

mbrace[®]

Your World, From Your Car

Mercedes-Benz mbrace[®]

FAQs :: Frequently Asked Questions MY16 & Later



Mercedes-Benz

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MY16 & Later

Overview of mbrace packages

What is Mercedes-Benz mbrace®?

Mercedes-Benz mbrace services are provided by Verizon Telematics Inc. on behalf of Mercedes-Benz. Services include safety, security, convenience and in-vehicle applications that offer unprecedented connectivity for the Mercedes-Benz vehicle owner. mbrace for MY16 vehicles provides a comprehensive collection of convenience, safety and infotainment options including 5 years of complimentary service with mbrace® Connect. There are three additional value-add packages offered: mbrace® Secure, mbrace® Concierge, mbrace® Entertain, and mbrace® Concierge/Entertain bundle.

What services are included in each package and what does it cost?

mbrace Connect

The base package, mbrace Connect, comes standard with MY16 vehicles and includes 5 years of service at no charge! Connect is a robust package of convenience, diagnostic and web-based applications many of which can be activated using the mbrace Mobile Application and your smartphone. Applications are routinely updated so your vehicle will have the latest and greatest Mercedes-Benz applications automatically.

mbrace® Connect

5-Years of Complimentary Service

- **Remote Access**
 - Remote Start
 - Remote Door Lock/Unlock
 - Remote Horn & Lights
 - Roadside Assistance Connection
 - Send2Benz™
 - Valet Protect
 - Vehicle Finder
 - Message Center
 - Dealer Information
 - Curfew Minder
 - Speed Alert
 - Driving Journal
 - Travel Zones
 - My Mercedes Electric Vehicle
 - Homepage
- **Remote Diagnostics**
 - Remote Diagnostic Test
- **In-Vehicle Infotainment**
 - POI Destination Download
 - e-Navigator
 - Wide assortment of Internet-based applications



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mbrace Secure

The base package, mbrace Connect, comes standard with MY16 vehicles and includes 5 years of service at no charge! Connect is a robust package of convenience, diagnostic and web-based applications many of which can be activated using the mbrace Mobile Application and your smartphone. Applications are routinely updated so your vehicle will have the latest and greatest Mercedes-Benz applications automatically.

mbrace Concierge

Mercedes-Benz Concierge is designed to help make your life easier with a 24/7 personal assistant on call to help provide assistance with everyday tasks, spur-of-the-moment questions and unexpected changes in plans – from your vehicle or your smartphone.

mbrace® Secure

6-Month Trial
 Thereafter, \$199/year
 (Extended term pricing available)
 Requires mbrace Connect

- **Safety, Security & Convenience**
 - Automatic Alarm Notification
 - Automatic Collision Notification
 - Family Driver Monitoring
 - SOS/Emergency Call
 - Crisis Assist
 - Dealer Connect
 - Agent-assisted Remote Door Lock & Unlock
 - Safe Ride
 - Stolen Vehicle Assistance
 - Vehicle Information

mbrace® Concierge

3-Month Trial
 Thereafter, +\$20/month
 (Extended term pricing available)
 Requires mbrace Secure

- **Personal Assistance**
 - Mercedes-Benz Concierge
 - Location-based Traffic
 - Location-based Weather
 - Point-of-Interest (POI) Destination Download
 - Turn-by-Turn Route Assistance



MY16 & Later

mbrace Entertain

The base package, mbrace Connect, comes standard with MY16 vehicles and includes 5 years of service at no charge! Connect is a robust package of convenience, diagnostic and web-based applications many of which can be activated using the mbrace Mobile Application and your smartphone. Applications are routinely updated so your vehicle will have the latest and greatest Mercedes-Benz applications automatically.

mbrace[®] Entertain

3-Month Trial
 Thereafter, +\$18/month
 (Extended term pricing available)
 Requires mbrace Secure

- **Internet Radio & WiFi**
 - TuneIn Radio
 - iHeartRadio (Avail. Q1 2016)
 - WiF

mbrace Concierge/Entertain Bundled Pricing:

- 3-month Trial
- Thereafter, +\$28/month or prepay and save with an extended term
- Requires mbrace Secure

How do I become an mbrace subscriber?

To subscribe to mbrace Connect, you must own a MY16 or later Mercedes-Benz equipped with mbrace hardware. For more information, stop by a Mercedes-Benz dealership for personal assistance.

