

**BENEFITS:**

- ▶ Direct access in the vehicle via the Wrench Button and from the mbrace Mobile Application to call for assistance
- ▶ Peace of mind that the customer can receive help, even in a non-emergency

**REQUIREMENTS:**

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ Service is available up to four days after last engine activity

**FEATURES:**

- ▶ Transmission of the vehicle's location and identity to the Mercedes-Benz Roadside Assistance Center
- ▶ Service available whether ignition is on or off
- ▶ Convenient access from a touch of the *i*-Button or from the mbrace Mobile Application

## Roadside Assistance Connection:

Push the Wrench Button to contact Mercedes-Benz Roadside Assistance.

## Service Description:

Roadside Assistance Connection provides customers with a convenient means to summon help when they are stranded on the road by pushing the Wrench Button inside the vehicle. As the call is being placed, the Telematics Control Unit (TCU) relays the vehicle's location, vehicle identification number (VIN), and other relevant vehicle data to Mercedes-Benz Roadside Assistance. A Roadside Assistance Representative will help the customer determine which services are needed and dispatch the appropriate assistance to the customer's location. The customer is responsible for all costs incurred by a third party.

The availability of Roadside Assistance Connection gives the customer the peace of mind that help can be sent to the vehicle's exact location to address vehicle problems in times of need. The customer can also elect to contact Mercedes-Benz Roadside Assistance via the mbrace® Mobile Application or by calling 800-367-6372.

## How It Works:

- STEP 1:** The customer pushes the Wrench Button inside the vehicle to initiate contact with Mercedes-Benz Roadside Assistance.
- STEP 2:** As the call is being placed, the following data is transmitted from the in-vehicle TCU to the Mercedes-Benz Roadside Assistance Center:
  - Time of service request
  - Vehicle mileage
- STEP 3:** A separate data transmission sends critical information about the vehicle's location and identity to the Mercedes-Benz Roadside Assistance Center.
- STEP 4:** The Mercedes-Benz Roadside Assistance Representative works with the customer to determine what services are needed.
- STEP 5:** The Mercedes-Benz Roadside Assistance Representative dispatches the appropriate roadside assistance services.

