

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.

