

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 APCO¹ and NENA² 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

¹ APCO: Association of Public Safety Communications Officials

² 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.

