

mbrace[®]

Your World, From Your Car

Mercedes-Benz mbrace[®]

Fact Sheets
Model Year 2016 & Newer



mbrace[®]

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BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ Active customer email address or phone number associated with customer account to receive alerts
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

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.

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:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ 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 APCO² and NENA³ certified and have direct public safety experience either as emergency dispatchers or first responders
- ▶ Close working relationship with public-safety answering points (911 centers), to help provide a timely response from appropriate lifesaving personnel

Automatic Collision Notification¹:

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 (911 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.

¹ Limitations apply. For more information please refer to the Terms of Service.

² APCO: Association of Public Safety Communications Officials.

³ NENA: National Emergency Number Association.



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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

FEATURES:

- ▶ Transmission of vehicle location, identity, and time of incident to the mbrace Response Center
- ▶ mbrace Customer Specialists with APCO¹ and NENA² 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

Crisis Assist:

Crisis Assist provides critical guidance and support to customers in the event of a disaster.

Service Description:

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 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. 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 Response Center, the current database of active emergency areas is verified in relation to the vehicle’s current location. A 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 a Response Specialist.
- STEP 4:** The 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 Response Specialist verbally relays important information about the event and associated action messages.
- STEP 6:** If needed, the Response Specialist will remain on the line with the customer to answer any questions and provide further assistance.

¹ APCO: Association of Public Safety Communications Officials.

² NENA: National Emergency Number Association.



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:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ The Mercedes me app

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 Mercedes me app, log in, and edit their Curfew Minder settings within the Connect section. If the curfew is violated, a text message will be sent to the customer.

Curfew Minder is only available through the Mercedes me app.

How It Works:

STEP 1: Launch the Mercedes me app.

STEP 2: Tap the connect icon in the bottom navigation.

STEP 3: Scroll down to the Vehicle Monitoring section, and tap the Curfew Minder module.

- Set the time when the curfew starts
- Set the time when the curfew ends
- Set the days of the week it should be active, and whether or not you'd like to repeat this curfew weekly
- Press the ACTIVATE button to turn the feature on
- Edit the telephone number where alerts will be sent, if necessary

STEP 4: To turn off Curfew Minder, simply return to the settings page, and click the DEACTIVATE 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:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

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 3:** With the customer on the line, the mbrace Customer Specialist dials the dealer, interfaces with any automated attendant and then transfers the call to permit a private conversation between the customer and the dealer representative.

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 *Mercedes me* app

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ The *Mercedes me* app

FEATURES:

- ▶ Customers' ability to personalize their Driving Journal with pictures and nicknames
- ▶ Interactive online map display
- ▶ Record trip information for future reference
- ▶ A text message is sent to the head unit display notifying the driver of Driving Journal activation.

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.

Customers also have the ability to turn Driving Journal on or off and to select an interval of 6, 12, or 24 hours during which it will remain active. Elements of this service are also available via the *Mercedes me* app.

How It Works:

STEP 1: Launch the *Mercedes me* app.

STEP 2: Tap the connect icon in the bottom navigation.

STEP 3: Scroll down to the Vehicle Monitoring section, and tap the Driving Journal module.

- Select if you'd like to activate Driving Journal for 6, 12, or 24 hours
- Press the ACTIVATE button to turn the feature on

STEP 4: To turn Driving Journal off, simply return to the settings page, and click the DEACTIVATE button.

You can also access the mbrace Customer Portal by logging in to *Mercedes me* on your computer, navigating to the connect section, and clicking the MANAGE MBRACE ACCOUNT button.

BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Apple iPhone with iOS 7.0 or later and Android-based phones with OS 4.1 or later
- ▶ The Mercedes me app
- ▶ Locate Vehicle is only available via the Mercedes me app

FEATURES:

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

Locate Vehicle:

View the vehicle’s current location upon request with the Mercedes me app.

Service Description:

Locate Vehicle allows a customer to view the location of their vehicle with the Mercedes me app.

Once the customer has launched the app, it will begin to acquire their vehicle’s GPS coordinates from the Telematics Control Unit (TCU). Once the vehicle is located a map will be displayed pinpointing the locations of the vehicle. If the GPS coordinates cannot be obtained or if the vehicle is further than one mile away from the customer’s location, a message will appear on the Mercedes me app indicating the vehicle could not be located.

