *i*-Button.

### Service Description:

Location-Based Traffic provides mbrace® customers with traffic information and routing assistance around congested areas from an mbrace Customer Specialist - allowing customers to remain focused while driving.

To initiate the service, subscribers push the *i*-Button in the vehicle. The Interactive Voice Response (IVR) system audibly presents a menu of options. The customer selects TRAFFIC. The call, along with the vehicle's location information, is transmitted to the mbrace® Response Center. Once connected, customers can request traffic information or an alternate route to get to their destination from an mbrace Customer Specialist. If the vehicle is equipped with the COMAND® system with navigation, the agent can also send directions to the vehicle.

### How It Works:

- STEP 1:** The customer pushes the *i*-Button.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer says "TRAFFIC."
- STEP 4:** The system connects to an mbrace Customer Specialist who will provide traffic and directions based upon the subscriber's request.

\* May require additional subscription.



**BENEFITS:**

- ▶ Voice-activated access to weather conditions in the customer’s area at any time of the day
- ▶ Timely notifications of severe weather conditions that may affect driving

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Service is available whether ignition is on or off
- ▶ IVR allows for ease of use and reduces driver distraction

## Location-Based Weather\*:

Push the *i*-Button to access voice-activated, location-based weather information.

### Service Description:

The Location-Based Weather service enables mbrace® customers to access current weather conditions, receive weather alerts and get a short-term weather forecast for the area where the vehicle is located, on demand.

To access Location-Based Weather, the customer pushes the *i*-Button in the vehicle. The Interactive Voice Response (IVR) system will audibly present a menu of options. The customer chooses the WEATHER option. The vehicle’s location information is transmitted from the embedded Telematics Control Unit (TCU) to the mbrace Response Center where the customer’s location is matched with the current weather situation for that area. The IVR system then reads the weather report including current conditions, a 12-hour weather forecast and any severe weather warnings for the county where the vehicle is located.

### How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer says “WEATHER.”
- STEP 4:** The vehicle location information is requested from the TCU and transmitted to the Mercedes-Benz mbrace Response Center.
- STEP 5:** The IVR system reads the weather report based on the location details of the vehicle.

\* May require additional subscription.



**BENEFITS:**

- ▶ Convenient access to the Internet
- ▶ Personalized information and settings
- ▶ Ability to send routes and destinations to the vehicle from the convenience of home
- ▶ Access to a range of infotainment apps

**REQUIREMENTS:**

- ▶ COMAND system with navigation
- ▶ MY2013 and newer vehicles
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Cloud-based access to a wide range of popular applications
- ▶ Ability to add or update applications over-the-air
- ▶ Use of large navigation screen

## Mercedes-Benz In-Vehicle Applications\*:

In-vehicle infotainment offers connectivity to a wide range of popular online applications.

### Service Description:

mbrace® provides convenient access to a wide range of some of the most popular websites and services on the Internet.

The use of cloud-based connectivity means that updates and access to the latest apps can be sent to the vehicle over-the-air. Portfolio of applications continues to expand and will throughout the life of the vehicle. Because Mercedes-Benz in-vehicle applications are designed to function exclusively with the COMAND® navigation system, customers can enjoy the benefits of a larger display screen.

For safety reasons, certain apps are unavailable while the vehicle is in motion.

mbrace offers the following applications:

**POI Download:**

The POI Download App offers customers the convenient option of at-home route planning and destination research, providing the ability to send a Point-of-Interest (POI) and entire routes to the vehicle from a personal computer. From a computer, customers simply navigate to [www.maps.google.com](http://www.maps.google.com) in their web browser to search for POIs or a specific address, or to create routes (driving directions). The customer can then click the SEND button from the POI on the Google map, select MERCEDES-BENZ, enter their mbrace email address and click the SEND button to transmit their destination or route directly to their vehicle. Once in their vehicle the destination.

**Google™ Local Search:**

Google™ Local Search enables the customer to access Google’s database of millions of POIs near their current location or a future destination, along a route or at other specific locations. This app provides the customer with the ability to view detailed POI search results, save search results, call POI phone numbers (if available), use the POI location as a navigation destination.

To use Google Local Search, the customer selects the Globe Icon on the in-dash screen and then clicks on the Google Local Search App Icon from the Mercedes-Benz Apps screen. From there, the customer can select from pre-defined popular searches, search history, or type in a new query. The customer can also select to search vicinity (current position, destination, along route or other location). After making their selections, search results from Google are presented and can be used.

**Yelp:**

The Yelp App provides research to local restaurants, bars, cafes, and other POIs near the vehicle’s current location, a future destination, or a specific location. Additionally, this app

\* May require additional subscription.



gives the customer access to detailed POI information including hours of operation, user reviews and ratings, and phone numbers (if available). The customer selects the globe icon on the in-dash screen and then clicks on the Yelp App Icon on the Main Screen. The customer can access the app to search for businesses, read reviews, call or navigate to a POI.

**My MBFS:**

The My MBFS App offers on-the-go convenience for busy lives. Subscribers can access the same great account management features they used with My MBFS on their smartphone - now from their vehicle. They can look up MBFS account details, make a payment, contact a dealership, and more from the comfort and convenience of the vehicle.

**News:**

The News App allows the customer to access customized on-the-go news information from the vehicle, with the option of sharing news through email or Facebook. The customer selects the Globe Icon on the in-dash screen and then simply clicks on the News App Icon from the Mercedes-Benz Apps screen to access news, which can be read or sent to an email address. Customers with MY2014 vehicles (with the exception of Models CL and SLS) can also select to have news read to them out loud.

**Morningstar® Finance:**

Customers can get up-to-the-minute global market data from Morningstar, Inc., a leading provider of independent investment research and services. Searches can be done for information from over 416,000 investment offerings including stocks, currencies and commodities. Customers can also create a Watch List to keep them on top of their financial game.

**TuneIn Radio\*:**

\* Available MY14 and later vehicles only

TuneIn Radio offers the ability to listen to radio stations and podcasts from around the world. From electronic stations in Europe to talk shows in Los Angeles, customers have the option to search the globe by location, genre, station type, or even name or call sign, and start listening. TuneIn's directory carries over 80,000 live stations and 2 million podcasts.

