



User Guide

GUARD 360° Vehicle Protection

Operating Instructions for GUARD 360°

Version 1.00 (Status 16.09.2024)

Mercedes-Benz



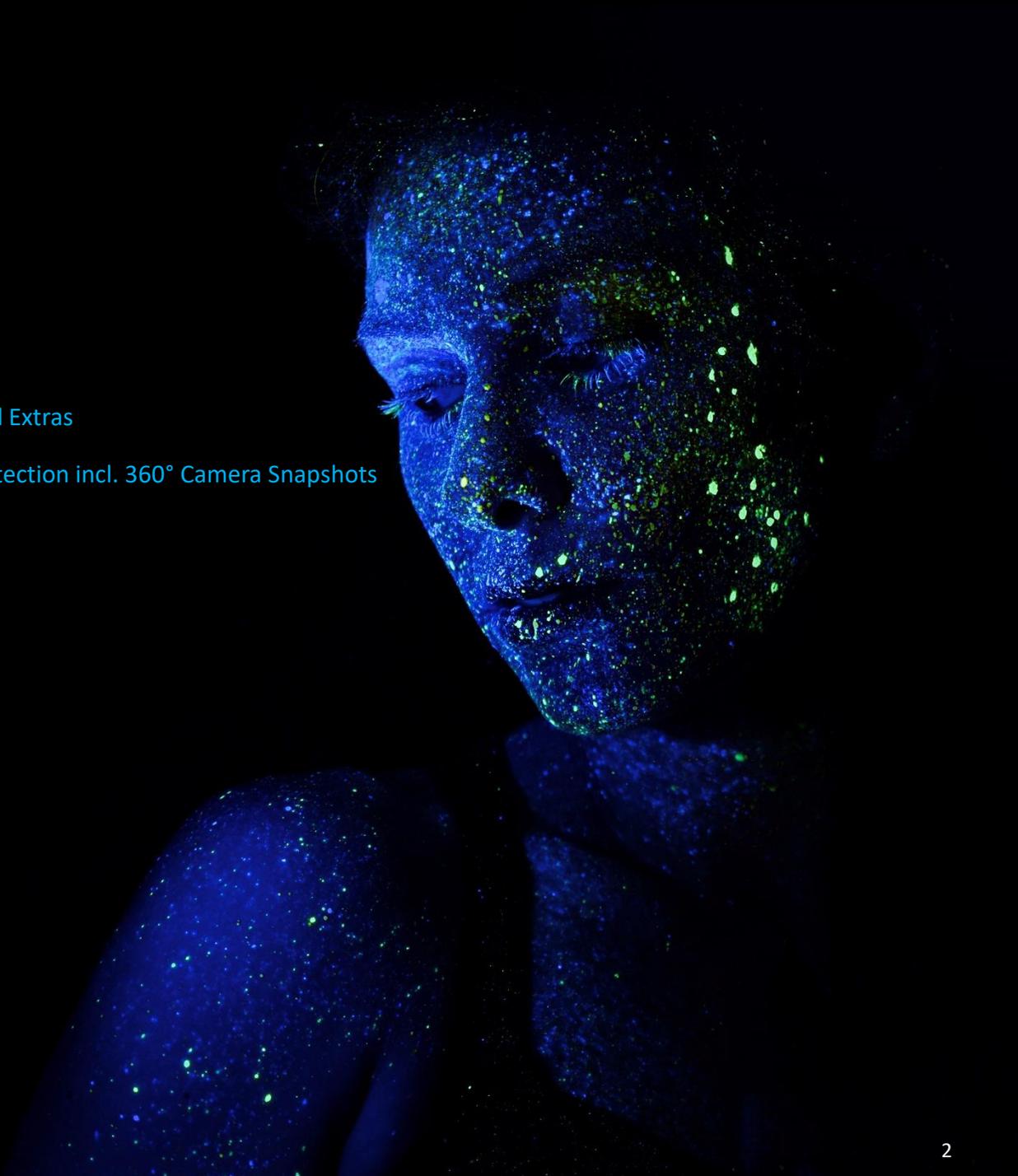
Content.

This document is intended to provide an operating manual for the GUARD 360° vehicle protection package.

The GUARD 360° vehicle protection package is exclusively available in markets where Mercedes-Benz Digital Extras are offered. Please note that the availability of the Digital Extras also depends on your vehicle model and equipment. For further information, please refer to the product world of the [Digital Extras](#).

Topics:

- 01 – [Highlights at a glance](#)
- 02 – [Mercedes-Benz App: Activation of Digital Extras](#)
- 03 – [Theft Notification & Parking Collision Detection incl. 360° Camera Snapshots](#)
- 04 – [Stolen Vehicle Help](#)
- 05 – [Emergency Key Deactivation](#)



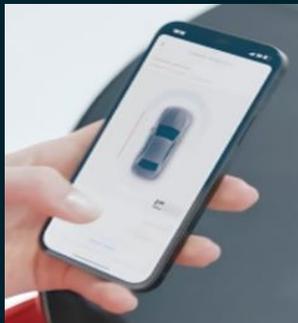
Highlights at a glance

Highlights: GUARD 360° Vehicle Protection.

Theft Notification and Parking Collision Detection

Informs you via app about a towing operation or attempted break-in detected by the vehicle. Also, if your parked vehicle detects a collision, you will immediately receive a notification on your smartphone.

If your vehicle is also equipped with a 360° camera, this visualizes the surroundings of the parked vehicle if, for example, a collision has been detected. In addition to the notification on your smartphone, camera images* of the surroundings are also displayed shortly after the incident.



Stolen Vehicle Help

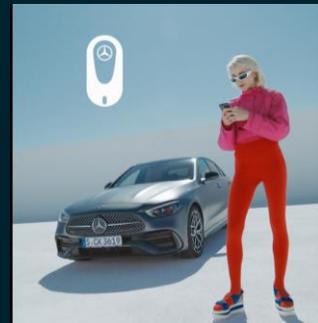
The Digital Extra „Stolen Vehicle Help“ enables you to report a vehicle theft quickly and easily .

Subsequently, our certified partner will initiate the tracking of your stolen vehicle in close coordination with the police to increase the chances of recovering the vehicle.



Emergency Key Deactivation

GUARD 360° gives you full control over your vehicle keys. In the event of loss or theft, you can easily deactivate your vehicle keys remotely via the app - either all keys at once or just individual keys. Only you as the main user have the option of reactivating the keys - conveniently via the Mercedes-Benz App.

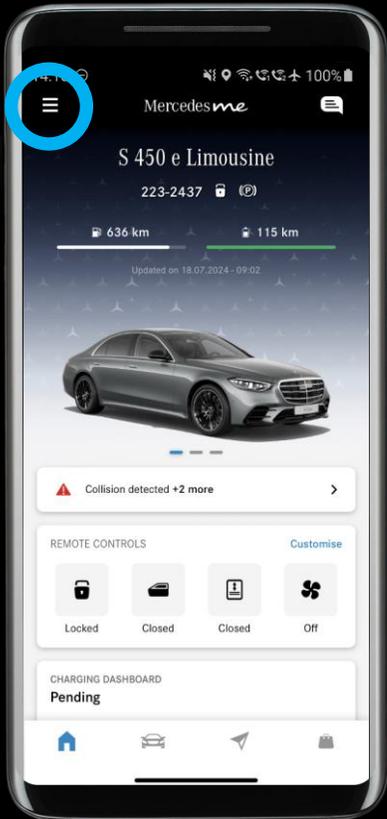


Mercedes-Benz App: Activation of Digital Extras

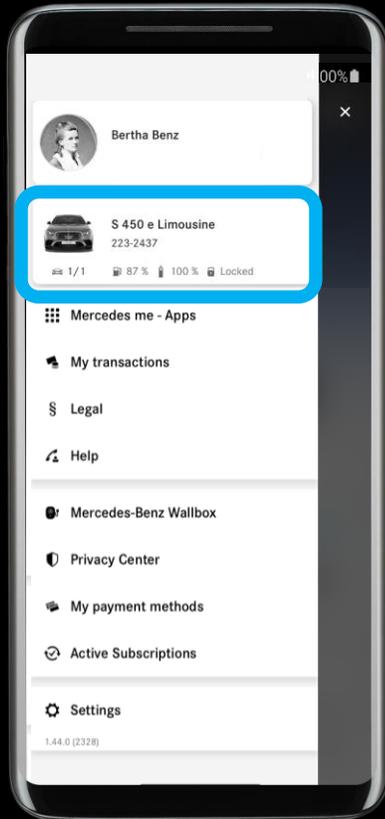


Mercedes-Benz App: Activation of Digital Extras.

