

BENEFITS:

- ▶ Stolen Vehicle Location Assistance helps authorities locate stolen vehicles more quickly - increasing the chance of a successful recovery
- ▶ mbrace Customer Specialists work directly with law enforcement officials to streamline the location and recovery process
- ▶ Silent tracking mode prevents thieves from knowing the vehicle is being tracked by law enforcement

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
- ▶ mbrace Customer Specialists have a close working relationship with public-safety answering points, helping to provide a timely response from law enforcement officials

Stolen Vehicle Location Assistance*:

Provide assistance to law enforcement officials in locating and recovering stolen vehicles.

Service Description:

Stolen Vehicle Location Assistance gives the customer a safe and streamlined way to help local law enforcement officials in locating and potentially recovering their vehicle if it is ever stolen.

After filing a police report on a stolen vehicle, the customer contacts the mbrace® Response Center at 866-990-9007 and provides the police report case number, along with the badge number, name and department contact information of the officer filing the report. The mbrace Customer Specialist will verify the customer's identity and police report case number. Once the authentication process is complete, the vehicle's location is acquired from the Telematics Control Unit (TCU) embedded within the vehicle. The mbrace Customer Specialist then contacts the appropriate emergency service providers with the police report case number and provides the vehicle's location to local law enforcement officials.

If needed during the stolen vehicle location process, the TCU will continue to automatically provide updates on the vehicle's location to the mbrace Response Center. The information can then be relayed to the appropriate law enforcement officials.

How It Works:

- STEP 1:** After a police report has been filed on the stolen vehicle, the customer contacts the mbrace Response Center at 866-990-9007.
- STEP 2:** The mbrace Customer Specialist requests and verifies the customer's identity and police report case number.
- STEP 3:** The mbrace Customer Specialist acquires location information from the stolen vehicle's TCU.
- STEP 4:** The mbrace Customer Specialist contacts the appropriate authorities with the customer's police report case number.
- STEP 5:** The mbrace Customer Specialist communicates the stolen vehicle's location to local law enforcement officials.
- STEP 6:** If needed, the mbrace Customer Specialist will remain on the line with law enforcement to continue tracking the vehicle.
- STEP 7:** Local authorities will contact the customer regarding the status of the recovery effort.

* May require additional subscription.