MY16 & Later

mbrace Concierge⁶

How do I activate mbrace?

There are three options for activating your mbrace service:

- Visit your local dealer to complete an mbrace subscriber agreement
- Call the mbrace Response Center directly toll-free at 866-990-9007 or
- Push the *i*-Button in your vehicle

If the system has been activated, the mbrace service button will light up for 5-10 seconds after the ignition has been turned on. This indicates that the buttons are functional. They will soon turn off and then light up again with the next ignition cycle.

Do you need my credit card to activate mbrace?

You do not have to provide a credit card to activate mbrace Connect, the standard package that includes a wide range of remote access features, remote diagnostic test and numerous Mercedes-Benz Internet-based applications. Your MY16 or later vehicle includes 5 years *complimentary* mbrace Connect service.

A credit card is required for additional value-add mbrace packages:

- mbrace Secure 6-month trial that includes important safety, security and convenience features
- mbrace Concierge 3-month trial with individualized 24/7 service
- mbrace Entertain 3-month trial with streaming Internet radio and WiFi
- mbrace 3-month trial for Concierge/Entertain Bundle

Keeping your payment method on file ensures you have continuous service of important safety features as well as uninterrupted personal concierge services, streaming radio and access to in-vehicle WiFi. You'll receive notice prior to renewal and may cancel at any time by calling the mbrace Response Center at 866-990-9007 or by pushing the *i*-Button in your vehicle.

What is my mbrace email address and how will it be used?

Your mbrace email address is the email address you provided when you purchased your vehicle. We'll send you an email after certain services have been completed for your protection. For example, if a remote door unlock request is initiated, you will receive an email notification or text message to guard against unauthorized use. Additionally, your email address will be used to send you reminders and updates about your service. Mercedes-Benz will not sell or provide your email address to any company not directly involved with providing this service.

What do I do if I forget my PIN?

You can reset your PIN (Personal Identification Number) by pressing the *i*-Button in the vehicle or by calling the mbrace Response Center. You will be required to provide some account information in order to verify your identity.



MY16 & Later

Where is mbrace service available?

The service area coverage for vehicles sold and registered in the United States and Puerto Rico is limited to the 50 states, District of Columbia and Puerto Rico. When traveling from the U.S. to Canada or Mexico with your Mercedes-Benz vehicle, services may be limited or unavailable.

What services does Mercedes-Benz Concierge provide?

Mercedes-Benz personal concierge service provides an extra measure of luxury and convenience with personal assistance available at the touch of a button or a phone call, 24 hours a day, seven days a week. Mercedes-Benz Concierge allows you easy access to a broad range of personalized services. Requested services are fulfilled by a Concierge Specialist and billed directly to your credit card by the merchant involved in the transaction. The Concierge Specialist has access to your credit card on file and will verify your mbrace 4-digit PIN for security reasons.

What types of services are available through Mercedes-Benz Concierge?

Mercedes-Benz Concierge can provide a broad range of services including but not limited to:

- Airline reservations and ticket purchase
- Car rental reservations
- Hotel recommendations, reservations and directions
- Dining recommendations, reservations and directions
- Movie and theater tickets and directions
- Sporting event tickets and directions
- Concert tickets and directions
- Unique requests and gift purchases such as flowers, gift cards, etc.
- Medical Help and Safety Support (e.g., locating a physician while on vacation or assistance in filling prescriptions)
- Assistance gaining access to sought-after events and restaurants
- Lost baggage assistance
- Assistance wiring cash
- Research and answer questions
- Wake-up calls
- Reminders for birthdays, anniversaries, and other events
- Virtually anything that can be arranged over the phone or on the Internet



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How does the Concierge Specialist pay for services I request through the personal concierge service?

Requested services are fulfilled by the Concierge Specialist and billed directly to your credit card by the merchant used in the transaction. The Concierge Specialist has access to your credit card on file and will verify an mbrace four-digit personal identification number (PIN) for security reasons.

Is the Mercedes-Benz Concierge center available to me 24/7?

Yes. Mercedes-Benz Concierge services are available 24/7 through the *i-Button* in your Mercedes-Benz or through the mbrace Mobile Application on your iPhone or Android device. And, you don't have to be in your vehicle to use concierge services.