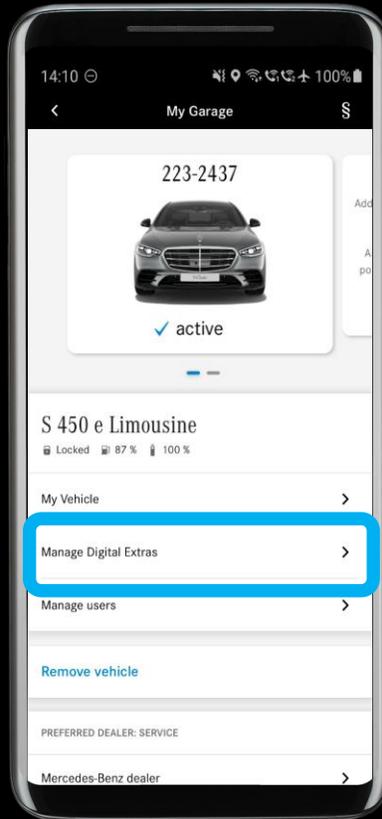
1. Open menu



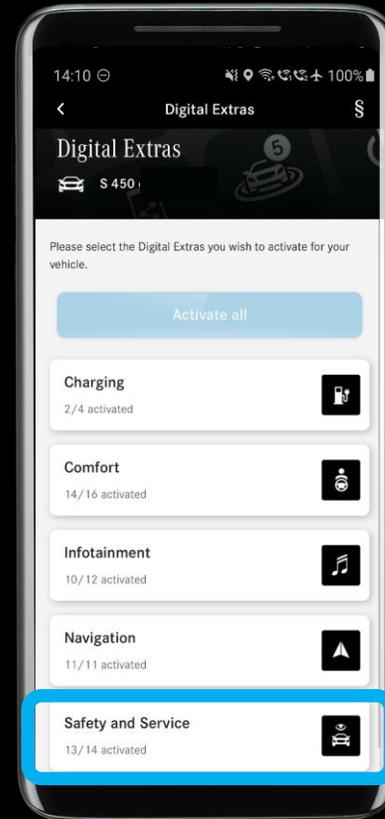
2. Select vehicle



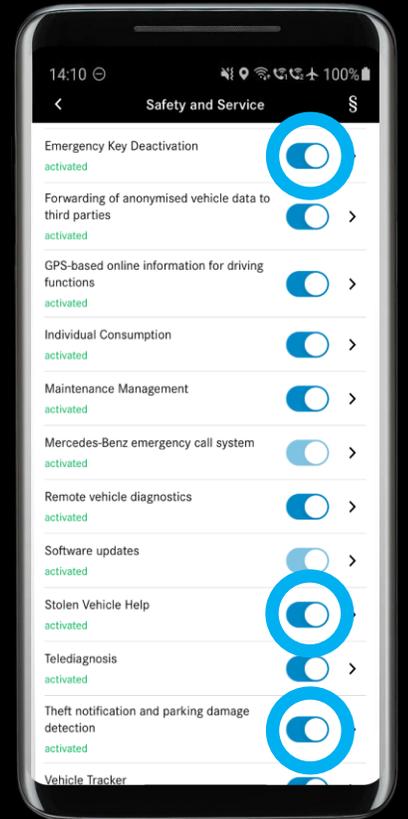
3. Manage services



4. Safety and Service

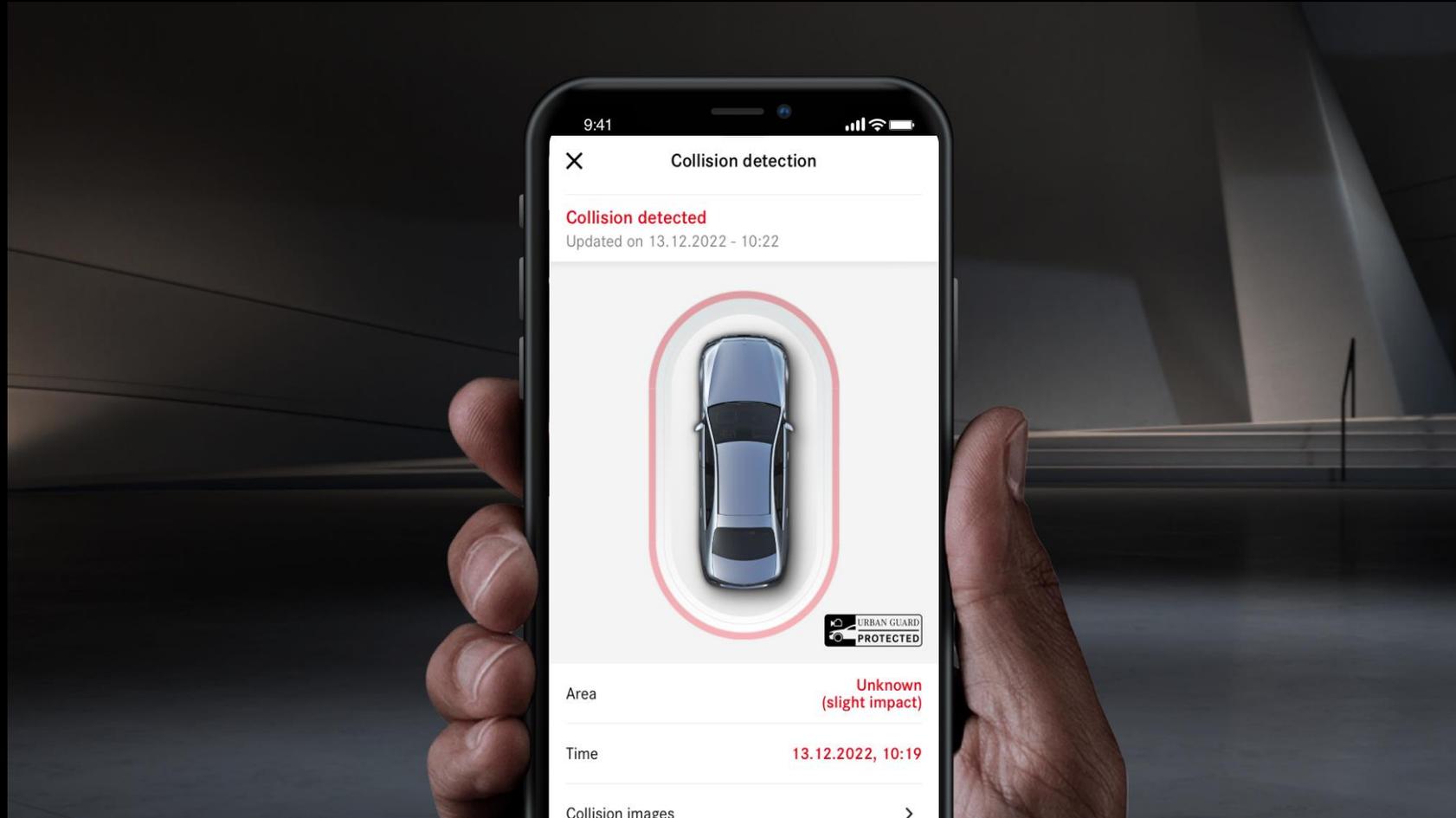


5. Activate Digital Extras





Equipment: Theft Notification and Parking Collision Detection.



CHAPTER CONTENTS

- Function overview.
- Process.

Requires [Activation Digital Extras](#) in the Mercedes-Benz App:

- Theft Notification & parking collision detection.
- Linking of vehicle and app via QR code for encrypted image transmission.
- If image recording is technically possible, initial activation in the vehicle's multimedia display is required.



Feature: Theft Notification and Parking Collision Detection.

Theft Notification and Parking Collision Detection

Mercedes-Benz *Theft Notification and Parking Collision Detection* enables Mercedes-Benz vehicles to detect towing and theft when parked and inform you of this via the app. If your car is hit, you will also receive an immediate message on your smartphone. When the engine is started, this message also appears once on the vehicle's multimedia system. If your vehicle is additionally equipped with a 360° camera, it visualizes the surroundings of the parked vehicle when, for example, a collision is detected. You can see these images* in the multimedia system and in the Mercedes me app and can use them for further analysis. If required, you can deactivate the systems for interior security, towing protection and collision detection until the next journey. You can easily deactivate the systems via the multimedia system or the Mercedes-Benz App.