**Traffic Cameras:**

Customers save valuable time with visual verification of traffic flow, traffic incidents, and weather related road conditions. With access to thousands of traffic cameras in over 250 cities in the U.S., customers can get a photo snapshot from traffic cameras near their current location, along a route, or at their destinations.



**Hotel Search:**

Need a hotel room close by? Have a favorite hotel in New York? Customers can use Hotel Search to find and book the right hotel for their needs. Hotel Search also provides access to information about location, ratings, pricing, and availability. Customers can take a look at the hotel with Google Street View\*, then load directions right to their vehicle's navigation systems.

**Weather:**

Customers can stay a step ahead of the weather by viewing a daily forecast for their current location or a location they specify. The Weather App also allows them to view a nationwide weather map and touch the screen to move the map to display weather at a specific location

**Gas Stations & Fuel Prices:**

With constantly fluctuating fuel prices it has become increasingly important for customers to find the lowest-priced fuel when filling up their vehicles. The Gas Stations & Fuel Prices App on mbrace allows them to search for the cheapest fuel in their area and get directions to the nearest gas station or convenience store.

**Flight Information:**

Customers can minimize the stress of air travel with current flight and airport status information as well as alerts about changes, delays or cancellations and gate assignment changes. They can also track flights over a standard U.S. map and stay informed about arrival and departure times.

**Movie Theaters & Movies:**

The Movies App provides customers the ability to search for specific movies or display movie listings for theaters near their current location or at a specified location. Customers can view show times, summaries and directions. For a closer look at the theater, customers can use Google Street View. They can also call the theater with the number provided or use Concierge Services for ticket purchases. Now all they have to do is show up!

**Mercedes-Benz Radio\*:**

\* Available MY14 and later vehicles only

Mercedes-Benz Radio is an exclusive web radio with an inspiring and unique selection of music and carefully selected content created just for Mercedes-Benz owners.

**iHeartRadio\*: Available Fall 2015**

\* Available MY14 and later vehicles only

iHeartRadio is a popular Internet-based radio app that offers radio, music, news, podcasts, sports, talk shows, and comedy. Listeners can build their own custom music stations from over 20 million songs from a wide variety of music genres.



#### **RSS Newsfeeds:**

Reading online news is part of many people's daily life. RSS feeds help subscribers stay informed about current news and manage their subscribed feeds. With RSS Reader Service, subscribers can scan headlines of news items to mark them for future reading or listen to full articles that can be read aloud to them while they're driving.

#### **e-Navigator:**

Mercedes-Benz owners of electric or plug-in hybrid electric vehicles can use their smartphone or PC to access the My Mercedes Electric Vehicle Homepage in their vehicle via the Mercedes-Benz My Mercedes Electric application. Subscribers can search for charging station locations in their area or along a planned route. The locations are displayed on a map.

#### **Online Maps:**

Online Maps provides the possibility to display rich Google™ map content, perform searches via google local search for POIs and overlaying useful information such as weather, traffic cams, gas prices etc. on top of the map. A variety of map views is also available: standard, satellite, hybrid and terrain. Launched on S-Class only; contact Dealer for availability.

#### **WiFi\*:**

WiFi enables subscribers and passengers to connect up to four separate WiFi enabled devices to browse the Internet, play games, respond to email – anything they normally do when online. NOTE: WiFi is available on 2014 S-Class and 2015 B-Class, C-Class, CLA-Class, CLS-Class, S-Class and most 2016 and newer model lines. Restrictions may apply. See WiFi Service Bulletin for more information.

## How It Works:

- STEP 1:** Access Mercedes-Benz Apps by selecting the Globe Icon on the in-dash screen.
- STEP 2:** Establish Internet connection if needed.
- STEP 3:** Click on the desired Mercedes-Benz App Icon on the main screen. The selected App will then open on the main screen and features can be used.



**BENEFITS:**

- ▶ Ability to access select mbrace services 24/7 via smartphone
- ▶ Simple to download and use with intuitive user interfaces
- ▶ Convenience of performing mbrace functions with a smartphone

**REQUIREMENTS:**

- ▶ Mobile App v.5.2 features require Apple iPhone with iOS 7.0 or later and Android-based phones with OS 2.3 or later
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Remote Door Unlock is available on all vehicle model lines equipped with mbrace except SLS
- ▶ Send2Benz™ is available on vehicles equipped with the COMAND® navigation system
- ▶ Some services require the customer to give the application permission to access the mobile device's GPS location
- ▶ Remote Horn & Lights, Valet Protect, Driving Journal, and Curfew Minder are available on most MY2013 and newer vehicles
- ▶ Message Center and Driving Journal require Mobile Application v.5.0 or later

**mbrace® Mobile Application:**

Get access to select mbrace® services from iPhone® or Android™-based smartphones.

**Service Description:**

To access the mbrace Mobile Application the customer must first download the application from the iTunes® App Store or Google Play™ onto a supported mobile device. The customer can then log in to the application using their 8-digit mbrace account number and secure 4-digit personal identification number (PIN). The mbrace Mobile Application login process verifies the user is an active mbrace subscriber and matches the specific application with the customer's account and vehicle. With the latest version of the mbrace Mobile Application customers can save multiple account numbers on the login screen and assign nicknames to them.

The mbrace Mobile Application supports the following functions:

**Remote Horn & Lights**

The Remote Horn & Lights service allows the customer to find their vehicle in a dark parking lot or sound the horn as an alarm. The customer launches the mbrace Mobile Application, enters their mbrace account number and secure PIN, then taps the Horn & Lights Icon on the key fob image. The mbrace Mobile Application then sends a command to the vehicle to honk the horn and flash the lights for five seconds.

**Remote Door Unlock/Lock**

The Remote Door Unlock/Lock service allows the customer to quickly and easily unlock or lock the vehicle's doors. The customer launches the mbrace Mobile Application, enters their mbrace account number, PIN, and taps either the Door Unlock Icon or Door Lock Icon. The mbrace Mobile Application then sends a command to unlock or lock the vehicle. A message will be sent via their preferred method of communication (email or text) confirming that the request was successfully completed.

