Mercedes-Benz

Connected Vehicle Services

Read how information is collected, generated, stored and shared by your vehicle when you utilize our connected vehicle services.

Introduction to Connected Vehicle Services

When you purchase or lease your Vehicle, you have the opportunity to opt-in to receive Connected Vehicle Services such as navigation assistance, emergency services, remote engine start, maintenance alerts and more.

To learn whether your Mercedes-Benz vehicle is equipped with Connected Vehicle Services, contact your preferred dealer or Mercedes-Benz USA.

What We Collect

Mercedes-Benz takes your privacy seriously in the design, development and implementation of our Connected Vehicle Services. The various systems and components of your Vehicle are controlled by in-vehicle computers. Your Vehicle's computers communicate with each other and record data. If your Vehicle is equipped with technology capable of transmitting the data to us, we receive Vehicle Data that allows us to provide you with many benefits ("Connected Vehicle Services" or "Services").

The information we collect, and how we use and share it, may differ depending upon the Services you activate for your Vehicle. We encourage you to click on the links below to learn about our Services.

Our Connected Vehicle Services

Mercedes-Benz mbrace®*

- Terms of Service
- Privacy Notice

**Certain features require an mbrace subscription. Select mbrace services are free for five years with any new Mercedes-Benz. Features subject to network coverage. Check with dealer for details.*

Our Mobile Apps

Mercedes me USA

With the *Mercedes me app*, you can access all of your vehicle information, get 24/7 assistance, and take advantage of mbrace® connected car services, all at the tap of a button - so wherever you go, your Mercedes-Benz goes too.

Terms of Use

smart Cross Connect

The cross connect app turns your smartphone into a connected information and multimedia system optimized for your smart fortwo vehicle.

Terms of Use

Ask Mercedes

Ask Mercedes is an augmented reality app that allows Mercedes-Benz owners with 2018 E-class vehicles (all body styles, non-AMG) to explore the features of their vehicle in an engaging and intuitive way.

Terms of Use

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Mobile Applications

Credit Application Disclosures

Text Alerts

Privacy Statement