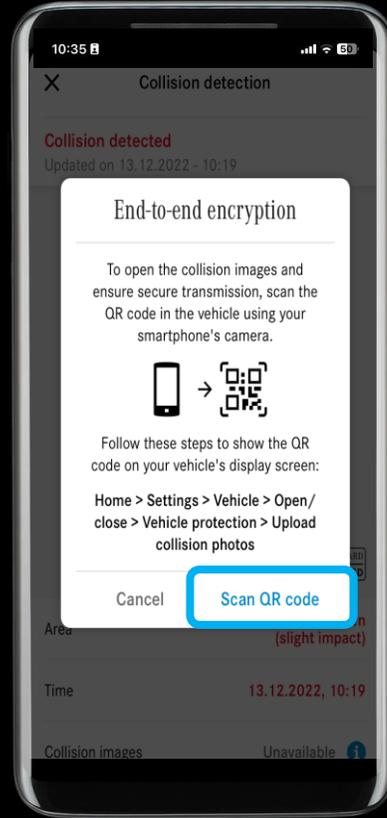
Process: Theft Notification and Parking Collision Detection | Linking vehicle and app

1. Open settings

2. Unique link to your vehicle

3. Call up parking collision settings in the vehicle

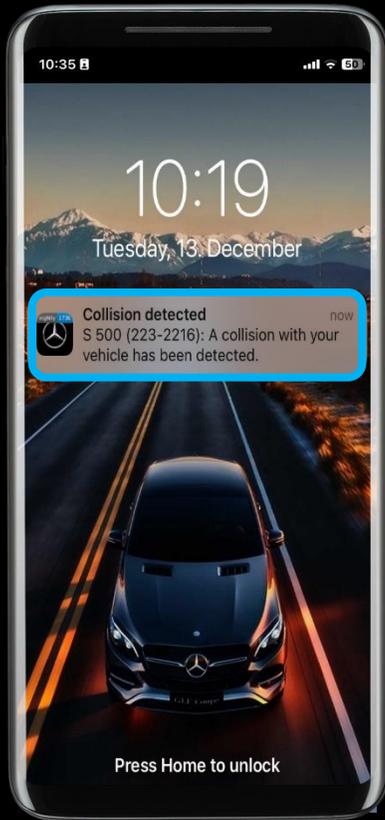
4. Scan QR code



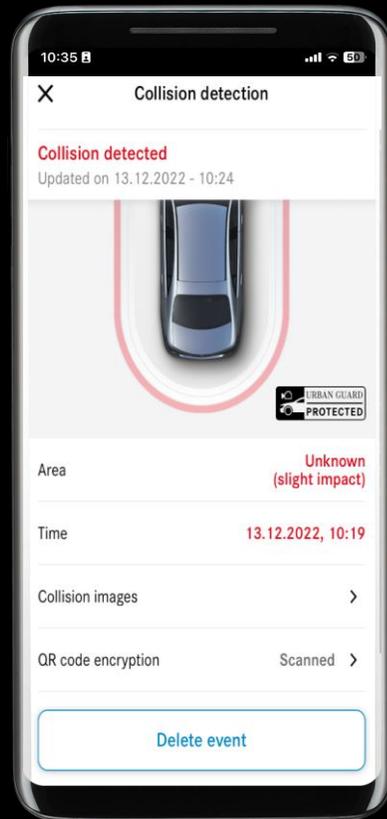


Process: Theft Notification and Parking Collision Detection | App

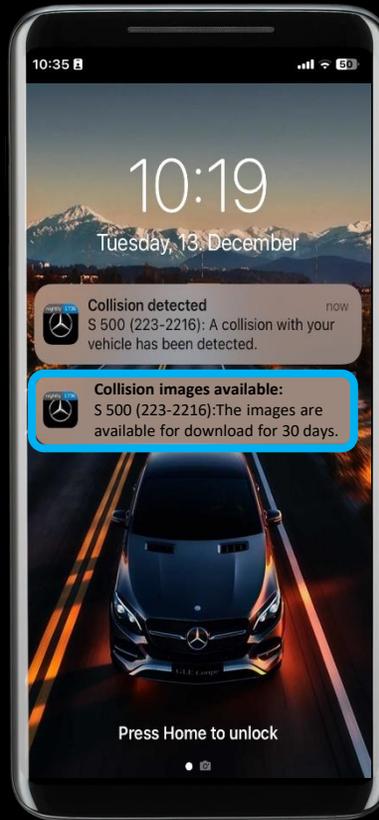
1. The vehicle detects a collision



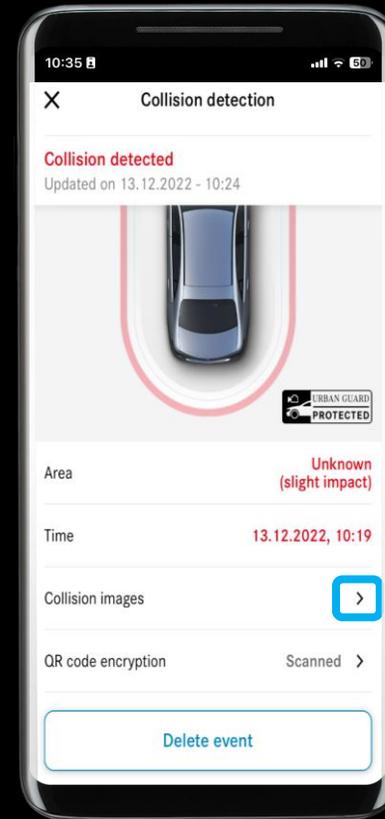
2. Overview of collision



3. Notification that collision images* are available



4. Collision images* can be called up



5. Download images* and/or delete event





Process: Theft Notification and Parking Collision Detection | Media Display

1. A collision is detected, and you are notified of this collision when you start the vehicle*





Process: Theft Notification and Parking Collision Detection | Media Display

2. The collision photos* can be managed in the menu (factory setting image recording off)





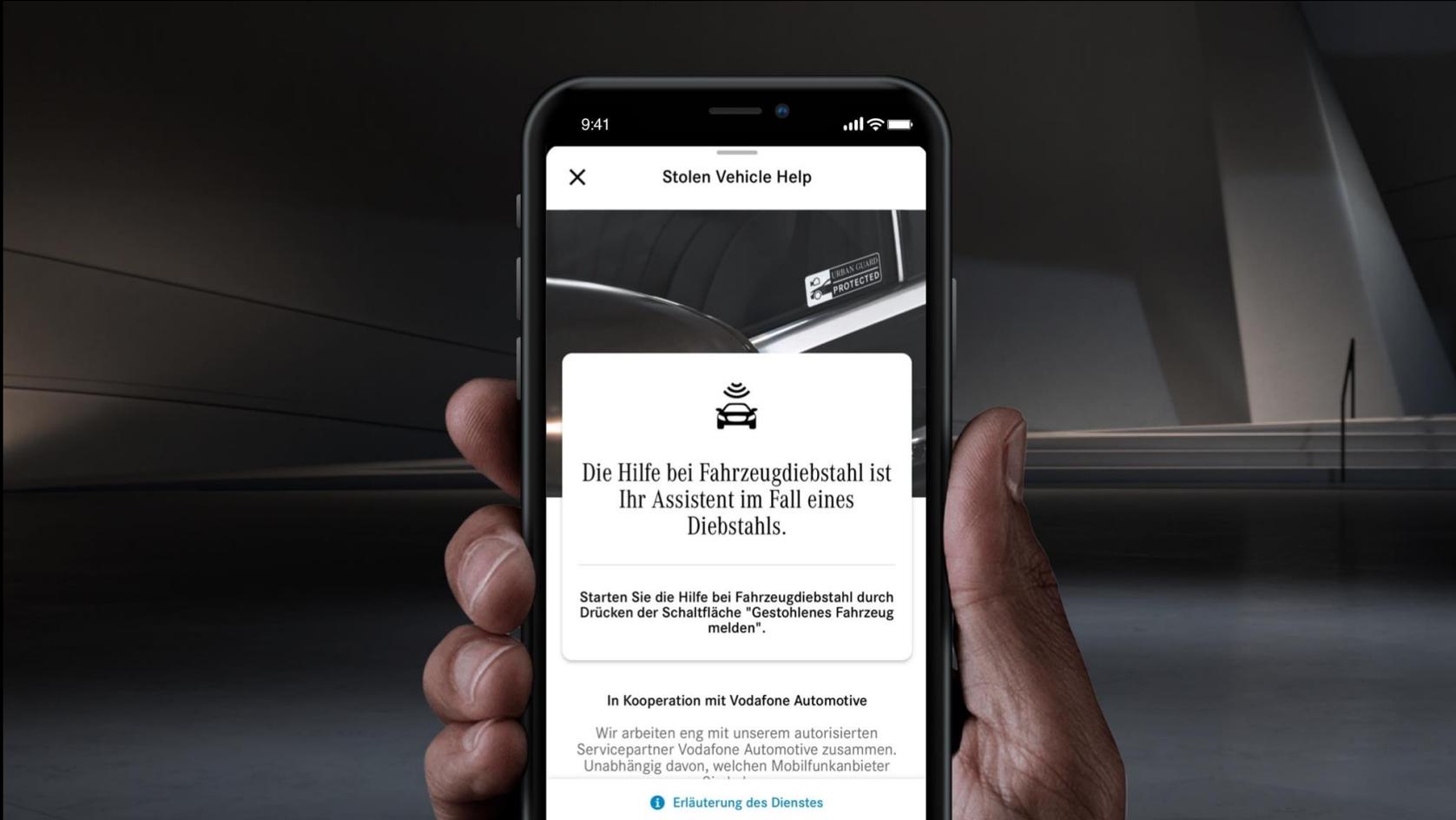
Process: Theft Notification and Parking Collision Detection | Media Display

3. Manage collision photos*





Equipment: Stolen Vehicle Help.



CHAPTER CONTENTS

- Function overview.
- Process.

Requires [Activation Digital Extras](#) in the Mercedes-Benz App:

- Stolen Vehicle App.



Feature: Stolen Vehicle Help.

Stolen Vehicle Help

In the event of theft, the Digital Extra *Stolen Vehicle Help* offers the option of reporting the vehicle theft quickly and easily via the Mercedes-Benz App.

