

BENEFITS:

- ▶ Peace of mind that in an emergency situation help is just a button push away
- ▶ SOS Button is easily accessible inside the vehicle
- ▶ Emergency Response Specialist will assist customers even if the situation is not life-threatening
- ▶ Ability to identify and locate both the vehicle and the customer

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
- ▶ Transmission of vehicle location, identity, 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

¹APCO: Association of Public Safety Communications Officials

²NENA: National Emergency Number Association

SOS / Emergency Call*:

Push the SOS Button for emergency assistance.

Service Description:

SOS / Emergency Call enables customers to manually connect to the Mercedes-Benz Emergency Response Center in the event of an emergency. By pushing the SOS Button from inside the vehicle, the customer connects to an Emergency Response Specialist. This action simultaneously signals the Telematics Control Unit (TCU) to send critical information about the vehicle's location and identity to the Mercedes-Benz Emergency Response Center in a separate data transmission.

As the data is being transmitted, a voice connection is established with the customer to assure that help is available. An Emergency Response Specialist will determine the customer's emergency need and contact the appropriate emergency service provider.

Not every SOS / Emergency Call requires a response from public safety officials. For example, a customer might panic when they discover a flat tire and press the SOS Button. In the event of a non-life-threatening situation, the Emergency Response Specialist will ask the customer to end the SOS / Emergency Call and push the Wrench Button or *i*-Button for assistance.

How It Works:

- STEP 1:** The customer pushes the SOS Button to connect to an Emergency Response Specialist at the Mercedes-Benz Emergency Response Center.
- STEP 2:** The following data is transmitted from the vehicle to the Mercedes-Benz Emergency Response Center:
 - A signal indicating an SOS / Emergency Call
 - 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:** The Emergency Response Specialist speaks with the customer to assess the situation and assures them help is available.
- STEP 5:** The Emergency Response Specialist contacts the appropriate emergency services provider with the vehicle's information, location, status of occupant(s) and other relevant information.
- STEP 6:** The emergency service provider dispatches appropriate public safety personnel to the exact location of the customer.

* May require additional subscription.