Locate Vehicle is available via the Mercedes me app. A customer cannot locate their vehicle by calling the mbrace Response Center.

How It Works:

- STEP 1:** Launch the Mercedes me app.
- STEP 2:** Tap the connect icon in the bottom navigation.
- STEP 3:** View your vehicle’s current or previous location in the Locate Vehicle module.
- STEP 4:** Tap the Locate Vehicle module for a larger map view, along with the nearest address and walking directions to your vehicle.



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect, mbrace® Secure, and mbrace® Concierge
- ▶ 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.

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:

- ▶ Subscription to mbrace® Connect, mbrace® Secure, and mbrace® Concierge
- ▶ 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.



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:

- ▶ Subscription to mbrace® Connect, mbrace® Secure, and mbrace® Concierge
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ The *Mercedes me* app

FEATURES:

- ▶ Service is available whether ignition is on or off
- ▶ Convenient access from a smartphone with *Mercedes me* app

Mercedes-Benz Concierge:

Get white-glove personal assistance by pushing the *i-Button* or with the *Mercedes me* app.

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 *Mercedes me* app.

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 *Mercedes me* app, taps the Concierge module on the homepage, and is connected to 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



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ WiFi is available on select Model Year 2016 and newer vehicles; requires COMAND with navigation which is optional on some model lines; please check with your local dealership for details
- ▶ WiFi 4G LTE is available on select MY17 model lines⁴

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 Infotainment:

In-vehicle infotainment offers connectivity to a wide range of apps and music.

Service Description:

mbrace® provides convenient access to a wide range of some of the most popular websites and services on the Internet. Below are just a few of the applications and music options available with mbrace. The use of cloud-based connectivity means that updates and access to the latest apps can be sent to the vehicle over-the-air.

For safety reasons, certain online applications are unavailable while the vehicle is in motion. mbrace offers the following applications:

Local Search:

Local search enables customers to access millions of POIs near their current location, a future destination, along a route, or any other specific location. Customers can view detailed search results, save search results, call POI phone numbers (if available), or use the POI as a navigation location.

To use local search, the customer selects the Globe Icon on the in-dash screen and clicks the local search icon from the Mercedes-Benz Apps screen. From there, customers can select from pre-defined popular searches, search history, or they can type in a new query. They can also search by vicinity (current position, destination, along route or other location). After making their selections, search results will be presented and can be used for directions.

My MBFS¹:

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.

Weather¹:

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 move the map to display weather at a specific location.

Traffic Cams

Customers can save 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 destination.

POI Download

POI Download offers customers the option to research directions and plan a trip from the



convenience of their home. They can also send points-of-interest (POIs) and directions to their vehicle using their personal computer.

From their computer, customers can simply navigate to either wego.here.com in their web browser to search for POIs or addresses, or to get specific driving directions.

Customers can use the Send to car feature to send the destination to their vehicle:

- Select or search a POI
- Click Share then Send to car
- Select Mercedes-Benz
- Enter mbrace email address
- Click Send to send the POI to the vehicle

Once in their vehicle, the customer can launch the POI download app to retrieve the POI.

TuneIn Radio²:

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.

iHeartRadio²:

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.

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.

WiFi^{2,3}:

WiFi enables subscribers and passengers to connect up to 8 separate WiFi-enabled devices to browse the Internet, play games, respond to email – anything they normally do when online. Please see the requirements listed in the left-hand column on page 14 of this document for model line availability.

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.

¹ Requires subscription to mbrace® Connect.

² Requires subscription to mbrace® Connect, mbrace® Secure and mbrace® Entertain.

³ Restrictions may apply.



BENEFITS:

- ▶ Quick and easy turn-by-turn directions
- ▶ Easy access to millions of POIs including coffee shops, restaurants, gas stations, rest areas, campgrounds, churches, malls, etc.

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect, mbrace® Secure, and mbrace® Concierge
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ COMAND navigation system

FEATURES:

- ▶ Personal service from an mbrace Customer 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 (POI) 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.

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 Customer 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 Customer 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.



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ The *Mercedes me* app

FEATURES:

- ▶ Self-service via the *Mercedes me* app, or mbrace Customer Specialist
- ▶ Authentication process and service availability when ignition is off promotes security and safety

Remote Door Lock & Unlock:

Lock or unlock the vehicle's doors using the *Mercedes me* app on your smartphone, or by calling the mbrace® Response Center.

