

mbrace[®]

Your World, From Your Car

FAQs: Frequently Asked Questions

mbrace[®]/My Mercedes Electric



Mercedes-Benz

Overview & Activation

What is mbrace® / My Mercedes Electric?

mbrace/My Mercedes Electric is a bundle of safe, secure, and convenient services exclusively for the Mercedes-Benz B-Class Electric Drive. A 3-year complimentary trial is available if registration is completed within 6-months of vehicle purchase or lease.

How do I activate my complimentary 3-year trial of mbrace/My Mercedes Electric?

Activating is simple. [Click here](#) to get started. You can also call 888-581-6915 or push the *i-Button* in your vehicle to speak with an mbrace Customer Specialist.

Is there a deadline to sign-up for the complimentary 3-year trial?

Yes. To be eligible for the 3-year complimentary trial of mbrace/My Mercedes Electric you must complete registration within 6-months of vehicle purchase or lease.

What services do I get with mbrace?

mbrace contains convenient and potentially lifesaving services within two categories:

Safety & Security - Keep drivers, passengers, and vehicles safe and secure with emergency response and theft recovery assistance.

- Automatic Collision Notification
- Stolen Vehicle Location Assistance
- SOS/Emergency Call
- Roadside Assistance Connection
- Automatic Alarm Notification
- Crisis Assist
- Safe Ride
- Valet Protect (via mbrace Mobile App)

Convenience & Remote Access - Interact with vehicle controls using your smartphone or computer.

- Remote Door Lock & Unlock
- Remote Horn & Lights
- Vehicle Finder (via mbrace Mobile App)
- Dealer Connect
- Vehicle Information
- Message Center
- Send2Benz™
- Search & Send™

What services do I get with My Mercedes Electric?



Overview & Activation

View your car's charge status, map its driving range, locate charging stations, preheat or cool the cabin via the My Mercedes Electric vehicle homepage.

- **State of Charge** - Always know your battery's charge status. When your vehicle is charging you can find out the battery's charge level and how much time it will take to charge to 100%.
- **Range** - Defeat range anxiety by visualizing how far you can travel. See your driving range on a map based on your battery's charge level.
- **Charge Spots** - You'll always know where to go to get a charge. Search for charging stations and display them on a map.
- **Climate Control** - Adjust the interior temperature to be just how you like it prior to departure. Preheating or precooling the cabin while your vehicle is charging maximizes comfort and helps extend your driving range.

Are premium mbrace packages available in addition to the mbrace/My Mercedes Electric 3-year trial?

Yes. You are eligible for a complimentary 3-month trial of mbrace[®] PLUS and Mercedes-Benz Apps. Just call 888-581-6915 or push the *i-Button* in your vehicle to upgrade. Mercedes-Benz Apps requires COMAND navigation.

mbrace PLUS

- **Personal Concierge**
 - Mercedes-Benz Concierge
- **Family Driver Monitoring**
 - Driving Journal
 - Travel Zones
 - Speed Alert
 - Curfew Minder
- **Advanced Travel Assistance**
 - Point-of-Interest Destination Download
 - Turn-by-Turn Route Assistance
 - Location-Based Traffic
 - Location-Based Weather



Overview & Activation

Mercedes-Benz Apps

- Charging Stations
- Google™ Local Search with Street View and Panoramio
- Destination/Route Download
- Yelp
- News
- Facebook
- My MBFS
- Morningstar® Finance
- Traffic Cameras
- HRS Hotel Search
- Weather
- Flight Information
- Movie Theaters & Movies
- TuneIn Radio
- RSS Newsfeed
- Mercedes-Benz Radio

To learn more about mbrace [click here](#), press the **i-Button** in your vehicle or call 888-581-6915 to speak with an mbrace Customer Specialist.

What if I forget to sign-up for mbrace/My Mercedes Electric within 6 months of purchase or lease?

You will no longer be eligible for the complimentary 3-year trial of mbrace/My Mercedes Electric, but you can still get a complimentary 6-month trial. Once the 6-month trial ends a 1-year subscription to mbrace/My Mercedes Electric for \$280 will automatically begin. Please contact the mbrace Customer Response Center by pressing the **i-Button** or call 888-581-6915 for more information.