Our certified partner, in close coordination with the police, then initiates the location tracking of your stolen vehicle to increase the chances of its recovery.

Notes on use:

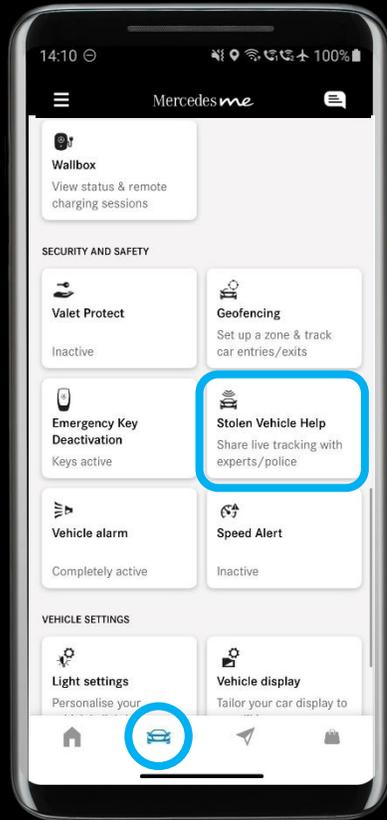
- Vehicles that are not locatable before the purchase of this Digital Extra are not covered by the services of this Digital Extra.
- It is recommended that you enter an e-mail address in your Mercedes-Benz account so that you can report a loss even if the vehicle and smartphone have been stolen.



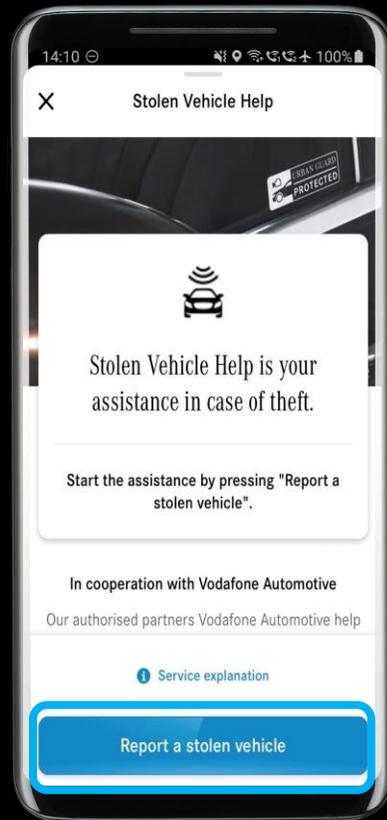


Process: Stolen Vehicle Help | Theft report

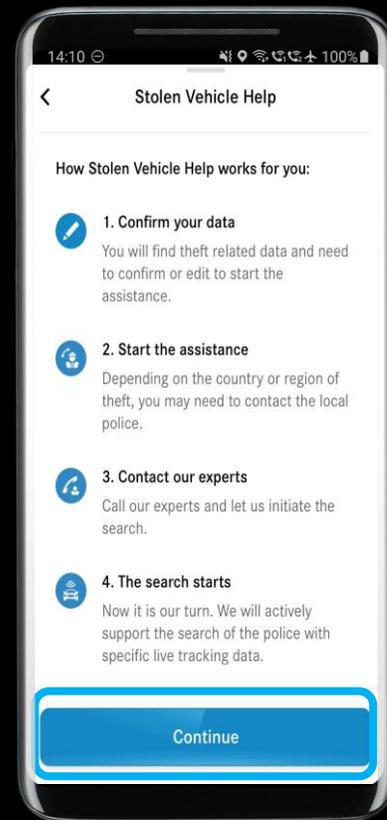
1. Start process



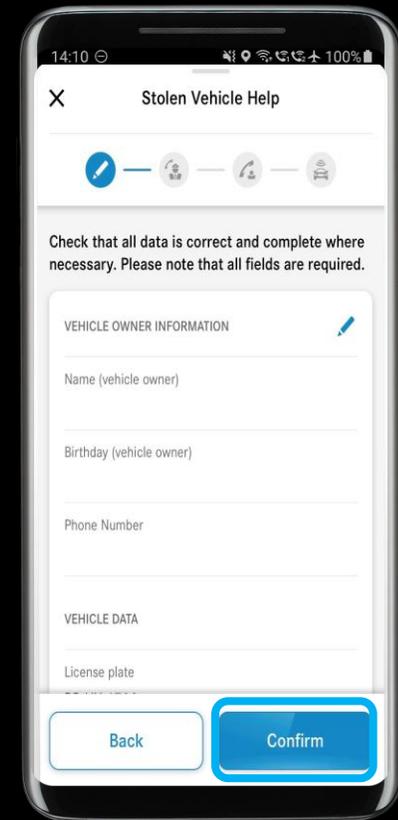
2. Report stolen vehicle



3. Process overview



4. Enter and confirm vehicle information



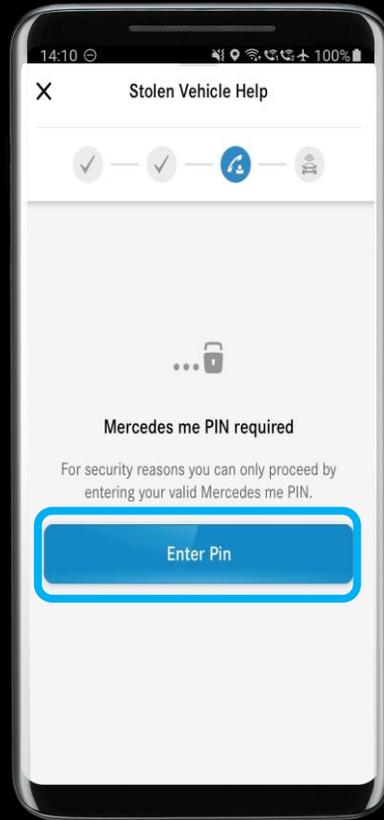


Process: Stolen Vehicle Help | Theft report

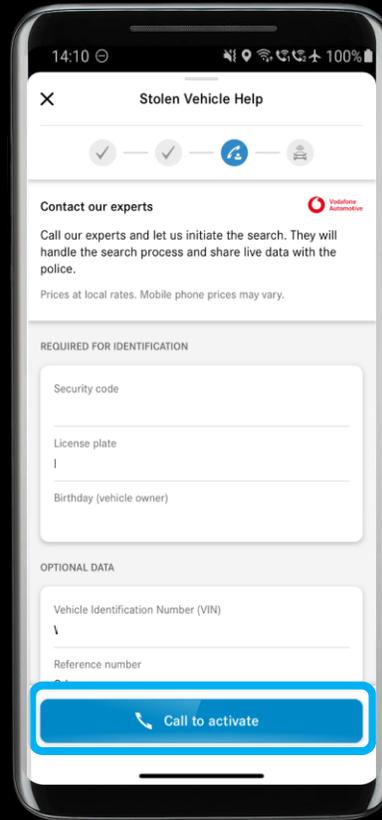
5. Enter the file number (country dependent)



