

## mbrace FAQs

In the spirit of connecting you to the things you need at the moment you need them, answers to many common questions can be found below. For more information about mbrace, please consult your dealer or call the Mercedes-Benz mbrace Response Center toll free at 1-866-990-9007.

**Q: Can all Mercedes-Benz vehicles have mbrace service?**

**A:** Service is available on any vehicle equipped with a digital Telematics Control Unit (in general, vehicles produced since Model Year 2005, and earlier models that received an analog-to-digital upgrade).

**Q: I purchased a vehicle from an authorized Mercedes-Benz dealer after November 16, 2009, but my mbrace system was not activated. What should I do?**

**A:** You can call the Mercedes-Benz Customer Assistance Center at (800) FOR-MERCEdes and select the "Mercedes-Benz mbrace" menu option to be connected to an mbrace Customer Specialist. Alternately, you can also call the Mercedes-Benz mbrace Response Center toll free at (866) 990-9007. A Customer Specialist will explain your options and assist you with getting your service activated.

**Q: Can I include the cost of my mbrace subscription in my lease payment for the length of the lease or build it into my loan agreement payments if I finance?**

**A:** Yes, these options are available at a discounted price. Your authorized Mercedes-Benz dealer can provide more details.

**Q: I own more than one Mercedes-Benz vehicle. Can I have one mbrace subscription to cover all of them?**

**A:** Each Mercedes-Benz mbrace subscription is associated with a specific vehicle. An option to combine multiple vehicles into a single subscription is not currently available.

**Q: I have time remaining on my Tele Aid service contract. What should I do?**

**A:** Even though Mercedes-Benz is no longer selling new Tele Aid service contracts, customers with an existing Tele Aid subscription will continue to have service for the duration. All Tele Aid subscribers are encouraged to upgrade their service to Mercedes-Benz mbrace when their current Tele Aid subscription ends.

**Q: Why are only 6 months of mbrace service included when the last car I bought with Tele Aid got 12 months?**

**A:** Many customers have expressed confusion between the different trial periods they receive for SIRIUS(R) Satellite Radio (6 months) and Tele Aid (12 months). With the introduction of Mercedes-Benz mbrace, we decided to align the duration of both services. However, unlike Tele Aid service, all mbrace subscribers also receive 3 months of complimentary PLUS services. The PLUS package includes premium services such as Mercedes-Benz Concierge, Location-Based Traffic and Weather, and agent-assisted Route Assistance.

**Q: What are the requirements for using the Mercedes-Benz mbrace mobile application?**

**A:** Any owner with an active mbrace subscription and a compatible smartphone can take advantage of the added convenience the mobile application provides\*. The following devices are compatible with the Mercedes-Benz mbrace mobile application:

iPhone (Mobile Application Version 3):  
Apple iPhone ® running iOS 4.2 or later

\*Select services may require an mbrace PLUS subscription.

**Q: Are the approved smartphones for the mobile application also approved for use with the hands-free Bluetooth(R) technology in MB vehicles?**

**A:** Yes, these devices are approved for use with all Bluetooth systems in our vehicles. If there is a particular vehicle in question, the answer can be found at [www.mbusa-mobile.com](http://www.mbusa-mobile.com).

**Q: What website does Search & Send(TM) work with?**

**A:** Search & Send operates through Google(TM) Maps, which can be found at <http://maps.google.com>.

**Q: How do I download the mbrace toolbar?**

**A:** Visit [www.send2benz.com](http://www.send2benz.com) to learn more and download the mbrace Browser Toolbar Widget. Or click below:

[Download Toolbar for Internet Explorer/Firefox](#)

[Download Toolbar for Mac Safari \(Coming Soon\)](#)

**Q: What type of phone does my "friend" need to use Drive2Friend?**

**A:** Most mobile phones on AT&T, Sprint, Verizon and T-Mobile will work with the Drive2Friend service. Your friend's phone does not need GPS; however, more accurate results will occur when GPS is available. Your friend does not need to load any special software or applications to use the service. More information about Drive2Friend can be found at [link to FAQ, to come]