View Account Information¹

What information is provided when I choose this option?

The View Account Information feature allows you to view your mbrace account information (such as account number, alarm notification method, emergency contact information and vehicle information). To use the feature, launch the mbrace Mobile Application, log in, tap the More Icon, and then tap the Account Icon.

mbrace Mobile Application⁴

What is the mbrace Mobile Application?

The mbrace Mobile Application connects you with your Mercedes-Benz via your iPhone or Android-based device.

How do I navigate through the mbrace Mobile Application to access various features?

The mbrace Mobile Application has been designed for easy, intuitive navigation. The Vehicle/Home screen displaying the key fob image defaults as the home screen when you first log into the application. By tapping the various icons on the key fob image, you will be able to interact with your vehicle.

Where do I get the mbrace Mobile Application?

The iPhone version of the mbrace Mobile Application is available through the Apple App Store on iTunes[®]. The Android version can be found on Google Play[™].

How much does the mbrace Mobile Application cost?

The mbrace Mobile Application is included as part of your mbrace subscription at no additional cost. You may incur charges from your wireless provider for data usage or voice minutes associated with using the application on your mobile device.

Can I use the same mbrace Mobile Application for more than one vehicle?

Yes, you can use the same app for more than one vehicle. However, each vehicle uses a different account number and PIN so you will need to enter this information when you sign into the application. As an added convenience for mbrace subscribers who have more than one mbrace activated vehicle, the mbrace Mobile Application allows users to save multiple account numbers on the LOGIN screen and assigns nicknames. Simply ensure the box marked "Remember My Account" is checked when logging in, and the account number will be saved.



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How will I know when an updated version of the mbrace Mobile Application is available?

From your iPhone[®]:

STEP 1: Launch the App Store application by selecting the appropriate icon.

STEP 2: At the bottom of the screen, select “Updates.”

STEP 3: When there is a new update available, the mbrace Mobile Application will be listed on this screen.

From your Android[™] based phone:

STEP 1: Launch Google Play by selecting the appropriate icon.

STEP 2: Select “My Apps” to see any app updates.

What devices are compatible with the mbrace Mobile Application?

The mbrace mobile application is supported on Apple[®] iOS and Android platforms as shown below.

iOS 7.x 8.x	Android 4.1 x 4.2x 4.4x
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How much space does the mbrace Mobile Application take up on my device?

The mbrace Mobile Application uses approximately 25 MB free space.

Why do I need to allow the mbrace Mobile Application to access my smartphone's GPS location?

Your smartphone's GPS location is required to use several features mbrace Mobile Application such as Send2Benz, Search for Local Dealers and Vehicle Finder. The application can use your current location to find the destination closest to your location whether it's a search via Send2Benz, finding a local dealer or locating your vehicle.

The mbrace Mobile Application will also request your smartphone's GPS location when initiating a call for Roadside Assistance Connection or Personal Concierge service. Your location will be used by mbrace to provide you with better assistance. If you do not give permission for the mbrace Mobile Application to access your location, you will still be able to call for service.

I accidentally entered an incorrect phone number when I initially registered the mbrace Mobile Application.

How do I correct it?

To change the phone number associated with the mbrace Mobile Application, select the iPhone Settings Icon and scroll down until you find the mbrace Mobile Application. Tap the MBRACE MOBILE APPLICATION button. A screen will then appear which shows the 10-digit phone number you entered upon registration. Simply press the number and a keyboard will appear allowing you to make changes.

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Where do I get my login credentials for the mbrace Mobile Application?

To log into the application, you will need your 8-digit mbrace account number and 4-digit personal identification number (PIN). Your 4-digit PIN was created when you activated your service, and it is the same 4-digit PIN you use to identify yourself when calling into the mbrace Response Center and when accessing the mbrace Customer Portal. Your account number was also created when you enrolled in the service. If you cannot find your account number or remember your PIN, call the mbrace Response Center at 866-990-9007, or push the *i*-Button in your vehicle for assistance.

Do I have to enter my account number and PIN every time I want to use the mbrace Mobile Application?

You have the option of saving your account number so it does not have to be re-entered every time you log into the mbrace Mobile Application. For security reasons, you will need to enter your 4-digit PIN every time you log in.

I'm locked out of the mbrace Mobile Application. Now what do I do?