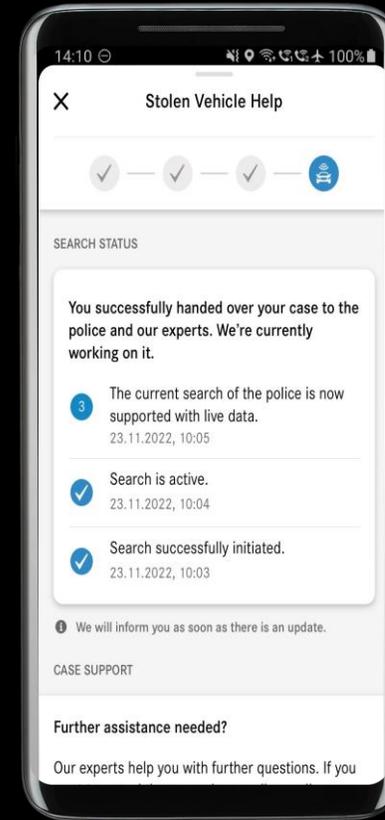
6. PIN entry



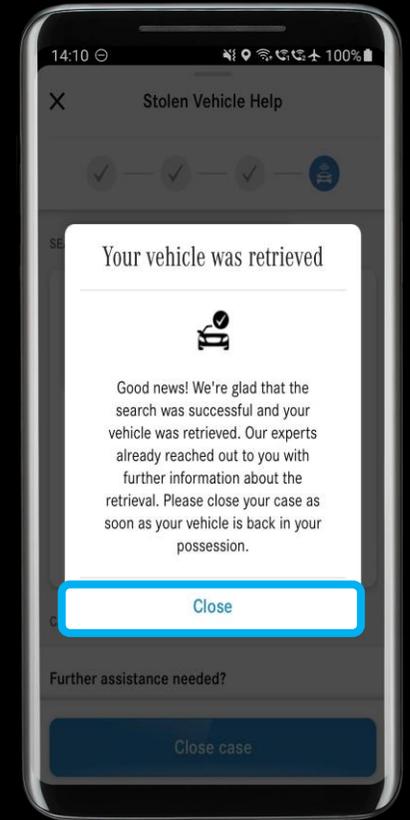
7. Activation with call to Vodafone



8. Tracking the recovery process

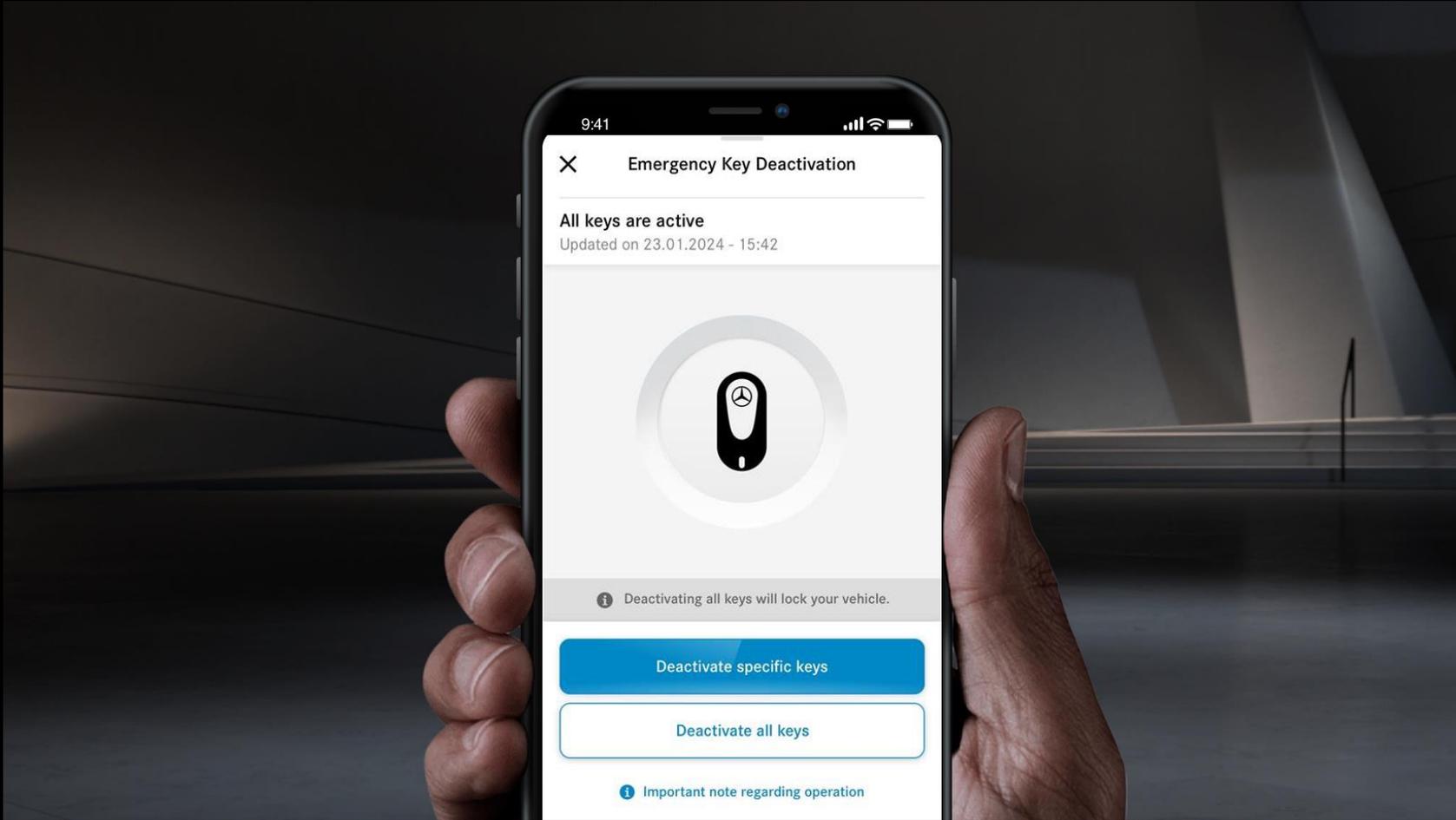


9. Finding the stolen vehicle





Equipment: Emergency Key Deactivation.



Chapter Contents

- Function overview.
- Process.

Requires [Activation Digital Extras](#) in the MercedesBenz App:

- Emergency Key Deactivation.



Feature: Emergency Key Deactivation.

Emergency Key Deactivation

Emergency Key Deactivation offers you the option of deactivating certain or all vehicle keys in the event of loss or theft and reactivating them when the keys are found again.

Emergency Key Deactivation requires an active data connection between your smartphone and vehicle. In addition, your vehicle battery must be sufficiently charged so that the keys can be deactivated and activated.

*Prerequisite for deactivating **all** keys:*

- *There is no other key in the vehicle.*
- *There are no people or animals in the vehicle.*
- *The vehicle is parked in a safe location.*

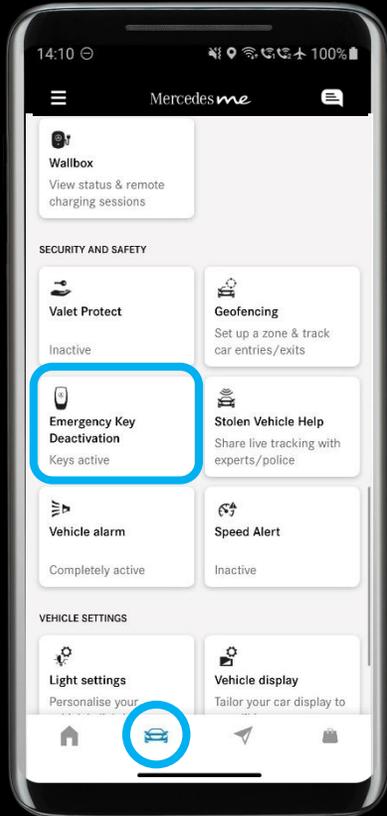
Only use the Emergency Key Deactivation function in an emergency.



