



Remote Door Unlock

Doors can be unlocked remotely at the customer's request

mbrace® Package

Benefits:

- ▶ Peace of mind that the vehicle can be accessed when needed without a key
- ▶ Simple and secure process that protects the customer and their vehicle
- ▶ Eliminates need for expensive and time-consuming locksmith

Requirements:

- ▶ Vehicle equipped with mbrace™
- ▶ Active subscriber agreement
- ▶ Vehicle cellular service
- ▶ Service available on all vehicles Model Year 2005 and later, except for SLS-Class Model Year 2011 and later

Unique Features:

- ▶ Self-service through mbrace™ online account, mbrace™ Mobile Application and mbrace™ Customer Specialist
- ▶ Time delay option allows customer to set a time period which he or she can unlock the doors
- ▶ Trunk latch serves as an enhanced security feature
- ▶ Service is available whether ignition is on or off

Service description:

Remote Door Unlock allows the customer to unlock his or her vehicle without a key. The Remote Door Unlock service is available whether the vehicle is on or off. Customers can initiate an unlock service by dialing the Mercedes-Benz mbrace Response Center number at 1-866-990-9007 to speak to an mbrace Customer Specialist, logging into his or her online account or using the mbrace Mobile Application.

When a customer requests the Remote Door Unlock service, the Mercedes-Benz mbrace Response Center requires authentication in the form of a preset Personal Identification Number (PIN) to protect both the customer and the vehicle. Once the PIN has been confirmed, the customer will specify a time parameter with the mbrace Customer Specialist within which the vehicle will be unlocked.

For model years 2012 and earlier, the customer is required to press and hold the trunk latch for two minutes or less to complete the Remote Door Unlock service request. After the trunk latch has been held, the vehicle accepts the unlock command and unlocks the doors, trunk and gas cap.

If there is a pattern of repeated usage that seems exceptional, the service request will be handled by a Supervisor in the Mercedes-Benz mbrace Response Center who will investigate the extraordinary Remote Door Unlock requests. In the case of Door Unlock/Lock, the most common cause for extraordinary usage would be due to the vehicle not responding to the service request (e.g., vehicle located in a parking deck, dead battery, etc.) and the Supervisor would then help educate the customer. In the case of overt abuse of the service, the Supervisor would counsel the customer to curb the usage and if it continues, not support additional similar service requests. The precise number of service requests over a given period is not hard and fast, as circumstances are relevant.

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Service description, *continued*

To request the Remote Door Unlock service through an mbrace online account, the customer logs in through Mercedes-Benz Owners Online with their PIN and sends the request by clicking on the “Door Unlock” button. Mercedes-Benz mbrace will then send a signal to the vehicle to unlock the doors immediately.

Mercedes-Benz mbrace also allows the customer to unlock doors remotely using the mbrace Mobile Application on an iPhone or BlackBerry smartphone. After launching the application, the customer must enter their mbrace account number and secure PIN. Then the vehicle doors can be unlocked by pressing the Door Unlock icon.

Regardless of the method used, the Mercedes-Benz mbrace Response Center will notify the customer of the completion of the Remote Door Unlock service by sending a message via his or her preferred communication method: e-mail, text message or phone call.

Along with this added security measure, the mbrace system will also display a Door Unlock status message in the vehicle’s instrument cluster the next time the ignition is turned on.

The availability of Remote Door Unlock gives customers the peace of mind that they may enter their locked vehicle through a simple, quick and secure process. This service also eliminates dependency on locksmith services, which can be costly and time-intensive.

How it works:

- STEP 1:** The customer connects to the Remote Door Unlock service by dialing 1-866-990-9007 to speak with an mbrace Customer Specialist, logging onto their mbrace online account or logging onto the mbrace Mobile Application.
- STEP 2:** The customer authorizes service for the vehicle by giving his or her PIN.
- STEP 3:** The customer sets a time for the remote service activation.

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How it works, *continued*

- STEP 4:** The service request is reviewed, verified and then sent to the vehicle.
- STEP 5:** For model years 2012 and earlier the customer is required to hold the trunk latch for 2 minutes or less to complete the service request.
- STEP 6:** After the trunk latch has been held, the vehicle accepts the unlock command and unlocks the doors, trunk and gas cap.
- STEP 7:** Once the doors have been unlocked, the Mercedes-Benz mbrace Response Center will notify the customer via his or her preferred communication method: e-mail, text message or phone call.