If you have been locked out of the mbrace Mobile Application, you can either wait 30 minutes and try again or call the mbrace Response Center at 866-990-9007 for immediate assistance.

What happens if I lose my phone with the mbrace Mobile Application installed?

A unique 8-digit account number and 4-digit PIN is needed for a user to access your application. If your device is lost or stolen, an unauthorized user would not be able to access the application without the correct login credentials.

Will my account information reside on my smartphone?

No. The only account information that would reside on your phone is your mbrace account number if you select the "Remember My Account Number" box on the Login screen.

Remote Start²

What is Remote Start?

Remote Start is an mbrace[®] Mobile Application that allows Mercedes-Benz owners to use their smartphone to start their vehicle engine and remotely pre-condition the vehicle's interior climate. You must have an mbrace subscription to use the mbrace Mobile Application.

What smartphones does the application support?

- iPhone[®] iOS 7.x, 8.x or later
- Android[™] OS 2.3 or later

What version of the mbrace Mobile App must I have to support Remote Start?

mbrace Mobile App v. 6.0 or later



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Are there specific model lines that Remote Start works with?

Remote Start is offered on most MY16 and newer vehicles model lines; listed below as of the date of this document.

Contact your Dealer for availability on your vehicle.

- GLE SUV & Coupe
- GLC
- C
- S & S-Coupe

Are there certain conditions that would prevent Remote Start from working properly?

If your Remote Start request is unsuccessful, you'll receive a message on your smartphone that says, "Unable to complete Remote Start" as well as a possible reason it did not start your vehicle's engine:

- Doors are unlocked.
- Key is in the ignition.

How do you know your engine actually started?

After you press the START button, it will turn change from green to gray. You'll see the message "STARTING" and a green bar will indicate completion status. At that point the START button is red and active and indicates the option to STOP Remote Start. A message appears confirming that your "Engine Successfully Started!"

Will your engine continue running until you remotely turn it off?

Your engine will remain running for 10 minutes, then shut off automatically or until you shut it off, whichever comes first. You can start it again and let it run for ten more minutes, but you can only use Remote Start two consecutive times. If there is a third attempt, you'll receive a message that prompts you to start your vehicle manually.

Can I use my mobile device for other things after I start my engine using Remote Start?

Yes. If you touch the HOME button while the engine is running, a message will remind you that you initiated Remote Start: "Remote Start Running." You can proceed to use your mobile device as usual. Your engine will automatically shut off after 10 minutes or until you shut it off, whichever comes first.

- Vehicle is not in "Park."
- Doors, windows, sunroof, convertible top, trunk, or hood are not closed.
- Panic alarm or hazard blinkers are engaged.
- Fuel tank contains less than 5 gallons.
- The engine is already running.
- Vehicle previously started remotely twice.
- No vehicle cellular service.

If a condition changes in the vehicle while the engine is running, the vehicle will stop automatically and you'll receive a message telling you that Remote Start was stopped and a possible error condition that caused it to stop.



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How far away from the vehicle can you be to use Remote Start?

The vehicle's engine can be started from virtually anywhere with cellular service or WiFi. You also have flexibility to pre-condition your vehicle's interior temperature by setting the temperature you want it to be when you next start the engine for a drive. Then, no matter where it's parked and no matter where you are – your office building, restaurants, theaters, sports arenas, parking decks- when you use Remote Start to start your engine, it will heat or cool your vehicle to the last setting you made.

How does the pre-conditioning feature work?

When you press the START button in the Remote Start Application, your mobile device will show the temperature reading you got the last time you used Remote Start. The application will begin adjusting the temperature to that last setting. Once the engine starts, the application will display the actual temperature in the vehicle. If you touch the STOP button, the engine will turn off and the current interior temperature is displayed.

That means you can set the interior temperature to a comfortable level, winter or summer, before you enter the vehicle and start your drive

Automatic Alarm Notification⁵

How do I change my notification preferences for Automatic Alarm Notification?

To create or change your notification preferences for Automatic Alarm Notification contact the Mercedes-Benz Emergency Response Center at 866-990-9007.

Automatic Collision Notification⁵

How will the vehicle notify authorities that I've been in an accident?

