

BENEFITS:

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

REQUIREMENTS:

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location
- ▶ mbrace Mobile Application v.5.0 or later
- ▶ Remote Door Unlock is not available on the SLS model line.

FEATURES:

- ▶ Self-service via the mbrace Mobile Application, mbrace Customer Portal, or mbrace Customer Specialist
- ▶ Time delay option allows customer to set a time period when they can unlock the doors
- ▶ Service is available when engine is on or off

Remote Door Unlock:

Unlock the vehicle’s doors from a smartphone, computer, or by calling the mbrace® Response Center.

Service Description:

Remote Door Unlock allows customers to unlock their vehicle without a key. Available whether the vehicle is on or off, this service is designed specifically for situations such as when a customer inadvertently locks the keys in their vehicle or if someone needs access to the customer’s Mercedes-Benz when they are away.

Customers have the option of accessing the Remote Door Unlock service from the mbrace Mobile Application with their iPhone® or Android™-based device or via the mbrace Customer Portal on a web browser. They can also call the mbrace Response Center at 866-990-9007. Please note mbrace requires authentication in the form of the customer’s personal identification number (PIN) regardless of the method they are accessing the Remote Door Unlock service. A notification will be sent to the customer via email or text message confirming the Remote Door Unlock function was successfully completed. A status message will also be sent to the vehicle’s instrument cluster to be viewed the next time the ignition is turned on.

How It Works – mbrace Mobile Application:

- STEP 1:** The customer launches the mbrace Mobile Application on their iPhone or Android-based device.
- STEP 2:** The customer logs in by entering the 8-digit mbrace account number and a secure 4-digit PIN (This is the same PIN that is established during the mbrace activation process.)
- STEP 3:** Next, the customer taps the Door Unlock Icon.
- STEP 4:** The mbrace Mobile Application then sends a command to the vehicle to unlock the doors. (MY2012 and earlier vehicles only: Press and hold the trunk latch for two minutes to complete the Remote Door Unlock Request).
- STEP 5:** The customer will receive notification via their preferred method of communication (email or text message) confirming the Remote Door Unlock function was successfully completed.

How It Works – mbrace Customer Portal:

- STEP 1:** The customer logs onto their mbrace online account at <http://mbrace.mbusa.com/login.htm>
- STEP 2:** Click the DOOR UNLOCK button.
- STEP 3:** mbrace sends a signal to the customer’s vehicle, unlocking the doors. (MY2012 and earlier vehicles only: Press and hold the trunk latch for two minutes to complete the Remote Door Unlock Request.)
- STEP 4:** The customer will receive a notification via their preferred method of communication (email or text message) confirming the Remote Door Unlock function was successfully completed.

