

**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.