When airbag or crash sensors in an mbrace-equipped vehicle are triggered, the telematics control unit (TCU) instantly receives a signal that the vehicle has been in an accident. A tone is heard in the vehicle confirming that a collision notification call is being placed. An Emergency Response Specialist will speak with you to assure you that help is available. These highly trained personnel, connect you to the appropriate Public Safety Answering Point (911 center) and remain on the line with you until emergency responders arrive.

While all accidents are important to us, not all accidents are severe enough to automatically trigger a collision notification call. In such a case, a manual push of the SOS Button is required.



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Curfew Minder¹

How does Curfew Minder work?

Curfew Minder assists with notifications of unauthorized use of your vehicle. It is based on a pre-set range of dates and times that you set to alert you on your smartphone in the event your vehicle is started during this period. To use this feature, launch the mbrace Mobile Application, log in, and tap the Curfew Minder Icon. Date and time limits are specified using CONFIGURE SETTINGS. You will be prompted to enter your phone number to be used for alerts as well as the date and time parameters. If the curfew has been violated, a text message is sent to the number previously entered.

I received a message indicating the Curfew Minder “request was unsuccessful.” What does this mean?

There could be several possible reasons why you were unable to activate Curfew Minder, including:

- Your vehicle is in a location where a cellular signal cannot be received.
- Your smartphone has a poor data connection.
- Your vehicle engine has not been started within the past four or more days.
- Your vehicle battery is dead.

Driving Journal⁴

How does Driving Journal work?

Driving Journal is available on MY13 and newer vehicles. Once you turn Driving Journal on you can view your vehicle's current location on an online map via your PC. Your vehicle will begin to build its driving history automatically as long as the feature is turned on.

How do I turn the Driving Journal feature off?

To turn off the Driving Journal feature, log into the mbrace Customer Portal, select “Online Tools,” then click the LAUNCH LOCATION-SERVICES button, which will open a new browser window. Choose “My Preferences” and click “No” for this feature. You may hide (but not turn off) the Driving Journal feature by clicking “Hide” under Driving Journal on the mbrace Customer Portal. You can also turn Driving Journal off via the mbrace Mobile Application on your smartphone. Keep in mind you cannot re-capture information on the Driving Journal for days when the feature was turned off.

How do I view my Driving Journal online?

Simply log into the mbrace Customer Portal, select “Online Tools,” and then click the LOCATION-BASED SERVICES button, which will open a new browser window where you can access your vehicle's Driving Journal. If your Driving Journal is not showing on the map, be sure to click the SHOW button. Note: The Driving Journal feature only reflects locations when the vehicle's ignition is on.



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How do I turn the Driving Journal feature off?

To turn off the Driving Journal feature, log into the mbrace Customer Portal, select “Online Tools,” then click the LAUNCH LOCATION-SERVICES button, which will open a new browser window. Choose “My Preferences” and click “No” for this feature. You may hide (but not turn off) the Driving Journal feature by clicking “Hide” under Driving Journal on the mbrace Customer Portal. You can also turn Driving Journal off via the mbrace Mobile Application on your smartphone. Keep in mind you cannot re-capture information on the Driving Journal for days when the feature was turned off.

I want to see where my teenage son or daughter is in their vehicle. If I access their location, will they be notified?

A message is displayed on the web portal the first time the Driving Journal feature is turned on, confirming that the service uses the vehicle’s location. At time of setup, the vehicle also receives a message letting the driver know location services are set up for the vehicle. However, the driver is not notified each time the location is processed.

Location-Based Traffic⁶

How do I use the Location-Based Traffic feature to avoid congested areas?

Push the *i*-Button to get agent-delivered traffic information and assistance. The agent can suggest alternate routes to avoid highly congested areas, allowing you to focus on driving and get to your location more quickly.

Location-Based Weather⁶

What information does Location-Based Weather provide?

Location-Based Weather enables you to access current weather conditions, current weather alerts and a 12-hour weather forecast for the vehicle’s current location utilizing the Interactive Voice Response (IVR) system reached when the *i*-Button in the vehicle is pressed.

Dealer Connect⁵

How can I find out information about my dealer?

You can view information about your preferred or selling dealer (such as street address, phone number and website URL), contact a dealer by tapping the Call Icon, view a dealer’s location on a map by pressing the Map Icon, or send the dealer’s address to your vehicle’s COMAND[®] system with navigation by tapping the Send2Benz Icon. To use this feature just launch the mbrace Mobile Application, log in and tap the Dealer Icon. If you would like to change your preferred dealer, you can contact the mbrace Response Center or log into the mbrace website to change your profile details.



