Mobile Application
Conveniently access select services from a smartphone

BENEFITS:

▸ Ability to access select mbrace services 24/7 via smartphone

▸ Simple to download and use with intuitive user interfaces

REQUIREMENTS:

▸ Apple iPhone (models running OS 4.2 or later), Android-based phones (OS 2.1 or later)

▸ Door Lock is available on MY 2007 and later S-Class; MY 2007 and later CL-Class; MY 2008 and later C-Class; MY 2010 and later GLK-Class; MY 2010 and later E-Class; and MY 2012 and later CLS, M-Class, SLK, SLS.

▸ Remote Door Unlock is available on all vehicles MY 2005 and later, except for MY 2011 and later SLS-Class

▸ Mercedes-Benz Concierge is available for mbrace PLUS subscribers.

▸ 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

▸ Remote Horn & Lights and Valet Protect require a vehicle equipped with mbrace2

Service Description:

To access the Mobile Application, the customer must first download the application from the iTunes App Store or Google™ Play onto a supported mobile device. The customer can then log into the application using his or her 8-digit mbrace® account number and secure 4-digit Personal Identification Number (PIN), which is established during the mbrace activation process. The Mobile Application login process verifies the user is an active subscriber and matches the specific application with the customer's account and vehicle. With the latest version of the mbrace Mobile Application, available on the Apple iPhone and Android-based phones, customers can save multiple account numbers on the log in screen and assign nicknames to them.

The latest version of the Mobile Application (version 4) is available on the Apple iPhone (iOS 4.2 or later), as well as Android-based phones (OS 2.1 or later).

The Mobile Application supports the following functions:

Remote Horn & Lights
The Remote Horn & Lights service allows the customer to find their vehicle in a dark parking lot or sound the horn as an alarm. The customer launches the Mobile Application, enters their mbrace account number and secure PIN, and presses the Horn & Lights button on the key fob. The Mobile Application then sends a command to the vehicle to honk the horn and flash the lights for five seconds.

Remote Door Unlock/Lock
The Remote Door Unlock/Lock service allows the customer to quickly and easily unlock or lock the vehicle doors. The customer simply launches the Mobile Application, enters their mbrace account number and secure PIN, and presses the Door Unlock or Door Lock button. The Mobile Application then sends a command to the vehicle to Unlock or Lock the vehicle, and a message will appear confirming that the request was completed.

Vehicle Finder
The Vehicle Finder service allows the customer to view their vehicle's current location on a map. Unlike other mobile applications, the customer does not have to remember to mark the current location prior to leaving the vehicle. For Model Year 2012 and earlier vehicles, restrictions apply regarding the maximum distance between the customer and the vehicle location (one mile).

Mercedes-Benz

UNIQUE FEATURES:

▸ Vehicle Finder feature allows the customer to locate vehicle on their phone

▸ Mercedes-Benz Concierge provides personalized services for mbrace PLUS customers on-the-go

▸ Contact Roadside Assistance transmits the customer's current location to the Mercedes-Benz Roadside Assistance Center

▸ Send2Benz allows the customer to send destinations remotely to their vehicle navigation system

▸ Drive2Friend conveniently connects customers with friends so they can navigate to them

▸ Valet Protect provides real-time notification of potentially unauthorized vehicle use

▸ Customers will be notified as new versions of the application are released

The customer launches the Mobile Application, enters their mbrace account number and secure PIN and presses the Locate icon. A command is sent from the application to the vehicle, requesting the vehicle's current GPS coordinates. The vehicle coordinates and the mobile device GPS coordinates are collected, and the vehicle's location is rendered on a map on the mobile device. If the GPS coordinates cannot be obtained or the vehicle is too far away, a message will appear on the Mobile Application indicating the vehicle could not be located. If a response back from the server is not received within three minutes of sending the locate request, a timeout message will appear.

Send2Benz™

This feature allows the customer to remotely send a destination to their in-vehicle navigation system. 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 "nearby," a zip code or city/ 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. Send2Benz also includes an innovative social networking feature called Drive2Friend™ that allows the customer to request a friend's current location be sent to their navigation system.

To use Send2Benz, the customer launches the Mobile Application, logs in and selects the Send2Benz tab.

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 PLUS customers can easily make a call directly to Mercedes-Benz Concierge for a broad range of personalized services. Refer to the Mercedes-Benz Concierge product description for a list of available services. As the Concierge call is made from the smartphone, the customer's information and current location are transmitted to the Mercedes-Benz mbrace Response Center, facilitating convenient, personalized assistance. Requested services are fulfilled by the mbrace Customer Specialist and billed directly to the customer's credit card by the merchant used in the transaction. The mbrace Customer Specialist has access to the customer's credit card on file and will verify the mbrace 4-digit PIN for security reasons.

Dealer Features

View Dealer Information: The customer can view information about their preferred and selling dealers (such as street address, phone number and website URL), contact a dealer by pressing the Call button, view a dealer's location on a map by pressing the Map button, or send the dealer's address to their vehicle navigation system by pressing the Send2Benz button. To use this feature, the customer launches the Mobile Application, logs in and selects the Dealer tab.

Mercedes-Benz

Find Local Dealers: The customer can also locate dealerships based on their current location. To use the feature, the customer launches the Mobile Application, logs in, selects the Dealer tab and presses the Search for Local Dealers button. 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 Mobile Application and displayed on the screen. The customer can select one of the dealers to view more information, select the Map button to view the dealer's location or send the dealer's address to their vehicle 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 Mobile Application, logs in, selects the More tab, and then selects the Account icon.

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 Mobile Application, logs in, and presses the More tab. The customer selects the Assistance icon and then the call button for Mercedes-Benz Roadside Assistance. As the call is made, the customer's identity information and current location are transmitted to the Roadside Assistance Center, facilitating accurate and efficient assistance for the customer in a time of need.

Mercedes-Benz mbrace® Response Center: The Contact Assistance feature also allows the customer to easily make a call to the Mercedes-Benz mbrace Response Center. To use the feature, the customer launches the Mobile Application, logs in, presses the More tab, selects the Assistance icon and presses the call button for 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 Mobile Application, logs in, presses the More tab, selects the Assistance icon and then selects the call button for Mercedes-Benz Financial Services.

Mercedes-Benz

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 Mobile Application, logs in, selects the More tab and selects the Valet Protect icon. The customer can configure when the alert should be sent and the radius of the virtual fence.

How it works:

STEP 1: Download the Mobile Application to the phone from the phone's application store.

(This step is only completed one time.)

STEP 2: Launch the application on the mobile device

STEP 3: Log in by entering the 8-digit mbrace account number and a secure 4-digit PIN.

(This is the same PIN that is established during the mbrace activation process.)

STEP 4: Access the functions by selecting the desired icon.

Mercedes-Benz