

BENEFITS:

- ▶ Easy access to a Mercedes-Benz Customer Care Specialist with answers about a subscriber's vehicle
- ▶ Assistance is available 24/7, even on questions as simple as how to adjust the headrest

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

Vehicle Information*:

Mercedes-Benz Customer Care Representatives answer subscriber's questions about their vehicle.

Service Description:

The Vehicle Information service provides answers to a customer's questions about their vehicle - from basic operating features to vehicle instructions.

The customer pushes the *i*-Button in the vehicle and the Interactive Voice Response (IVR) system audibly presents a menu of options. The customer says "VEHICLE INFORMATION" to connect to a Mercedes-Benz Customer Care Representative at the Mercedes-Benz Customer Assistance Center. Mercedes-Benz Customer Care Representatives can answer questions pertaining to vehicle features, service overviews, maintenance schedules, and operating instructions. These questions may include anything a customer wants to know about their Mercedes-Benz including "How do I adjust my clock?" or "How do I find points-of-interest on my COMAND® navigation system?"

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 "VEHICLE INFORMATION."
- STEP 3:** The customer is connected to a Mercedes-Benz Customer Care Specialist to ask questions about their vehicle.
- STEP 4:** The Mercedes-Benz Customer Care Specialist responds to the customer's questions and makes sure they understand how to properly use the vehicle feature or service in question.

* May require additional subscription.