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Message Center¹

What is Message Center?

When using Message Center with the mbrace Mobile Application for the first time, you'll receive a prompt on your Welcome screen where you'll be asked whether or not mbrace can send you messages. If you don't want to take advantage of the Message Center, you simply choose "Don't Allow." You must also make sure "Settings/Notifications" for the mbrace Mobile Application are turned off.

How do I access Message Center?

You can access the Message Center by logging into the mbrace Mobile Application and selecting the Messages Icon. When using the Message Center for the first time, you'll receive a prompt on your Welcome screen where you'll be asked whether or not mbrace can send you messages – select "Ok." The next step is to make sure Settings/Notifications for mbrace are turned on.

Remote Door Lock/Unlock⁴

How does Remote Door Lock/Unlock work?

The Remote Door Lock/Unlock service allows the customer to quickly and easily lock or unlock the vehicle's doors. Just launch the mbrace Mobile Application, enter your mbrace account number, PIN, and tap either the Door Lock Icon or Door Unlock Icon. The mbrace Mobile Application then sends a command to the vehicle to lock or unlock the vehicle. A message will be sent confirming that the request was completed.

You'll need to use your PIN when unlocking your doors as a safety precaution against unauthorized access to your vehicle.

Which Mercedes-Benz vehicles offer Remote Door Lock?

Remote Door Lock is currently available on:

- MY2007 and newer S-Class
- MY2007 and newer CL-Class
- MY2008 and newer C-Class
- MY2010 and newer GLK/GLC-Class
- MY2010 and newer E-Class Coupe and Sedan
- All MY2013 and newer except for the R-Class

Which Mercedes-Benz vehicles offer Remote Door Unlock?

Remote Door Unlock is available on all Mercedes-Benz vehicles equipped with mbrace except for the SLS-Class.

Remote Horn & Lights⁴

What do I need to do to remotely honk my horn and flash my vehicle's lights?

The Remote Horn & Lights service allows you to find your vehicle in a dark parking lot or sound the horn as an alarm. Just launch the mbrace Mobile Application, enter your mbrace account number and secure PIN, then tap the Horn & Lights Icon on the key fob image. The mbrace Mobile Application then sends a command to the vehicle to honk the horn and flash the lights for five seconds.

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Send2Benz™^{3,4}

What type of information can I send to my vehicle with Send2Benz?

This feature allows you to remotely send a destination to the COMAND system with navigation. To find a destination, you can conduct a search by entering a business name or search category along with a reference location such as a zip code or city and state. You can also choose to enter an address, send your current location, or find an address in your contact book to send to their Mercedes-Benz. To use Send2Benz launch the mbrace Mobile Application, log in, and tap the Send2Benz Icon.

Can any Mercedes-Benz vehicle use Send2Benz?

To use Send2Benz, your Mercedes-Benz must have an active mbrace Connect account and be equipped with the COMAND system with navigation. If you are not sure what type of navigation system your vehicle has, contact your local Mercedes-Benz dealer or call the mbrace Response Center at 866-990-9007.

Does my vehicle need to be turned on to receive Send2Benz destinations?

No, your vehicle does not have to be turned on to receive destinations, but your vehicle must have been turned on within the past four days. Once inside your vehicle, you will need to turn on your vehicle's COMAND system with navigation to complete the destination download.

How do I access Send2Benz?

There are four ways to access Send2Benz:

- Log into the mbrace Mobile Application (available for download from iTunes[®] and Google Play[™]).
- Download the mbrace Browser Toolbar Widget to your computer.
- Visit www.send2benz.com.
- Access Search & Send from Google Maps.

Vehicle Finder¹

What criteria does Vehicle Finder use to find my Mercedes-Benz?

Vehicle Finder allows you to view your vehicle's current location on a map. First launch the mbrace Mobile Application, enter your mbrace account number, PIN, and tap the Locate Icon on the key fob image. A command is sent from the application to your vehicle, acquiring the vehicle's GPS coordinates. If the GPS coordinates cannot be obtained or the vehicle is more than two miles away, a message will appear on the mbrace 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.



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POI Destination Download^{3,6}

Can mbrace help me find a specific location?