**Vehicle Finder**

The Vehicle Finder service allows the customer to view their vehicle's current location on a map. The customer launches the mbrace Mobile Application, enters their mbrace account number, PIN, and taps the Locate Icon on the key fob image. A command is sent from the application to the vehicle, acquiring the vehicle's GPS coordinates. If the GPS coordinates cannot be obtained or the customer is more than two miles from their vehicle, a message will appear on the mbrace Mobile Application indicating the vehicle could not be located. If a response back from the server is not received within three minutes of sending the locate request, a timeout message will appear.



**FEATURES:**

- ▶ Vehicle Finder feature allows the customer to locate vehicle on an online map using their phone
- ▶ Send2Benz allows the customer to send destinations remotely to their vehicle's COMAND navigation system
- ▶ Mercedes-Benz Concierge provides personalized services for mbrace customers on-the-go via their smartphones
- ▶ When contacting Roadside Assistance, the customer's current location is transmitted to the Mercedes-Benz Roadside Assistance Center
- ▶ Valet Protect provides automatic notification of potentially unauthorized vehicle use
- ▶ Message Center keeps customers in touch with service reminders and other vehicle-related information through text messages
- ▶ mbrace customers have the ability to control certain Driving Journal features from their smartphones. They can turn Driving Journal on or off. If Driving Journal is on, they can also set how long it should remain on (6 or 12 hours)
- ▶ Curfew Minder allows mbrace customers to set date and time parameters during which their vehicle is monitored. If the engine is started during this period the customer receives an SMS message
- ▶ Customers will be notified as new versions of the mbrace Mobile Application are released

**Send2Benz™**

This feature allows the customer to remotely send a destination to the COMAND system with navigation. To find a destination, the customer can conduct a search by entering a business name or search category along with a reference location such as a zip code or city and state. The customer can also choose to enter an address, send their current location, or find an address in their contact book to send to their Mercedes-Benz.

To use Send2Benz the customer launches the mbrace Mobile Application, logs in, and taps the Send2Benz Icon.

**Mercedes-Benz Concierge\***

This feature provides an extra measure of luxury and convenience with personal assistance available at the touch of a button, 24 hours a day, seven days a week. mbrace® customers can easily make a call directly to Mercedes-Benz Concierge for a broad range of personalized services. As the Concierge call is made from the smartphone, the customer's information and current location are transmitted to the mbrace Response Center. Requested services are fulfilled by a Concierge Specialist and billed directly to the customer's credit card by the merchant involved in the transaction. The Concierge Specialist has access to the customer's credit card on file and will verify the mbrace 4-digit PIN for security reasons.

Please refer to the Mercedes-Benz Concierge Service Bulletin for a list of available services.

**Dealer Features**

**View Dealer Information:** The customer can view information about their preferred or selling dealer (such as street address, phone number and website URL), contact a dealer by tapping the Call Icon, view a dealer's location on a map by pressing the Map Icon, or send the dealer's address to their COMAND navigation system by tapping the Send2Benz Icon. To use this feature, the customer launches the mbrace Mobile Application, logs in and taps the Dealer Icon.

**Find Local Dealers:** The customer can also locate dealerships based on their current location. To use the feature, the customer launches the mbrace Mobile Application, logs in, taps the Dealer Icon and taps the Search for Local Dealers Icon. The phone's GPS coordinates are used to search for nearby dealers. A list of up to five of the closest dealers are then sent back to the mbrace Mobile Application and displayed on the screen. The customer can select one of the dealers to view more information, tap the Map Icon to view the dealer's location or send the dealer's address to their vehicle's navigation system.

**View Account Information**

The View Account Information feature allows the customer to view mbrace account information (such as account number, alarm notification method, emergency contact information and vehicle information). To use the feature, the customer launches the mbrace Mobile Application, logs in, taps the More Icon, and then taps the Account Icon.

\* May require additional subscription.



### Contact Assistance

The customer can connect to several assistance options:

**Mercedes-Benz Roadside Assistance:** This feature allows the customer to easily make a call to Mercedes-Benz Roadside Assistance for help. To use the feature, the customer launches the mbrace Mobile Application, logs in, and taps the More Icon. The customer taps the Assistance Icon and then the Call Icon for Mercedes-Benz Roadside Assistance. As the call is made, the customer's identity information and current location are transmitted to the Mercedes-Benz Roadside Assistance Center, facilitating accurate and efficient assistance for the customer in a time of need.

**mbrace Response Center:** The Contact Assistance feature also allows the customer to easily make a call to the mbrace Response Center. To use the feature, the customer launches the mbrace Mobile Application, logs in, taps the More Icon, selects the Assistance Icon and taps the Call Icon to contact the mbrace Response Center.

**Mercedes-Benz Financial Services Client Care Center:** This feature allows the customer to easily make a call directly to the Mercedes-Benz Financial Services Client Care Center for account inquiries, to make a payment, obtain lease information or ask general questions.

To use the feature, the customer launches the mbrace Mobile Application, logs in, taps the More Icon, taps the Assistance Icon and then taps the Call Icon for Mercedes-Benz Financial Services.

### Valet Protect

The Valet Protect feature sends alerts and helps prevent unauthorized use of the vehicle. Upon activation, Valet Protect sets a virtual fence around the customer's current vehicle location. If the vehicle exits this virtual fence area, a text message is sent to the customer notifying them that the vehicle has crossed the Valet Protect boundary. To use this feature, the customer launches the mbrace Mobile Application, logs in, taps the More Icon, and taps the Valet Protect Icon. The customer can configure when the alert should be sent and the radius of the virtual fence.

### Curfew Minder

Curfew Minder is another feature that helps prevent unauthorized use of the vehicle. Based on a pre-set range of dates and times, customers receive an alert on their smartphone if the vehicle is started during this period. To use this feature customers launch the mbrace Mobile Application, log in, and tap the Curfew Minder Icon. Date and time limits are specified using CONFIGURE SETTINGS. Customers are prompted to enter the phone number to be used for alerts as well as the date and time parameters. If the curfew has been violated, a text message will be sent to the customer.

### Message Center

The Message Center feature allows customers to receive important vehicle-related messages on their smartphones. Service reminders and other Mercedes-Benz communications can be sent directly to customers to keep them in the loop on all important advisories or activities. Incoming messages can take the form of a pop-up message or be routed to the mbrace Mobile Application's Messages mailbox where they can be retrieved later. Customers have the choice to opt-out of receiving Message Center messages.

