

# Mercedes-Benz Rescue Assist

## Critical Information for First Responder

Mercedes-Benz | The best or nothing. | start page

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E-Class Sedan model 124  
1984 - 1995

1 Standard as of 1992  
2 Battery in trunk with 8-cylinder engine

Legend

- Airbag
- Seat belt tensioner
- Fuel tank
- Restraint systems control unit
- 12 V Battery

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A sample of the kind of information found after scanning the Rescue Assist QR Code for a model 124 E-Class Sedan. Labels are available at no charge for all models produced since 1990, and standard in production since November 2013.

Since November 2013, the innovative Mercedes-Benz Rescue Assist<sup>SM</sup> has been installed in all vehicles in production. While simple in concept, Rescue Assist delivers real-world lifesaving information in critical situations where every second counts.

Rescue Assist is a pair of small labels fastened to the vehicle that contain a QR code. In passenger cars, one label is fastened to the driver's B-pillar, and the other is inside the fuel filler flap. Research has shown that at least one of these locations is accessible after an accident, even a severe one.

The QR code, which can be scanned by virtually any smartphone, leads to a dedicated website containing critical information needed by emergency personnel and other first responders about the particular vehicle model in front of them, showing the locations of key vehicle components and any special vehicle characteristics. No advertising or unnecessary information is shown, and the data is small to ensure fast loading times even if network coverage is impaired: Just the needed details, and nothing distracting. After all, there's a job to do, and perhaps lives in the balance.

For example, first responders often cut the battery cable to cut the risk of fire: The battery location is shown, and if there is a secondary battery,

that's shown as well. Ideal cut points for extrication are shown, as are the locations of airbags and other potentially dangerous components. If the vehicle has high-voltage (HV) components on board, not only are their locations shown but how to deal with them.

Mercedes-Benz has produced Rescue Assist labels for all vehicles from Model Year 1990 and later, and it can be retrofitted into these vehicles at any local dealership, at no charge. You can encourage your customers to contact their local dealer to arrange installation, or visit the MBUSA website at [mbusa.com/rescueassist](http://mbusa.com/rescueassist) to set it up.

As an independent shop, you've probably been in your community for quite a while and have gotten to know some of the local first responders. A few of our High School classmates are either professional or volunteer firemen, EMS, police and other first responders. On the website mentioned above, there's a link for first responders, not only showing how to use Rescue Assist, but links to QR scanner apps, a fact sheet and how-to guide.

Spend a few minutes letting your customers and local emergency services know about Rescue Assist. Just another way to show how much you really care about your customers. |



C-Class Coupé



E-Class Sedan



M-Class HYBRID



smart fortwo cabrio electric drive

Scan these four sample Rescue Assist codes with your smartphone to see what information is offered.