When you would like directions to a specific point-of-interest (POI) – such as a fast food restaurant or gas station – presses the *i*-Button in the vehicle. This button connects you with a Mercedes-Benz mbrace Response Specialist who can assist in selecting the specific POI that best meets your needs. Once the POI has been determined, the mbrace Response Specialist will send the address of the chosen destination to the vehicle's COMAND system with navigation. Upon your action, the navigation system will calculate directions to the destination based on the vehicle's current location.

Turn-by-Turn Route Assistance⁶

Can the mbrace system navigate me even if I'm unsure of my exact location?

Yes. When a request is made for Route Assistance, there is an automatic transmission of vehicle location and vehicle identification number (VIN) to a Concierge Specialist for quick customer identification. The Concierge Specialist will help guide you to your destination turn-by-turn in real time. The desired destination is stored in the system in case you are unsuccessful in finding the location and wish to call back a second time for assistance.

Safe Ride³

Can I use the Safe Ride service even if I am not in my vehicle?

Yes. Assistance will be provided even if you are not with the vehicle. To use this service when away from the vehicle, contact the mbrace Response Center at 866-990-9007 or through the mbrace Mobile Application.

SOS/Emergency Call⁵

What happens if I mistakenly press the SOS Button for a non-emergency situation?

Every SOS/Emergency Call requires a response from public safety officials. In the event of a non-life-threatening situation, the Emergency Response Specialist will ask you to end the SOS/Emergency Call and press the Wrench Button or *i*-Button.

Speed Alert⁴

How does Speed Alert work?

Speed Alert allows you to use the mbrace Customer Portal to define the designated speed and an alert communication method so that when your vehicle exceeds a set speed, a message is sent notifying you that the speed threshold was crossed. Additionally, a history of speed alerts can be viewed online.

To create a speed alert, log into the mbrace Customer Portal and select "Online Tools" Click the LAUNCH LOCATION SERVICES button, which will open a new browser window, then click the ADD SPEED ALERT button. You can then enter the speed threshold you desire and select email or text message as your preferred communication method. Then save the speed alert. After the speed alert is created, an alert will be sent when your vehicle exceeds the speed threshold. You can also view alert history on the mbrace Customer Portal. This preference can be changed at any time by logging into the mbrace Customer Portal and accessing the "Location Services" section.



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If my teenage son or daughter is driving and triggers a speed alert, will they be notified in the vehicle that an alert has been sent?

The first time a speed alert is set up, a message is displayed on the mbrace Customer Portal confirming that the service uses the vehicle's location. At time of setup, the vehicle also receives a message letting the driver know location services are set up for the vehicle. However, the driver is not notified each time an alert is processed.

How do I access my Speed Alert history online?

You can log into the mbrace Customer Portal and select "Online Tools," which will open a new browser window. Then, click the LAUNCH LOCATION SERVICES button. Then choose "Alert History" to review your Speed Alert history.

I want to turn off or change my speed alert. How do I cancel or make changes to the alert?

You can log into the mbrace Customer Portal and select "Online Tools," which will open a new browser window. Then, click the LAUNCH LOCATION SERVICES button. Select "Edit" or "Delete" for your speed alert to make changes or cancel the alert.

Stolen Vehicle Location Assistance⁵

Why do I need a police case number before you can locate my stolen vehicle?

For your protection and privacy, Mercedes-Benz only provides vehicle location information to law enforcement authorities based on verified stolen vehicle cases.

Travel Zones⁴

How do I create a travel zone?

Travel Zones is a convenient way to set parameters and receive alerts about vehicle travel. From the mbrace Customer Portal, you can draw boundaries on a map, representing a virtual zone. When the vehicle is driven into or out of the virtual zone, you will receive an alert via text message or email (based on your preferences).

How does Travel Zones work?

To use Travel Zones, log into the mbrace Customer Portal, select "Online Tools," then click the LAUNCH LOCATION SERVICES button, which will open a new browser window. Selecting the option to create a new travel zone opens on a new page with setup instructions. You can draw the desired travel zone by selecting circle or polygon and then clicking the map to draw the shape (you may either enter an address or pan/zoom the map to center on your desired area). The first click of the map will start the shape. For polygons, a subsequent click will add another side. To complete the shape, you must double-click. After your travel zone is created, click the NEXT button to set various preferences, including setting the name of the zone, an alert type (text message or email), and the schedule for when the alert should be active. Then save the travel zone.