### Driving Journal

mbrace customers can turn Driving Journal on or off using their smartphones. If Driving Journal is on, they can also select a length of time (6 or 12 hours) it will remain on. After launching the mbrace Mobile Application and logging in, customers tap the Driving Journal Icon. The vehicle's real-time location – as well as the choice to build a journal automatically – are accessible via the mbrace Customer Portal.

## How It Works:

- STEP 1:** Download the latest version of the mbrace Mobile Application to an iPhone or Android-based device from the iTunes App Store or Google Play.
- STEP 2:** Launch the mbrace Mobile Application.
- STEP 3:** Log in by entering the 8-digit mbrace account number and 4-digit PIN.  
(This is the same PIN that is established during the mbrace activation process.)
- STEP 4:** Access functions by tapping their corresponding icon.



**BENEFITS:**

- ▶ Quick and easy turn-by-turn directions
- ▶ Get where you're going on the first try
- ▶ Quick access to the mbrace database of millions of POIs including coffee shops, restaurants, gas stations, rest areas, campgrounds, churches, malls, etc.

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ COMAND navigation system
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Personal service from an mbrace Response Specialist provides efficient search results
- ▶ In-vehicle link to the mbrace database of more than 15 million POIs
- ▶ Directions calculated by the COMAND navigation system

## Points-of-Interest Destination Download\*:

On-the-go route planning with personalized assistance - right from the vehicle.

### Service Description:

Points-of-Interest Destination Download allows the customer to plan routes on-the-go, transmitting accurate directions to any of the more than 15 million points-of-interest (POI) in the mbrace® database.

When a customer would like directions to a specific POI – such as a coffee shop, restaurant or gas station – they can push the *i*-Button in the vehicle. The Interactive Voice Response (IVR) system audibly presents a menu of options. The customer says “AGENT.” This connects them with an mbrace Response Specialist who can assist in selecting the specific POI that best meets their needs. Once the POI has been determined, the mbrace Customer Specialist will send the address of the chosen destination to the vehicle’s COMAND® navigation system. The COMAND navigation system will then calculate directions to the destination based on the vehicle’s current location.

### How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer says “AGENT.”
- STEP 4:** The customer requests a specific POI from the mbrace Response Specialist.
- STEP 5:** The POI address is sent to the customer’s in-vehicle COMAND navigation system.
- STEP 6:** The COMAND navigation system provides directions from the customer’s current location to the requested POI.

\* May require additional subscription.



**BENEFITS:**

- ▶ Peace of mind that the vehicle can be locked remotely
- ▶ Simple and secure process that protects the customer and the vehicle

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v. 5.0 or later

**FEATURES:**

- ▶ Self-service via the mbrace Mobile Application, mbrace Customer Portal, or mbrace Customer Specialist
- ▶ Authentication process and service availability when ignition is off promotes security and safety

## Remote Door Lock:

Lock the vehicle’s doors from a smartphone, computer, or by calling the mbrace® Response Center.

## Service Description:

Remote Door Lock allows the customer to lock their vehicle without a key when the ignition is off. This service was designed specifically for those situations when the customer is away from their vehicle and must lock the doors.

Customers have the option of accessing the Remote Door Lock service from the mbrace Mobile Application with their iPhone® or Android™-based device or via the mbrace Customer Portal on a web browser. They can also call the mbrace Response Center at 866-990-9007. Please note mbrace requires authentication in the form of the customer’s PIN regardless of the method used to access the Remote Door Lock service. A notification will be sent to the customer via email or text message confirming the Remote Door Lock function was successfully completed. A status message will also be sent to the vehicle’s instrument cluster to be viewed the next time the ignition is turned on.

## How It Works on the mbrace Mobile Application:

- STEP 1:** The customer launches the mbrace Mobile Application on their iPhone or Android-based device.
- STEP 2:** The customer logs in by entering the 8-digit mbrace account number and a secure 4-digit PIN (This is the same PIN that is established during the mbrace activation process.)
- STEP 3:** Next, the customer taps the Door Lock Icon.
- STEP 4:** The mbrace Mobile Application then sends a command to the vehicle to lock the doors.
- STEP 5:** The customer will receive notification via their preferred method of communication (email or text message) confirming the Remote Door Lock function was successfully completed.

## How It Works on the mbrace Customer Portal:

- STEP 1:** The customer logs onto their mbrace online account at <http://mbrace.mbusa.com/login.htm>
- STEP 2:** Click the DOOR LOCK button.
- STEP 3:** mbrace sends a signal to the customer’s vehicle, locking the doors.
- STEP 4:** The customer will receive a notification via their preferred method of communication (email or text message) confirming the Remote Door Lock function was successfully completed.



**BENEFITS:**

- ▶ Peace of mind that the vehicle can be accessed when needed without a key
- ▶ Simple and secure process that protects the customer and the vehicle
- ▶ Eliminates the need for expensive and time-consuming locksmith

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v.5.0 or later
- ▶ Remote Door Unlock is not available on the SLS model line.

**FEATURES:**

- ▶ Self-service via the mbrace Mobile Application, mbrace Customer Portal, or mbrace Customer Specialist
- ▶ Time delay option allows customer to set a time period when they can unlock the doors
- ▶ Service is available when engine is on or off

## Remote Door Unlock:

Unlock the vehicle’s doors from a smartphone, computer, or by calling the mbrace® Response Center.

## Service Description:

Remote Door Unlock allows customers to unlock their vehicle without a key. Available whether the vehicle is on or off, this service is designed specifically for situations such as when a customer inadvertently locks the keys in their vehicle or if someone needs access to the customer’s Mercedes-Benz when they are away.

Customers have the option of accessing the Remote Door Unlock service from the mbrace Mobile Application with their iPhone® or Android™-based device or via the mbrace Customer Portal on a web browser. They can also call the mbrace Response Center at 866-990-9007. Please note mbrace requires authentication in the form of the customer’s personal identification number (PIN) regardless of the method they are accessing the Remote Door Unlock service. A notification will be sent to the customer via email or text message confirming the Remote Door Unlock function was successfully completed. A status message will also be sent to the vehicle’s instrument cluster to be viewed the next time the ignition is turned on.

