



Mercedes-Benz

Audio 20 / Audio 50 / COMAND APS

Ergänzung zur Betriebsanleitung | Supplement to the Owner's Manual | Complément aux notices d'utilisation | Complemento a las Instrucciones de servicio | Complemento ao Manual do Condutor | Integrazione delle Istruzioni d'uso | Supplement bij de handleiding | Supplement til instruktionsbog | Tillägg till instruktionsbok | Lisäys käyttöohjekirjaan | Дополнение к "Руководству по эксплуатации"

What is Mercedes-Benz Contact?

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Mercedes-Benz Contact can help you whenever you have questions relating to your vehicle or when you need help in the event of a breakdown.

The function will allow you to place a call to the Mercedes-Benz Customer Centre. All important vehicle data is transferred in order to ensure optimum support.

The following data is transmitted:

- the vehicle identification number
- the mileage
- the vehicle's location (Audio 20 and COMAND APS)

You can make use of the function with an operational mobile phone connected to Audio 20, Audio 50 or COMAND via the Bluetooth interface or the convenience telephone*.

! *Please note: Mercedes-Benz Contact is a service provided by Mercedes-Benz. In emergencies, it is vital that you first contact the standard national emergency services number.*

Currently (as at June 2008), this service is available in the following European countries:

- Austria
- Belgium
- France
- Germany
- Ireland
- Italy
- Luxembourg
- Netherlands
- Spain
- Switzerland
- United Kingdom

Placing a call to the Mercedes-Benz Service Centre

- ▶ Call up the Audio 20, Audio 50 or COMAND phone book.

The “MB Contact” entry is the first entry in the phone book. The entry is highlighted.

You have two different means by which to contact the Mercedes-Benz Service Centre:

- ▶ Press .

or

- ▶ Press the  button on the Audio 20, Audio 50 or COMAND control panel.

This places the call. A voice announcement will then request that you confirm the data transfer by pressing the specified number on the keypad of the Audio 20, Audio 50 or COMAND control panel. With your consent, Audio 20, Audio 50 or COMAND will send the required vehicle data.

i *Alternatively, the call can also be placed via the multi-function steering wheel (see vehicle Owner's Manual).*

While data is being transferred you will see the corresponding message in the display. This may take a moment. You can then select the desired service and will be connected to a competent contact at the Mercedes-Benz Service Centre.

i *You can find out more about Mercedes-Benz Contact, the scope of services offered and how to operate the function from your Mercedes-Benz Service Centre.*