You can create up to ten different zones online. All Travel Zone alerts will also be saved in history, which can be viewed online.

How do I change or cancel my Travel Zone preferences?

You can log into the mbrace Customer Portal and select "Online Tools," which will open a new browser window. Then, click the LAUNCH LOCATION SERVICES button. Select "Edit" or "Delete" for your travel zone and you can make changes or cancel from there.

You can cancel your alerts by choosing the "Alert Method" option for your Travel Zone so that the alert feature is unselected.



MY16 & Later

If my teenage son or daughter enters or exits a travel zone, triggering an alert to me, will they also be notified in the vehicle?

A message is displayed on the mbrace Customer Portal the first time a travel zone is set up, confirming that the service uses the vehicle's location. At time of setup, the vehicle also receives a message letting the driver know location services are set up for the vehicle. However, the driver is not notified each time an alert is processed.

How do I view my Travel Zone history online?

You can log into the mbrace Customer Portal and select "Online Tools," which will open a new browser window. Then, select the LAUNCH LOCATION SERVICES button. On the mbrace Customer Portal, choose "Alert History" to review your Travel Zone alert history.

Valet Protect¹

What is Valet Protect?

Valet Protect sends alerts and helps prevent unauthorized use of the vehicle. Upon activation, Valet Protect sets a virtual fence around your vehicle's current location. If the vehicle exits this virtual fence area, a text message is sent to you notifying you that the vehicle has crossed the Valet Protect boundary. To use this feature, launch the mbrace Mobile Application, log in, tap the More Icon, and tap the Valet Protect Icon. You can configure when the alert should be sent and the radius of the virtual fence.

WiFi⁷

What is WiFi?

WiFi is local area wireless technology that allows an electronic device to exchange data or connect to the Internet. WiFi access can turn a properly equipped vehicle into a WiFi hotspot - allowing multiple WiFi-enabled devices to connect to the Internet simultaneously. These include personal computers, videogame consoles, smartphones, some digital cameras, tablet computers and digital audio players.

What MY 16 vehicles support WiFi?

WiFi is available on 2016 model lines equipped with COMAND, excluding SL-Class, SLK-Class and G-Class. Restrictions in usage may apply.

Is WiFi an additional cost?

WiFi is included in the cost of the mbrace Entertain package. A subscription for mbrace Connect and Secure are prerequisites for mbrace Entertain. WiFi is designed such that the typical user will not experience a data limit. However, the service does not provide unlimited data and limits may be placed on individual accounts.



MY16 & Later

Can I use WiFi while I am driving?

Yes. WiFi is available when the vehicle is in motion. The vehicle's ignition must be on to use WiFi.

What Internet speeds are provided with WiFi?

The bandwidth or speed depends on various factors including network coverage in the area, the amount of network traffic at any given time, weather conditions, whether you're moving or static and interference from other devices.

Verizon Wireless Coverage Locator

<http://www.verizonwireless.com/b2c/CoverageLocatorController>

Cell Phone Towers – Cell Reception

<http://www.cellreception.com/towers/>

How do I set up WiFi in my vehicle?

There are instructions on how to set up WiFi in your vehicle Owner's Manual. You can also watch the Mercedes-Benz YouTube Video called "2014 S-Class Wi-Fi Hotspot–Mercedes-Benz USA Owners Support" that walks MB Apps subscribers through the WiFi set-up process. http://www.youtube.com/watch?v=Q-uDeCJE4_4.

Is the WiFi connection secure?

The application has built-in security features such as:

- Encryption on the WiFi
- Need a key to access
- Subscriber can deactivate WiFi

Footnote Legend

- 1 Requires mbrace Mobile Application, a subscription to mbrace Connect.
- 2 Available on select 2016 and newer model lines.
- 3 Requires a COMAND[®] system with navigation which is optional on some model lines.
- 4 Requires subscription to mbrace Connect.
- 5 Requires subscription to mbrace Connect and Secure.
- 6 Requires subscription to mbrace Connect, Secure, and Concierge.
- 7 Available on 2016 model lines equipped with COMAND, excluding SL-Class, SLK-Class and G-Class. Requires subscription to mbrace Entertain. Restrictions may apply.