## How It Works – mbrace Mobile Application:

- STEP 1:** The customer launches the mbrace Mobile Application on their iPhone or Android-based device.
- STEP 2:** The customer logs in by entering the 8-digit mbrace account number and a secure 4-digit PIN (This is the same PIN that is established during the mbrace activation process.)
- STEP 3:** Next, the customer taps the Door Unlock Icon.
- STEP 4:** The mbrace Mobile Application then sends a command to the vehicle to unlock the doors. (MY2012 and earlier vehicles only: Press and hold the trunk latch for two minutes to complete the Remote Door Unlock Request).
- STEP 5:** The customer will receive notification via their preferred method of communication (email or text message) confirming the Remote Door Unlock function was successfully completed.

## How It Works – mbrace Customer Portal:

- STEP 1:** The customer logs onto their mbrace online account at <http://mbrace.mbusa.com/login.htm>
- STEP 2:** Click the DOOR UNLOCK button.
- STEP 3:** mbrace sends a signal to the customer’s vehicle, unlocking the doors. (MY2012 and earlier vehicles only: Press and hold the trunk latch for two minutes to complete the Remote Door Unlock Request.)
- STEP 4:** The customer will receive a notification via their preferred method of communication (email or text message) confirming the Remote Door Unlock function was successfully completed.



**BENEFITS:**

- ▶ Assistance locating vehicle
- ▶ Ability to remotely activate the vehicle's horn as an alarm

**REQUIREMENTS:**

- ▶ MY2013 and newer vehicle
- ▶ Apple iPhone® iOS 7.0, Android™-based phone (OS 2.3 or later)
- ▶ mbrace Mobile Application v.5.0 or later
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Remote access from a smartphone or the Web

## Remote Horn & Lights:

Find your car in a dark parking lot or sound an alarm by remotely flashing the lights and honking the horn.

## Service Description:

The Remote Horn & Lights service allows the customer to find their vehicle in a dark parking lot or sound an alarm by remotely flashing the lights and honking the horn. The customer can use the Remote Horn & Lights feature through the mbrace® Mobile Application or through the mbrace Customer Portal. Once the customer initiates the Remote Horn & Lights feature using either method, a command is sent to their vehicle to honk the horn and flash the lights for five seconds.

## How It Works on the mbrace Mobile Application:

- STEP 1:** The customer launches the mbrace Mobile Application.
- STEP 2:** The customer logs in by entering the 8-digit mbrace account number and a secure 4-digit PIN (This is the same PIN that is established during the mbrace activation process.)
- STEP 3:** The customer taps the Remote Horn / Lights Icon on the key fob image to send a command to the vehicle to honk the horn and flash the lights for five seconds.

## How It Works on the mbrace Customer Portal:

- STEP 1:** The customer logs in to the mbrace Customer Portal and selects "Online Tools."
- STEP 2:** The customer selects the Horn / Lights Icon to initiate the service.
- STEP 3:** A message is sent to the vehicle to honk the horn and flash the lights for five seconds.



**BENEFITS:**

- ▶ Direct access in the vehicle via the Wrench Button and from the mbrace Mobile Application to call for assistance
- ▶ Peace of mind that the customer can receive help, even in a non-emergency

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Transmission of the vehicle's location and identity to the Mercedes-Benz Roadside Assistance Center
- ▶ Service available whether ignition is on or off
- ▶ Convenient access from a touch of the *i*-Button or from the mbrace Mobile Application

## Roadside Assistance Connection:

Push the Wrench Button to contact Mercedes-Benz Roadside Assistance.

## Service Description:

Roadside Assistance Connection provides customers with a convenient means to summon help when they are stranded on the road by pushing the Wrench Button inside the vehicle. As the call is being placed, the Telematics Control Unit (TCU) relays the vehicle's location, vehicle identification number (VIN), and other relevant vehicle data to Mercedes-Benz Roadside Assistance. A Roadside Assistance Representative will help the customer determine which services are needed and dispatch the appropriate assistance to the customer's location. The customer is responsible for all costs incurred by a third party.

The availability of Roadside Assistance Connection gives the customer the peace of mind that help can be sent to the vehicle's exact location to address vehicle problems in times of need. The customer can also elect to contact Mercedes-Benz Roadside Assistance via the mbrace® Mobile Application or by calling 800-367-6372.

## How It Works:

- STEP 1:** The customer pushes the Wrench Button inside the vehicle to initiate contact with Mercedes-Benz Roadside Assistance.
- STEP 2:** As the call is being place, the following data is transmitted from the in-vehicle TCU to the Mercedes-Benz Roadside Assistance Center:
  - Time of service request
  - Vehicle mileage
- STEP 3:** A separate data transmission sends critical information about the vehicle's location and identity to the Mercedes-Benz Roadside Assistance Center.
- STEP 4:** The Mercedes-Benz Roadside Assistance Representative works with the customer to determine what services are needed.
- STEP 5:** The Mercedes-Benz Roadside Assistance Representative dispatches the appropriate roadside assistance services.



**BENEFITS:**

- ▶ Peace of mind that alternative transportation is just a push of a button away
- ▶ Available 24 hours a day, 7 days a week
- ▶ Transportation assistance dispatched in a timely manner

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Service is available to the customer by pushing the *i*-Button or by calling the mbrace Response Center directly from any phone
- ▶ Transmission of vehicle location, identity and time of service request to the mbrace Response Center

## Safe Ride\*:

Customers push the *i*-Button for alternative transportation when they are unable to drive.

## Service Description:

Safe Ride is designed to provide assistance to a customer who is in a situation where it is unsafe for them to drive. Assistance may consist of contacting a cab or limousine service and arranging a ride, or contacting a friend or relative to provide help.

Safe Ride is initiated by pushing the *i*-Button in the vehicle. The Interactive Voice Response (IVR) system audibly presents a menu of options - the customer says "Help" to be connected to an mbrace Customer Specialist. The vehicle's location is acquired from the Telematics Control Unit (TCU). The mbrace® Customer Specialist will discuss the situation with the customer and make appropriate transportation arrangements. The customer is responsible for all transportation costs secured from a third party.

To use this service when away from the vehicle, the customer dials the mbrace Response Center at 866-990-9007 or can request Safe Ride service by tapping the Assistance button on the mbrace Mobile Application.