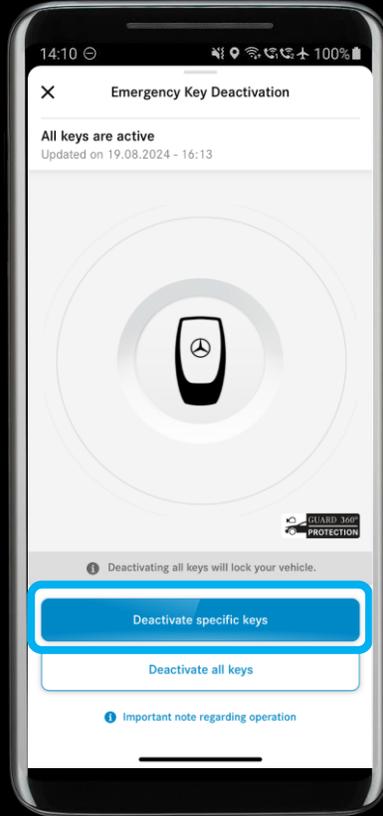


Process: Emergency Key Deactivation | Selective key deactivation

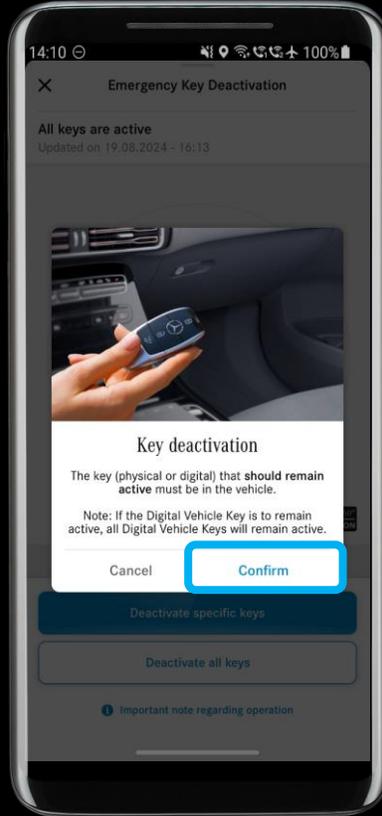
1. Emergency Key Deactivation



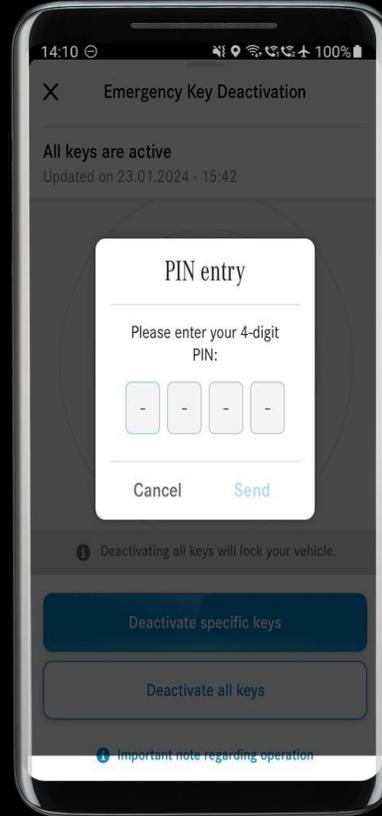
2. Deactivate specific keys



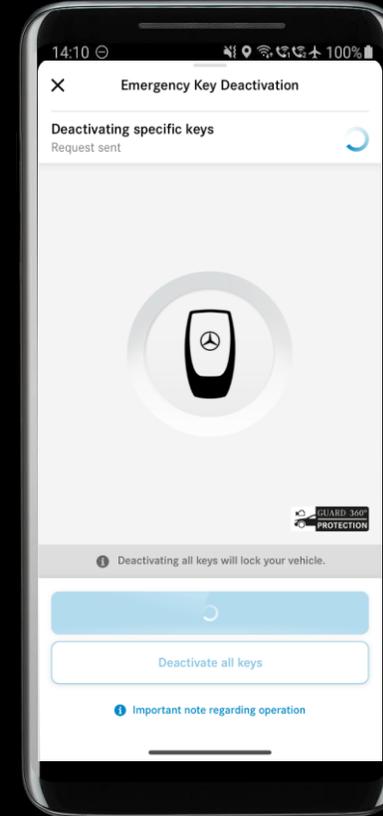
3. Confirmation



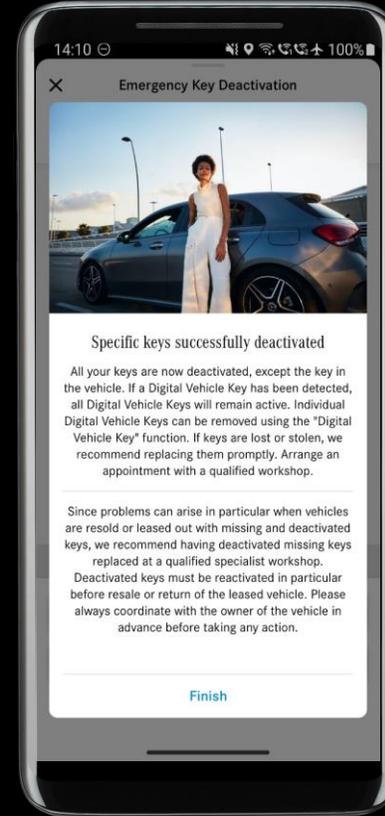
4. PIN Entry



5. Key deactivation



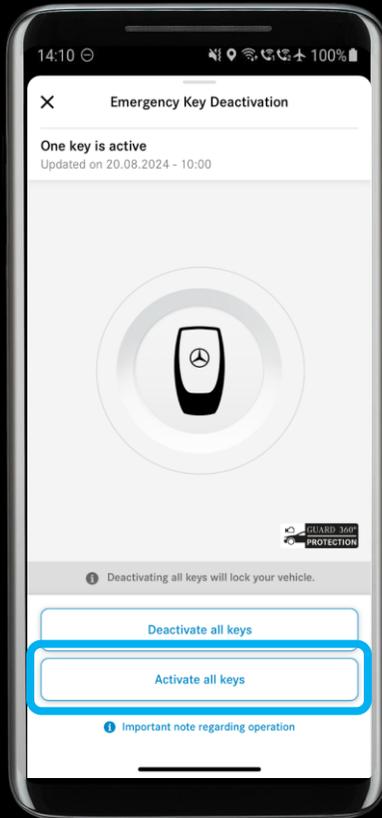
6. Successful deactivation



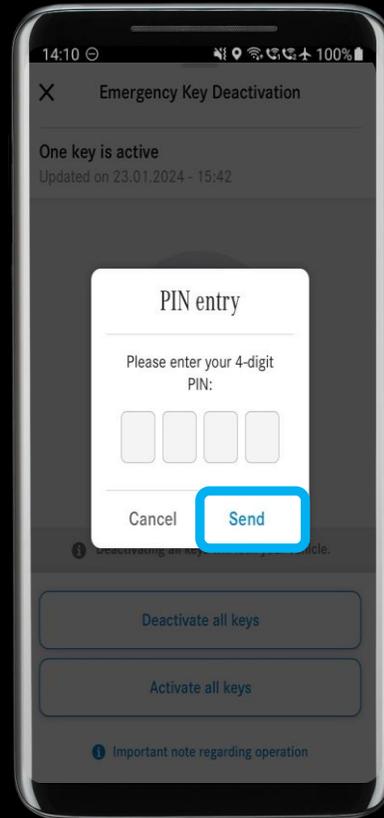


Process: Emergency Key Deactivation | Selective key activation

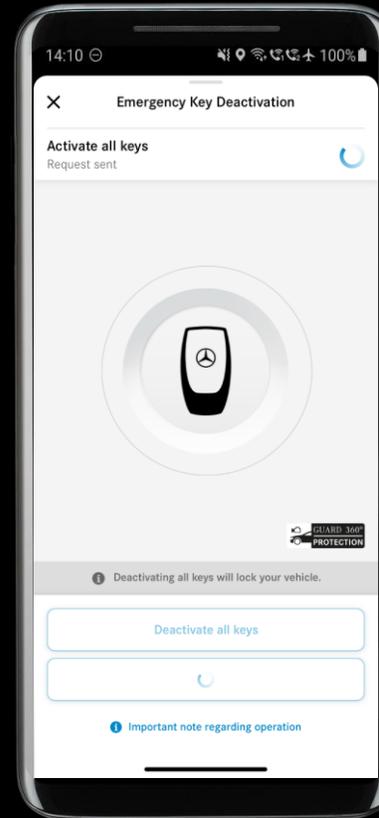
1. Activate all keys



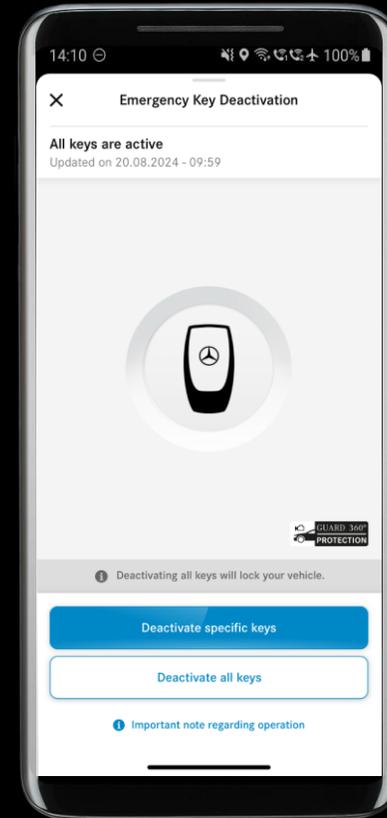