Service Description:

Remote Door Lock & Unlock allows the customer to lock or unlock their vehicle without a key when the ignition is off. This service was designed for situations like when the customer is away from their vehicle and forgot to lock it, if they accidentally locked their keys inside, or if someone needs access to their car when they're away.

Customers can access the Remote Door Lock & Unlock service from the *Mercedes me* app on their iPhone® or Android™ device. They can also call the mbrace Response Center at 866-990-9007. A notification will be sent to the customer's smartphone indicating that the lock or unlock function was sent successfully. The vehicle doors should lock or unlock shortly after receiving the message.

How It Works on the *Mercedes me* app:

- STEP 1:** Launch the *Mercedes me* app.
- STEP 2:** Tap the Lock or Unlock Icon on the homepage or within the connect section.
- STEP 3:** Tap either the Lock Icon or the Unlock Icon to activate the desired feature.
- STEP 4:** *Mercedes me* then sends a command to the vehicle to lock or unlock the doors.
- STEP 5:** The customer will receive a notification via text confirming that the Remote Door Lock or Unlock function was successfully completed.



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Apple iPhone® iOS 7.0 or later, Android™-based phone OS 4.1 or later
- ▶ The *Mercedes me* app
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

FEATURES:

- ▶ Remote access from a smartphone using the *Mercedes me* app

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 *Mercedes me* app. Once the customer initiates the Remote Horn & Lights feature, a command is sent to their vehicle to honk the horn and flash the lights for five seconds.

How It Works on the *Mercedes me* app:

STEP 1: Launch the *Mercedes me* app.

STEP 2: Tap the connect icon at the bottom of the navigation screen.

STEP 3: Tap the Horn & Lights Icon at the top of the page.

- Tap the Horn & Lights Icon again to activate the feature
- Once the signal is sent, your vehicle's horn will sound and the lights will flash for five seconds

BENEFITS:

- ▶ A customer’s smartphone becomes a remote control for their vehicle, providing a greater sense of control and convenience
- ▶ The vehicle can be started from anywhere your smartphone has a cellular or WiFi connection
- ▶ The ability to remotely start the engine to pre-condition the climate within the cabin allows customers to begin their drive in comfort

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Apple iPhone iOS 7.0 or later or Android-based Phone OS 4.1 or later
- ▶ The *Mercedes me* app
- ▶ Available on MY16 and newer properly-enabled model lines; please check with your dealer for vehicle capabilities
- ▶ Vehicle cellular service

FEATURES:

- ▶ One of a few vehicles on the market with this capability via a smartphone
- ▶ Remote Start is a solution from Mercedes-Benz, not an aftermarket product

Remote Start:

Start the engine remotely to pre-condition the vehicle’s climate with the *Mercedes me* app.

Service Description:

Remote Start allows customers to start their vehicle’s engine with the *Mercedes me* app for iOS and Android platforms. The vehicle will heat or cool the interior to the last temperature setting.

To initiate Remote Start, the customer launches the *Mercedes me* app on their iPhone® or Android™-based smartphone. Once Remote Start has successfully started, the *Mercedes me* app will display the last date and time the vehicle was started. The vehicle will run for ten minutes and shut off automatically, or until the customer turns it off, whichever comes first.

A remote start request can be stopped by tapping the CANCEL button or the STOP button on the *Mercedes me* app after the vehicle has started. For reasons pertaining to safety, customers can only use Remote Start two consecutive times. If there is a third attempt the customer will receive a message prompting them to start their vehicle using a key.

How It Works:

STEP 1: Launch the *Mercedes me* app.

STEP 2: Tap the Remote Start Icon on the homepage or within the connect pillar.

STEP 3: Tap the Remote Start Icon once more to initiate the process. Once started, the engine will run for 10 minutes and the cabin will heat or cool to the last setting. You can cancel Remote Start at anytime.

If the Remote Start request was unsuccessful, a message will appear stating the possible reason, which could include:

- Doors are unlocked
- Key is in the ignition
- Vehicle is not in “Park”
- Doors, windows, sunroof, trunk, or hood are not closed
- Panic alarm or hazard blinkers are engaged
- Fuel tank contains approximately 5 gallons
- Engine is already running
- There was a technical issue when the signal was sent



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

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 Wrench Button or from the *Mercedes me* app

Roadside Assistance Connection:

Push the Wrench Button or use the *Mercedes me* app to contact Mercedes-Benz Roadside Assistance.