## How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer says "Help."
- STEP 4:** The vehicle's location information is acquired from the Telematics Control Unit (TCU) embedded within the vehicle.
- STEP 5:** The mbrace Customer Specialist speaks with the customer to verify their location and discusses their transportation needs.
- STEP 6:** The mbrace Customer Specialist can arrange alternative transportation for the customer, or can contact a friend or relative of the customer to provide additional assistance.

\* May require additional subscription.



**BENEFITS:**

- ▶ Access to accurate and up-to-date search results for the COMAND navigation system
- ▶ Destinations can be sent to the vehicle anytime
- ▶ Multiple options to search, allowing the customer to choose their preferences

**REQUIREMENTS:**

- ▶ COMAND navigation system
- ▶ Active customer email address associated with the mbrace account
- ▶ Apple iPhone iOS 7.0 or later, Android-based phone with OS 2.3 or later or a computer with Internet browser (Internet Explorer v6, 7, 8 on Windows XP 32 bit, Vista 32 & 64 bit, Seven 32 & 64 bit; Firefox v3.0, 3.5, 3.6 on Windows
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Remote access from the Internet via smartphone or computer
- ▶ Destinations can be saved in the vehicle's COMAND navigation system for future use
- ▶ Seamlessly integrates a computer or smartphone with the COMAND navigation system

**Send2Benz™:**

Send directions to your vehicle's COMAND® navigation system from a smartphone or computer. The customer can also copy an address from any electronic document and paste it into the Send2Benz address search field.

**Service Description:**

Send2Benz™ allows the customer to remotely send a destination to their Mercedes-Benz COMAND navigation system. There are four methods customers can use to send destinations to their vehicles:

- mbrace® Mobile Application (available on the iPhone® and Android™-based devices)
- Send2Benz.com
- Search & Send™ (via Google Maps™)

**mbrace Mobile Application**

When accessing Send2Benz from the mbrace Mobile Application, the customer has the option to perform the following functions: send their current location, enter a known address, send an address in their contact book, and search for and send a point-of-Interest (POI) or address.

**Send2Benz.com**

From the Send2Benz website, the customer can enter a known address to be sent to the vehicle.

**Search & Send**

Search & Send allows the customer to send a destination or POI to their vehicle using Google Maps. Once the desired destination is found, the customer enters their mbrace email address for verification and sends the address to their vehicle.



WAYS TO SEND DESTINATIONS:

Feature	mbrace Mobile App	
	App	Web
POI Search	✓	
Manual Address Entry	✓	✓
Current Location	✓	
Contact Book	✓	
Browser Toolbar		✓
Search & Send from Google Maps		✓*

✓\* This feature can be performed using a smartphone and Google Maps. However, it cannot be performed via the mbrace Mobile Application.

## How It Works on the mbrace Mobile Application:

- STEP 1:** The customer logs in to the mbrace Mobile Application and selects the Send2Benz Icon.
- STEP 2:** The customer selects the desired method to send a location to their vehicle.
- STEP 3:** The customer follows the instructions on the mbrace Mobile Application and sends the destination to their vehicle.
- STEP 4:** Once the vehicle is started, the customer will receive the POI. For MY2012 and earlier vehicles, the customer will be required to push the *i*-Button in their vehicle to complete the destination download.
- STEP 5:** Once downloaded, the destination can be saved in the COMAND navigation system, or the customer can immediately navigate to the destination.



**BENEFITS:**

- ▶ Peace of mind that in an emergency situation help is just a button push away
- ▶ SOS Button is easily accessible inside the vehicle
- ▶ Emergency Response Specialist will assist customers even if the situation is not life-threatening
- ▶ Ability to identify and locate both the vehicle and the customer

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Service is available whether ignition is on or off
- ▶ Transmission of vehicle location, identity, and time of service request to Mercedes-Benz Emergency Response Center
- ▶ Emergency Response Specialists are APCO<sup>1</sup> and NENA<sup>2</sup> certified and have direct public safety experience either as emergency dispatchers or first responders

<sup>1</sup>APCO: Association of Public Safety Communications Officials

<sup>2</sup>NENA: National Emergency Number Association

## SOS / Emergency Call\*:

Push the SOS Button for emergency assistance.

### Service Description:

SOS / Emergency Call enables customers to manually connect to the Mercedes-Benz Emergency Response Center in the event of an emergency. By pushing the SOS Button from inside the vehicle, the customer connects to an Emergency Response Specialist. This action simultaneously signals the Telematics Control Unit (TCU) to send critical information about the vehicle's location and identity to the Mercedes-Benz Emergency Response Center in a separate data transmission.

As the data is being transmitted, a voice connection is established with the customer to assure that help is available. An Emergency Response Specialist will determine the customer's emergency need and contact the appropriate emergency service provider.

Not every SOS / Emergency Call requires a response from public safety officials. For example, a customer might panic when they discover a flat tire and press the SOS Button. In the event of a non-life-threatening situation, the Emergency Response Specialist will ask the customer to end the SOS / Emergency Call and push the Wrench Button or *i*-Button for assistance.

### How It Works:

- STEP 1:** The customer pushes the SOS Button to connect to an Emergency Response Specialist at the Mercedes-Benz Emergency Response Center.
- STEP 2:** The following data is transmitted from the vehicle to the Mercedes-Benz Emergency Response Center:
  - A signal indicating an SOS / Emergency Call
  - Time of service request
- STEP 3:** A separate data transmission sends critical information about the vehicle's location and identity to the Mercedes-Benz Emergency Response Center.
- STEP 4:** The Emergency Response Specialist speaks with the customer to assess the situation and assures them help is available.
- STEP 5:** The Emergency Response Specialist contacts the appropriate emergency services provider with the vehicle's information, location, status of occupant(s) and other relevant information.
- STEP 6:** The emergency service provider dispatches appropriate public safety personnel to the exact location of the customer.

\* May require additional subscription.