2. PIN entry



3. All keys will be activated



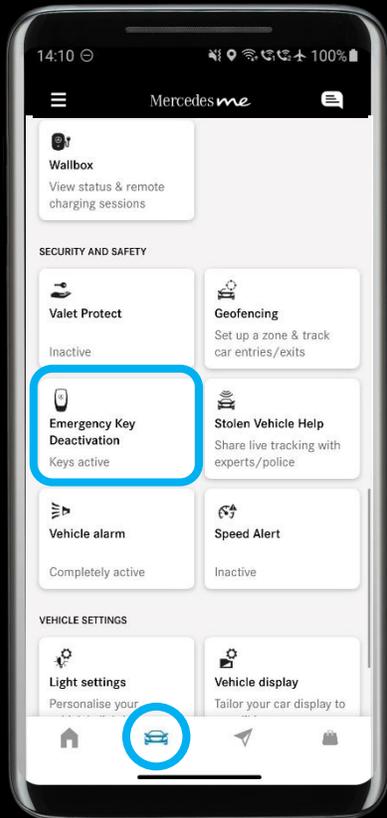
4. All keys are active



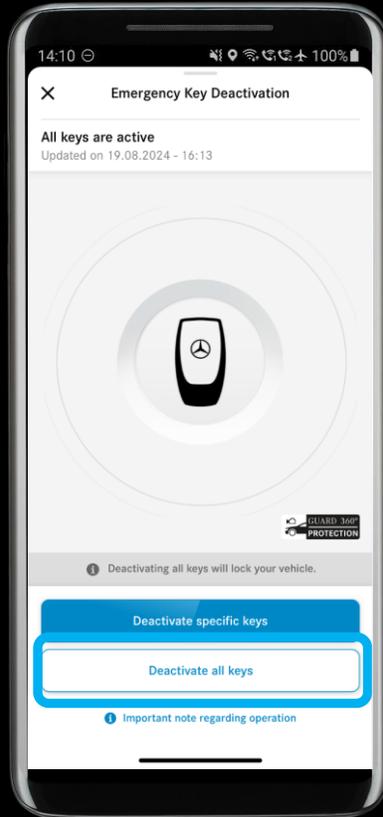


Process: Emergency Key Deactivation | Complete key deactivation

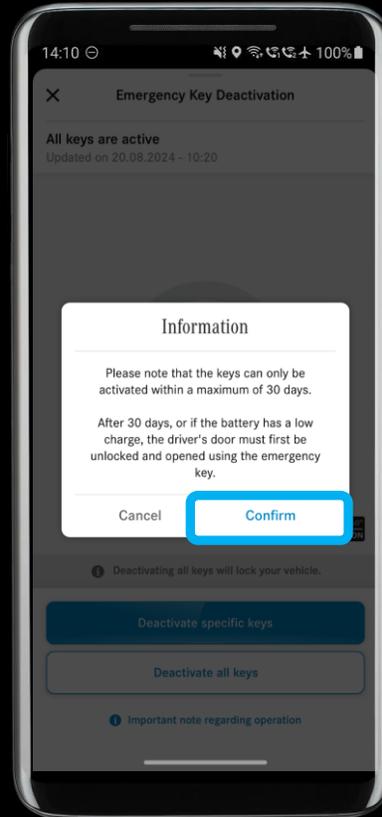
1. Emergency Key Deactivation



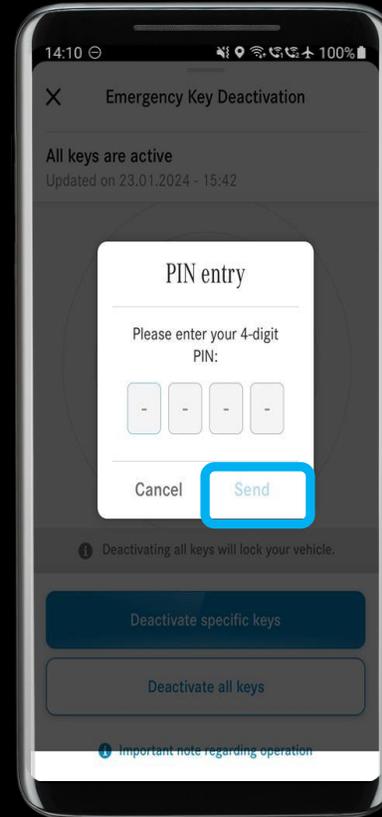
2. Deactivate all keys



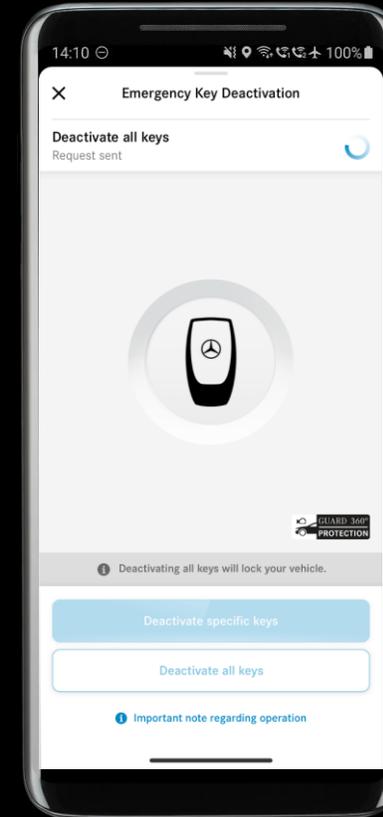
3. Confirmation



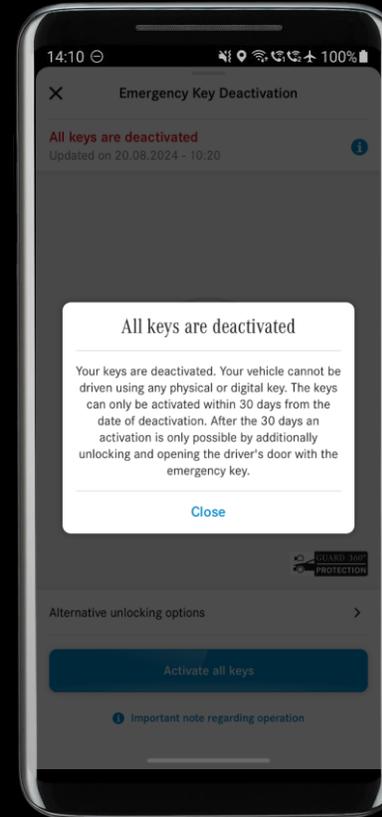
4. PIN Entry



5. Key deactivation



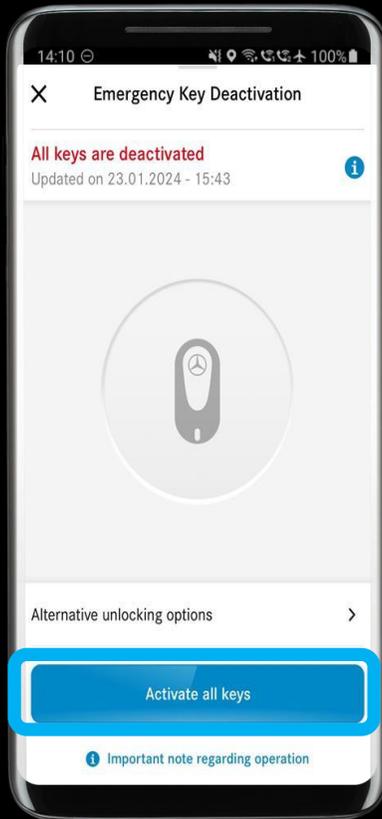
6. Successful deactivation



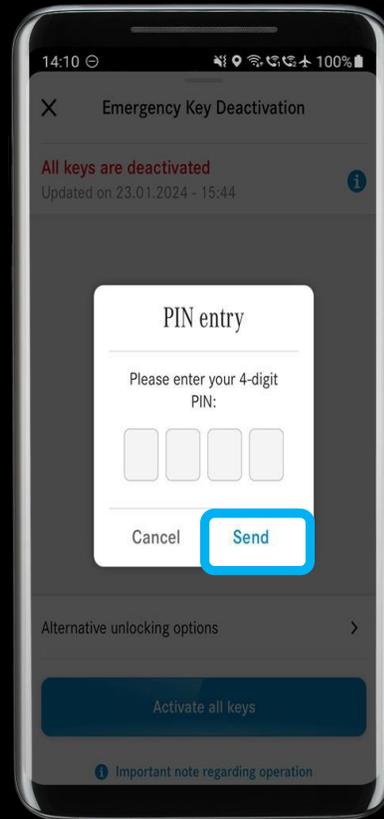


Process: Emergency Key Deactivation | Complete key activation