Service Description:

By pushing the Wrench Button inside their vehicle, customers can quickly summon help when they are stranded on the road. 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 customer also has the option to contact Mercedes-Benz Roadside Assistance via the *Mercedes me* app or by calling 800-367-6372. The ease and convenience of Roadside Assistance Connection gives customers peace of mind that help can be sent to their vehicle's exact location.

How It Works:

- STEP 1:** Push the Wrench Button inside the vehicle, or tap the Roadside Assistance Icon within the assist section of the *Mercedes me* app. This will initiate contact with Mercedes-Benz Roadside Assistance.
- STEP 2:** As the call is being placed, 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:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ 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
- ▶ Vehicle location, identity, and time of service request is automatically transmitted to the mbrace Response Center

Safe Ride:

Customers can push the *i*-Button requesting an mbrace® Specialist to assist in arranging 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.

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.



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ COMAND navigation system
- ▶ Active customer email address associated with the mbrace account
- ▶ Apple iPhone with iOS 7.0 or later and Android-based phones with OS 4.1 or later
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

FEATURES:

- ▶ Remote access from the *Mercedes me* app
- ▶ Destinations can be saved in the vehicle's COMAND navigation system for future use
- ▶ Seamlessly links a smartphone with the COMAND navigation system

Send2Benz™:

Customers can send directions to their vehicle's COMAND® navigation system from their smartphone using the *Mercedes me* app.

Service Description:

Send2Benz lets customers send a destination from the *Mercedes me* app on their smartphone directly to the COMAND navigation system in their vehicle. When they get to their vehicle, they can start navigating right away, or save the address in the system's memory.

How It Works on the *Mercedes me* app:

- STEP 1:** Launch the *Mercedes me* app.
- STEP 2:** Tap the connect icon at the bottom of the screen.
- STEP 3:** Tap the Send2Benz module to begin entering a destination.
- STEP 4:** Enter an address or a Point-of-Interest (POI). Customers can also change the location of their search, send an address from their contacts, or browse nearby gas stations, restaurants, coffee shops, or dealers.
- STEP 5:** Once the address has been identified, customers can tap Send2Benz to send it to the in-vehicle navigation system. The app will confirm that the address has been sent.

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:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

FEATURES:

- ▶ Service is available whether ignition is on or off
- ▶ Vehicle location, identity, and time of service request is automatically transmitted to the mbrace Response Center
- ▶ Emergency Response Specialists are APCO¹ and NENA² certified and have direct public safety experience either as emergency dispatchers or first responders

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.

¹ APCO: Association of Public Safety Communications Officials.

² NENA: National Emergency Number Association.



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular coverage
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Access to the mbrace Customer Portal via the Internet and history of alerts

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 currently available through the mbrace Customer Portal, but it will be available soon on the *Mercedes me* app. The service is not available by calling the mbrace Response Center.

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:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

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 customers a safe and streamlined way to help local law enforcement officials in locating and potentially recovering their vehicle if it is ever stolen.

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.

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.



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:

- ▶ The Mercedes me app requires Apple iPhone with iOS 7.0 or later and Android-based phones with OS 4.1 or later
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ 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

The Mercedes me app:

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

Service Description:

To access the Mercedes me app customers must first download the application from the App Store® or on Google Play™ onto a supported mobile device. Customers can then log in or register, and then link their mbrace account using their 8-digit mbrace account number and 4-digit PIN. Customers can also add multiple vehicles to their account.

The Mercedes me app supports the following functions:

Remote Start

Depending on their model, customers can start their vehicle from the app, and their vehicle will heat or cool to their last setting. Accessible from the homepage or connect section of the app.

Remote Horn & Lights

This service allows customers to find their vehicle more easily by activating their horn and lights for five seconds. Accessible from the connect section of the app.

Remote Door Lock & Unlock

Customers can lock or unlock their vehicle doors and receive a text when the request has been completed. Accessible from the homepage or connect section of the app.

Locate Vehicle

Locate Vehicle lets customers locate their vehicle on a map, and get walking directions to their vehicle from their current location. Accessible from the connect section of the app.