**BENEFITS:**

- ▶ Reinforces safe driving with the ability to monitor speed
- ▶ Ease of use online
- ▶ Sends timely alerts

**REQUIREMENTS:**

- ▶ MY013 and newer vehicle
- ▶ Vehicle cellular coverage
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Access to the mbrace Customer Portal via the Internet

**FEATURES:**

- ▶ Issues alert when speed threshold is exceeded. Actual speed is not recorded
- ▶ History of alerts can be viewed online
- ▶ Customers have the ability to choose preferred communication method

## Speed Alert:

Reinforce safe driving behaviors with automatic speed alerts.

## Service Description:

Speed Alert enables customers to pre-set a speed threshold in their vehicle which, when exceeded, will trigger an alert that is sent to them via email or text message. Speed Alert provides a great way to reinforce positive driving behaviors to help keep family members safe.

Using “Online Tools” on the mbrace® Customer Portal, the customer enters the specific speed threshold and selects the preferred method of communication, then saves the alert. If drivers of the vehicle exceed this speed threshold the customer will receive an alert via email or text message. A history of alerts for the vehicle is also available for review.

Speed Alert is only available through the mbrace Customer Portal. The service is not available by calling the mbrace Response Center or with the mbrace Mobile Application.

## How It Works:

- STEP 1:** The customer logs in to the mbrace Customer Portal and selects “Online Tools.”
- STEP 2:** The customer selects the LOCATION-BASED SERVICES button, which will open a new browser window.
- STEP 3:** The customer selects the ADD SPEED ALERT button, enters the speed threshold and selects either email or text message for the preferred method of communication. The customer then saves the speed alert.
- STEP 4:** If the vehicle exceeds the speed threshold, an alert is sent to the customer. The alert is also saved within a history of other alerts that can be viewed from the mbrace Customer Portal.
- STEP 5:** If the customer does not re-visit the mbrace Customer Portal to review their Speed Alert settings, they will receive a reminder via email that their Speed Alert settings will expire. A speed alert will remain active for 60 days before a usage reminder is sent.



**BENEFITS:**

- ▶ Stolen Vehicle Location Assistance helps authorities locate stolen vehicles more quickly - increasing the chance of a successful recovery
- ▶ mbrace Customer Specialists work directly with law enforcement officials to streamline the location and recovery process
- ▶ Silent tracking mode prevents thieves from knowing the vehicle is being tracked by law enforcement

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Service is available whether ignition is on or off
- ▶ mbrace Customer Specialists have a close working relationship with public-safety answering points, helping to provide a timely response from law enforcement officials

## Stolen Vehicle Location Assistance\*:

Provide assistance to law enforcement officials in locating and recovering stolen vehicles.

### Service Description:

Stolen Vehicle Location Assistance gives the customer a safe and streamlined way to help local law enforcement officials in locating and potentially recovering their vehicle if it is ever stolen.

After filing a police report on a stolen vehicle, the customer contacts the mbrace® Response Center at 866-990-9007 and provides the police report case number, along with the badge number, name and department contact information of the officer filing the report. The mbrace Customer Specialist will verify the customer's identity and police report case number. Once the authentication process is complete, the vehicle's location is acquired from the Telematics Control Unit (TCU) embedded within the vehicle. The mbrace Customer Specialist then contacts the appropriate emergency service providers with the police report case number and provides the vehicle's location to local law enforcement officials.

If needed during the stolen vehicle location process, the TCU will continue to automatically provide updates on the vehicle's location to the mbrace Response Center. The information can then be relayed to the appropriate law enforcement officials.

### How It Works:

- STEP 1:** After a police report has been filed on the stolen vehicle, the customer contacts the mbrace Response Center at 866-990-9007.
- STEP 2:** The mbrace Customer Specialist requests and verifies the customer's identity and police report case number.
- STEP 3:** The mbrace Customer Specialist acquires location information from the stolen vehicle's TCU.
- STEP 4:** The mbrace Customer Specialist contacts the appropriate authorities with the customer's police report case number.
- STEP 5:** The mbrace Customer Specialist communicates the stolen vehicle's location to local law enforcement officials.
- STEP 6:** If needed, the mbrace Customer Specialist will remain on the line with law enforcement to continue tracking the vehicle.
- STEP 7:** Local authorities will contact the customer regarding the status of the recovery effort.

\* May require additional subscription.



**BENEFITS:**

- ▶ Peace of mind for families with inexperienced drivers
- ▶ Ability to define personal geographic settings
- ▶ Timely alerts that make customers aware of where their vehicle is traveling

**REQUIREMENTS:**

- ▶ Vehicle cellular coverage
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Customer can view all defined travel zones on an online map
- ▶ Ability to choose preferred alert communication method (text message or email)

## Travel Zones:

Receive alerts when the vehicle travels through predefined zones.

## Service Description:

Travel Zones offers customers a convenient and flexible way to establish virtual travel zones and receive alerts when their vehicle enters and/or exits each zone. Travel Zones provide an extra measure of confidence about when and where the vehicle is located when a friend or family member is driving.

From the mbrace® Customer Portal, the customer can draw boundaries on a map, representing a virtual zone. When the vehicle is driven into or out of the virtual zone, the customer will receive an alert. The customer can predefine various settings associated with their Travel Zones, including time of day filters, preferences for zone entry or exit, and whether to be notified of travel into or out of the zones by text message or email. Travel Zones can be drawn as circles and polygons, allowing flexibility to draw complex shapes to match the border that is desired. Up to ten different zones can be created for the vehicle.

## How It Works:

- STEP 1:** The customer logs in to the mbrace Customer Portal and selects ONLINE TOOLS.
- STEP 2:** The customer selects the LOCATION-BASED SERVICES button, which will open a new browser window for the Travel Zone set-up page.
- STEP 3:** The customer draws the desired travel zone by selecting a circle or polygon, typing an address in the map, and then clicking the map to draw the shape. The first click of the map will start the shape. For polygons, a subsequent click will add another side. To complete the shape, the customer must double click.
- STEP 4:** The customer selects the NEXT button to access various Travel Zone settings. The customer can name the zone, select the alert type (text message or email), and define the schedule for which the alert should be active.
- STEP 5:** The customer then saves the travel zone.
- STEP 6:** When the vehicle is driven in or out of the defined travel zone the customer will receive an alert via email or text message. The alert is also saved in history, which can be viewed online.



