



# Remote Door Lock

Doors can be locked at the customer's request without the use of keys or a key fob

mbrace™ Package

## BENEFITS:

- ▶ Peace of mind that the vehicle can be securely locked when in doubt
- ▶ Simple and secure process that protects customers and their vehicles

## REQUIREMENTS:

- ▶ Vehicle equipped with mbrace™
- ▶ Active subscriber agreement
- ▶ Vehicle cellular service
- ▶ Door Lock is only available on Model Year 2007 and later S-Class, Model Year 2007 and later CL-Class, Model Year 2008 and later C-Class, Model Year 2010 and later GLK-Class and Model Year 2010 and later E-Class Coupe and Sedan
- ▶ Service is available up to four days after last engine activity

## Unique features:

- ▶ Self-service through mbrace™ online account, mbrace™ Mobile Application and mbrace™ Customer Specialist
- ▶ Plausibility checks help ensure legitimacy of requests

## Service description:

Remote Door Lock is a unique mbrace™ service that allows the customer to lock his or her vehicle from any location without the use of keys. The Remote Door Lock service may be used only when the vehicle's ignition is off. The customer has the option of initiating a lock service either by dialing the Mercedes-Benz mbrace™ Response Center at 1-866-990-9007 and speaking to an mbrace™ Customer Specialist, logging into his or her online account or using the mbrace™ Mobile Application.

When a customer requests the Remote Door Lock service through an mbrace™ Customer Specialist, authentication is required in the form of a Personal Identification Number (PIN) to protect both the customer and the vehicle. Once the PIN has been given and the service request has been authenticated, the mbrace™ Customer Specialist sends a signal to the vehicle to lock the doors, trunk and gas tank cap.

When requesting Remote Door Lock service through an mbrace™ online account, the customer logs in through Mercedes-Benz Owners Online with their PIN and sends the request by clicking on the "Door Lock" button. Mercedes-Benz mbrace™ will then send a signal to the vehicle to lock the doors, trunk and gas tank cap.

Mercedes-Benz mbrace™ also allows the customer to lock doors remotely using the mbrace™ Mobile Application on an iPhone or BlackBerry smartphone. After launching the application, the customer must enter an account number and security PIN. Then the vehicle doors can be locked by pressing the Door Lock button.

Regardless of the method used, the Mercedes-Benz mbrace™ Response Center will notify the customer of the completion of the Remote Door Lock service by sending a message via his or her preferred communication method: e-mail, text message or phone call. Along with this added security measure, the mbrace™ system will also display a Door Lock status message in the vehicle's instrument cluster the next time the ignition is turned on.

To further protect customers and their vehicles, mbrace™ Customer Specialists will perform plausibility checks to verify the legitimacy of service requests and, if necessary, block the service from further requests. For example, if the Mercedes-Benz mbrace™ Response Center receives ten Remote Door Lock requests from the same customer within one hour, the service will be blocked from further requests within that hour.

The availability of Remote Door Lock gives customers the peace of mind that their vehicle can be securely locked at all times.

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## How it works:

- STEP 1:** The customer contacts an mbrace™ Customer Specialist by dialing 1-866-990-9007, logs onto an mbrace™ online account or the mbrace™ Mobile Application.
- STEP 2:** Authorization for the service is verified through a security PIN and the request is sent.
- STEP 3:** The vehicle receives the request and locks the doors as requested.
- STEP 4:** Once the doors have been locked, the Mercedes-Benz mbrace™ Response Center will notify the customer via his or her preferred communication method: e-mail, text message or phone call.
- STEP 5:** The next time the customer turns the vehicle's ignition on, the mbrace™ system informs the customer of the completion of the Remote Door Lock service with a status displayed in the instrument cluster.