Send2Benz™

With this feature, customers can send an address or Point-of-Interest (POI) directly to their in-vehicle navigation system so when they get in the car, they can promptly get directions to their destination. Accessible from the homepage or connect section of the app.

Roadside Assistance Connection

If customers need a jump start, a spare tire, or help with any sort of vehicle trouble, they can easily contact Roadside Assistance Connection. Their vehicle will transmit its GPS-based location, Vehicle Identification Number (VIN) and other relevant vehicle data to a Roadside Assistance Representative. Access from the assist section of the app.



Valet Protect

Using Valet Protect, customers can set-up a virtual boundary and receive a text alert if their car is turned on, off, or exits the area. Accessible from the connect section of the app.

Dealer Information

Customers can easily contact their Preferred Dealer or find another dealer nearby. Accessible from the assist section of the app.

Curfew Minder

This feature lets customers monitor the use of their vehicle. They can pre-set a range of dates and times, and receive text alerts if their vehicle is driven during that window. Accessible from the connect section of the app.

Driving Journal

Customers can activate Driving Journal to see where their vehicle has been driven, and view their trip history online with a “breadcrumb” trail of recent locations. Access from the connect section of the app.

BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect
- ▶ Vehicle cellular coverage
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Apple iPhone® with iOS 7.0 or later and Android™-based phones with OS 4.1 or later
- ▶ Active customer email address associated with the appropriate mbrace account

FEATURES:

- ▶ Customers 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.

Customers can set Travel Zones from the mbrace® Customer Portal, and soon the *Mercedes me* app. From the mbrace Customer Portal, they 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. Customers 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 desired borders. 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:

- ▶ Subscription to mbrace® Connect, mbrace® Secure, and mbrace® Concierge
- ▶ 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 to local points-of-interest while driving to their destination. A Customer Specialist provides personal assistance with turn-by-turn route directions if a customer is lost or simply needs help finding a location.

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.



BENEFITS:

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

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect and mbrace® Secure
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

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.

BENEFITS:

- ▶ Connect WiFi-enabled personal devices for Internet-based activities like email, games, streaming music and other in-vehicle applications
- ▶ Internet access from the comfort of the vehicle
- ▶ Built-in WiFi security features

REQUIREMENTS:

- ▶ Subscription to mbrace® Connect and mbrace® Secure, and mbrace® Entertain
- ▶ WiFi with access to the 3G network is available on select Model Year 2014, 2015, and most 2016 model lines; please check with your dealership for details
- ▶ WiFi with access to the 4G LTE network is available on most MY17 model lines¹
- ▶ COMAND® system with navigation which is optional on some model lines

FEATURES:

- ▶ Internet access
- ▶ WiFi with access to the 3G network provides a connection for up to 4 WiFi-enabled devices, while WiFi with 4G LTE provides a connection for up to 8 devices
- ▶ High speed and dependable mobile device performance for work, games, streaming movies and other in-vehicle applications with WiFi with 4G LTE
- ▶ Coverage wherever a cellular 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. This allows subscribers and their passengers to connect multiple devices such as WiFi-enabled laptops, portable gaming devices, smartphones, and tablets within and around their Mercedes-Benz. Passengers can browse the Internet, play games, respond to email, and do nearly anything else they normally do when online.

Most MY17 model lines offer WiFi with access to the 4G LTE wireless network, which is one of the fastest embedded Internet connections available in vehicles today. 4G LTE enables faster WiFi and up to 8 WiFi-enabled devices can be connected at the same time¹.

WiFi service works wherever the vehicle is able to receive a cellular signal. Security features include encryption, the use of a PIN, and security key. This helps keep data private and secure.

For detailed instructions on connecting to your WiFi hotspot, contact your dealer or the Mercedes-Benz Call Assist Center at 800-367-6372.

How It Works:

- STEP 1:** Press the “Home” button on the multimedia system touchpad.
- STEP 2:** With the multimedia system controller, select “System.”
- STEP 3:** Select “Connectivity,” then select “WiFi.”
- STEP 4:** Select “Set Up Hotspot,” then select “Connect Device to Vehicle Hotspot.”
- STEP 5:** On the mobile device, enter the security code to join the vehicle’s WiFi network.

¹ Check with your dealership for vehicle capability. Restrictions may apply.