**BENEFITS:**

- ▶ Peace of mind for customers who may be lost or need driving directions and 24/7 access to millions of points-of-interest
- ▶ Available at the touch of a button, even without an embedded navigation system
- ▶ Previous destinations stored for quick and easy look up

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

**FEATURES:**

- ▶ Service is available whether ignition is on or off
- ▶ Transmission of vehicle information and location to the mbrace Response Center for quick customer identification

## Turn-by-Turn Route Assistance\*:

Driving directions and POI access from an mbrace® Customer Specialist.

### Service Description:

Turn-by-Turn Route Assistance is available to help customers navigate while driving to their destination. Route Assistance will also guide customers to local points-of-interest, such as restaurants, retail stores or a particular gas station.

To initiate Route Assistance the customer pushes the *i*-Button in the vehicle. The Interactive Voice Response (IVR) system will audibly present a menu of options. The customer says “Driving Directions.” The vehicle’s information, including location data, is sent to the mbrace Response Center. During this time the customer is connected with an mbrace Customer Specialist who will provide live assistance.

### How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer says “Driving Directions.”
- STEP 4:** The customer is connected to an mbrace Customer Specialist where they can request directions or the location of a local point-of-interest (POI) if they are lost.
- STEP 5:** The mbrace Customer Specialist will provide the guidance needed to get back on route including turn-by-turn instructions.

\* May require additional subscription.



**BENEFITS:**

- ▶ Available 24/7 via your iPhone® or Android™ smartphone
- ▶ Intuitive user interface

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Apple iPhone® (models running OS 7.0 or later), Android™-based phones (OS 2.3 or later)
- ▶ mbrace Mobile Application v. 5.0 or later
- ▶ Service is available up to four days after last engine activity
- ▶ Vehicle Finder is only available via the mbrace Mobile Application

**FEATURES:**

- ▶ Vehicle Finder feature allows the customer to locate their vehicle via their smartphone if they cannot remember where it is parked

## Vehicle Finder:

View the vehicle’s current location upon request with the mbrace® Mobile Application.

## Service Description:

Vehicle Finder allows a customer to view the location of their vehicle with the mbrace Mobile Application.

To use this feature, the customer must launch the mbrace Mobile Application, enter their 8-digit mbrace account number, secure personal identification number (PIN), and tap the LOCATE button on the key fob image. The mbrace Mobile Application then acquires the vehicle’s GPS coordinates from the Telematics Control Unit (TCU). Once the vehicle is located a map will be displayed pinpointing the locations of both the vehicle and the subscriber. If the GPS coordinates cannot be obtained or if the vehicle is further than two miles away from the customer’s location, a message will appear on the mbrace Mobile Application indicating the vehicle could not be located.

Vehicle Finder is only available via the mbrace Mobile Application. A customer cannot locate their vehicle by calling the mbrace Response Center or through the mbrace Customer Portal.

## How It Works:

- STEP 1:** Launch the mbrace Mobile Application.
- STEP 2:** Log in by entering the 8-digit mbrace account number and 4-digit PIN.
- STEP 3:** Access the Vehicle Finder function by tapping the Locate Icon of the key fob.
- STEP 4:** A map will be displayed that will pinpoint the vehicle’s location as well as that of the subscriber.

**BENEFITS:**

- ▶ Easy access to a Mercedes-Benz Customer Care Specialist with answers about a subscriber's vehicle
- ▶ Assistance is available 24/7, even on questions as simple as how to adjust the headrest

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Service is available whether ignition is on or off

## Vehicle Information\*:

Mercedes-Benz Customer Care Representatives answer subscriber's questions about their vehicle.

## Service Description:

The Vehicle Information service provides answers to a customer's questions about their vehicle - from basic operating features to vehicle instructions.

The customer pushes the *i*-Button in the vehicle and the Interactive Voice Response (IVR) system audibly presents a menu of options. The customer says "VEHICLE INFORMATION" to connect to a Mercedes-Benz Customer Care Representative at the Mercedes-Benz Customer Assistance Center. Mercedes-Benz Customer Care Representatives can answer questions pertaining to vehicle features, service overviews, maintenance schedules, and operating instructions. These questions may include anything a customer wants to know about their Mercedes-Benz including "How do I adjust my clock?" or "How do I find points-of-interest on my COMAND® navigation system?"

## How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options. The customer says "VEHICLE INFORMATION."
- STEP 3:** The customer is connected to a Mercedes-Benz Customer Care Specialist to ask questions about their vehicle.
- STEP 4:** The Mercedes-Benz Customer Care Specialist responds to the customer's questions and makes sure they understand how to properly use the vehicle feature or service in question.

\* May require additional subscription.



**BENEFITS:**

- ▶ Connect up to four WiFi-enabled devices
- ▶ Internet access from the comfort of the vehicle
- ▶ Built-in Wi-Fi security features

**REQUIREMENTS:**

- ▶ WiFi is available on 2014 S-Class and 2015 B-Class, C-Class, CLA-Class, CLS-Class and S-Class
- ▶ WiFi is available on most 2016 and newer model lines
- ▶ Restrictions may apply

**FEATURES:**

- ▶ Internet access.
- ▶ Connection for up to four separate WiFi-enabled devices
- ▶ Coverage throughout U.S. wherever signal is available

**WiFi\*:**

Turn your Mercedes-Benz into a WiFi hotspot.

**Service Description:**

mbrace® enables a subscriber’s vehicle to serve as a WiFi hotspot at no additional charge. This allows subscribers and their passengers to connect up to four separate WiFi enabled laptops, portable gaming devices, smartphones, and tablets within and around their Mercedes-Benz. Passengers have access to the Internet to search the web, play games, respond to email, and nearly anything else they normally do when online.

WiFi service is available throughout the United States wherever the vehicle is able to receive a cellular signal. Security features include encryption, the use of a PIN, and security key. This helps ensure data is kept private and secure.

For detailed instructions on connecting to your WiFi hotspot, [click here](#).

**How It Works:**

- STEP 1:** When the vehicle is stationary, turn the COMAND® controller clockwise. Click the Vehicle tab.
- STEP 2:** Select the Seat Settings option.
- STEP 3:** Select the System Settings.
- STEP 4:** Use the COMAND controller to scroll down and select WiFi.
- STEP 5:** Select the desired connection method.

\* May require additional subscription.

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