



Stolen Vehicle Location Assistance

Collaboration with authorities to streamline vehicle location and recovery

mbrace™ Package

BENEFITS:

- ▶ Stolen Vehicle Location Assistance helps authorities locate stolen vehicles more quickly, which increases 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 equipped with mbrace™
- ▶ Active subscriber agreement
- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal required to identify location
- ▶ Service is available up to four days after last engine activity

UNIQUE FEATURES:

- ▶ Service is available whether ignition is on or off
- ▶ Secure authentication process ensures the service is not abused
- ▶ Close working relationship with all Public Safety Answering Points, ensuring a priority response from law enforcement officials

Service description:

Stolen Vehicle Location Assistance gives the customer a safe and streamlined way to assist local law enforcement officials in locating and potentially recovering stolen vehicles.

After filing a police report on a stolen vehicle, the customer contacts the Mercedes-Benz mbrace™ Response Center at 1-866-990-9007 with the police report case number, along with the badge number, name and department contact information for the officer filing the report.

The mbrace™ Customer Specialist will verify the customer's identity and case number to protect both the customer and the vehicle. Once the authentication process is complete, the vehicle's location information is requested from the Telematics Control Unit (TCU) embedded within the vehicle. The mbrace™ Customer Specialist then contacts the appropriate Public Safety Answering Point (9-1-1 Center) with the stolen vehicle case number and provides the vehicle's location and direction 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 Mercedes-Benz 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 Mercedes-Benz mbrace™ Response Center at 1-866-990-9007.
- STEP 2:** The mbrace™ Customer Specialist requests and verifies the customer's identity and stolen vehicle case number.
- STEP 3:** The mbrace™ Customer Specialist requests location information from the stolen vehicle's TCU.
- STEP 4:** The mbrace™ Customer Specialist contacts the appropriate authorities with the customer's police case number.
- STEP 5:** The mbrace™ Customer Specialist communicates the stolen vehicle's location and direction 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.