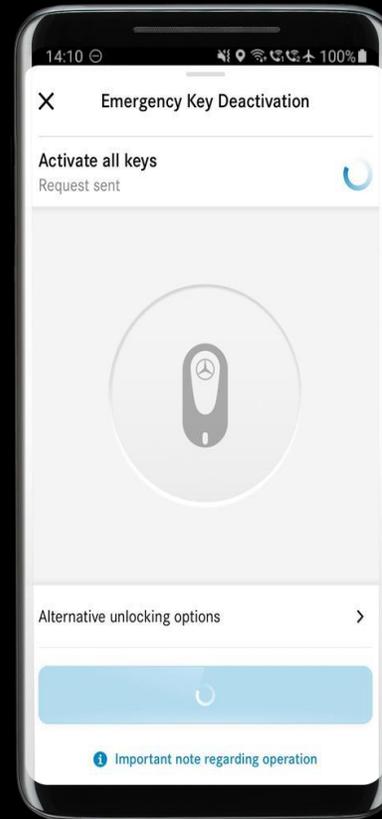
1. Activate all keys



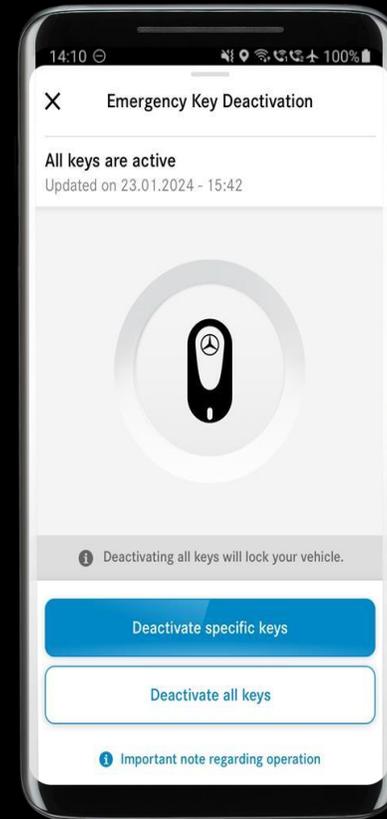
2. PIN entry



3. All keys will be activated

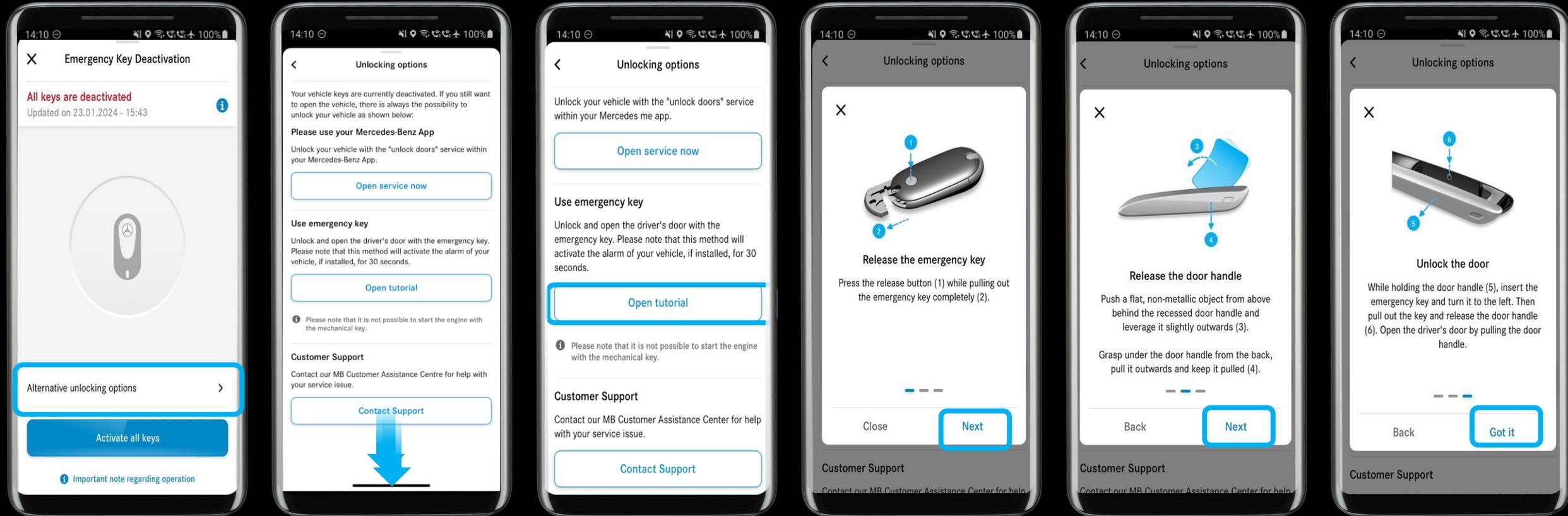


4. All keys are active





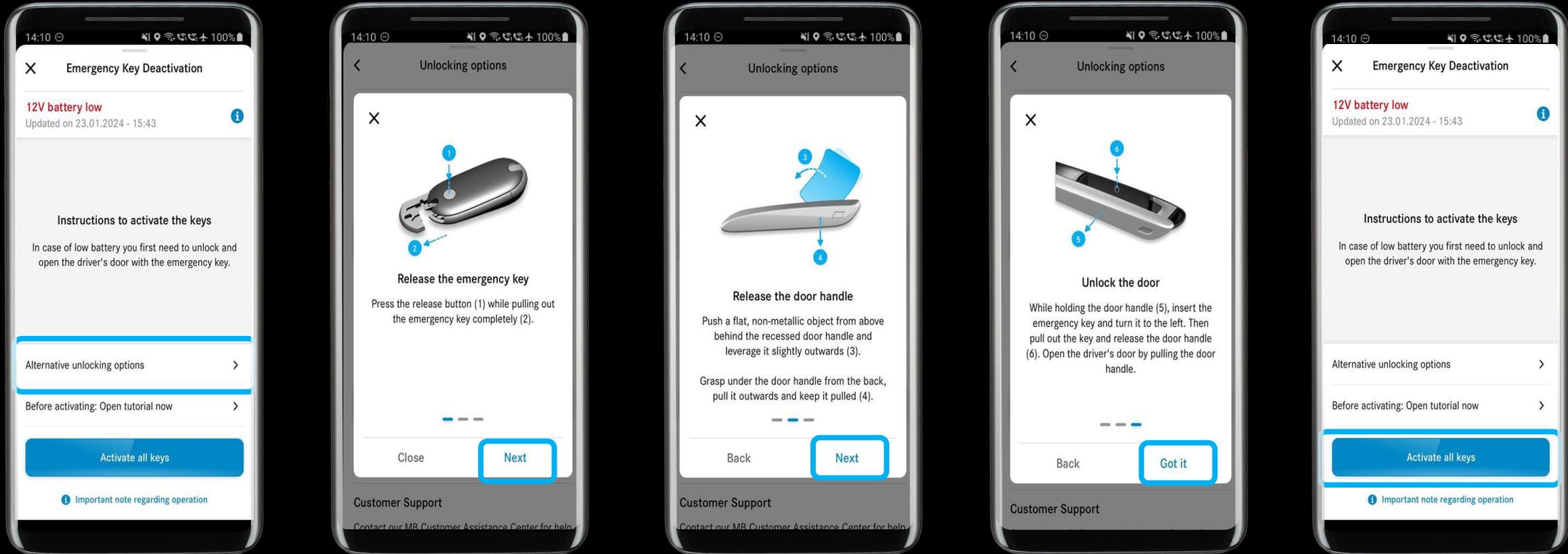
Process: Emergency Key Deactivation | Alternative unlocking options*



*Different tutorials are available depending on the vehicle type.



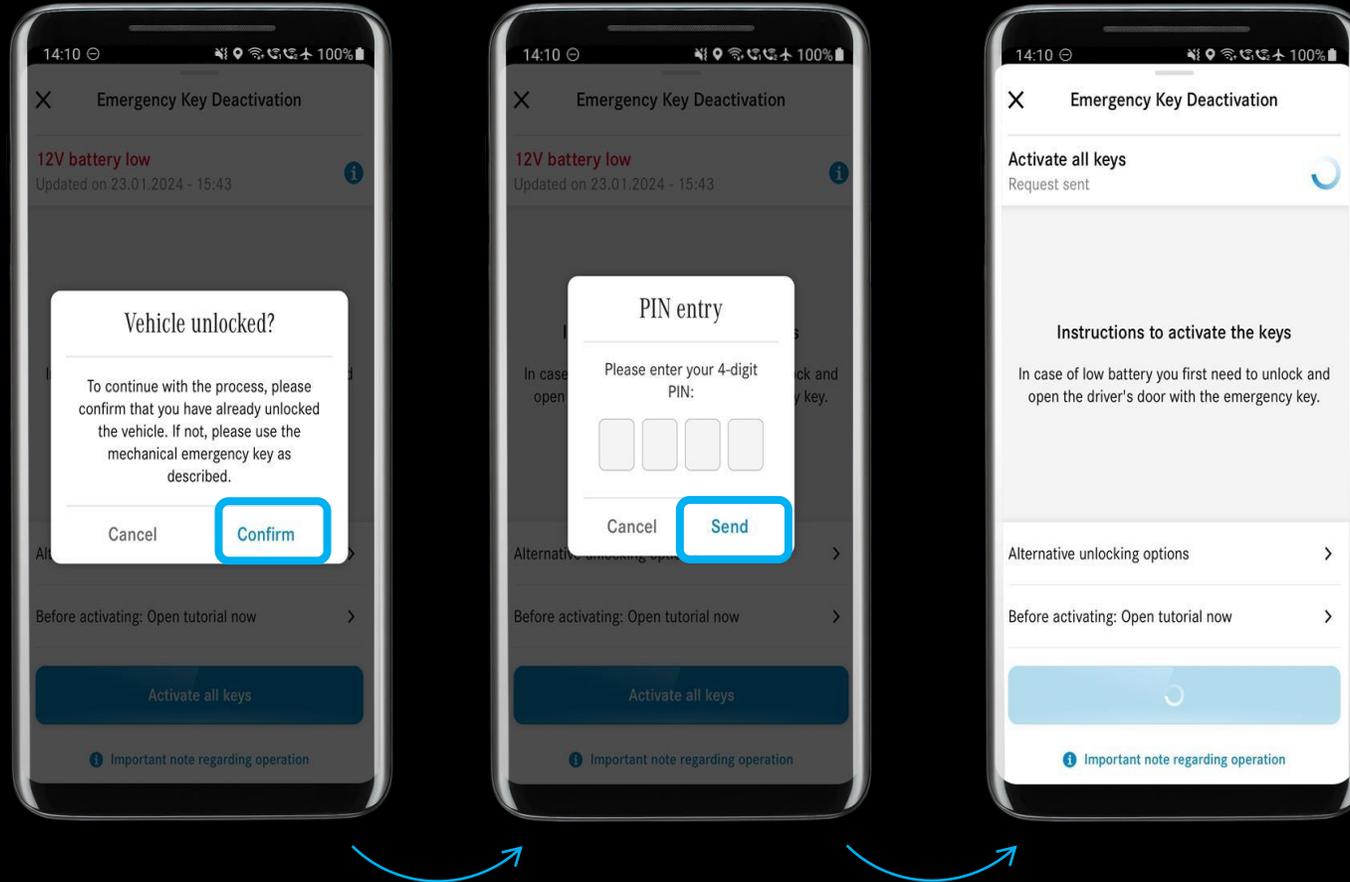
Process: Emergency Key Deactivation | Unlocking options for an almost empty battery *



*Different tutorials are available depending on the vehicle type.



Process: Emergency Key Deactivation | Alternative unlocking options





Mercedes-Benz