

# Parking lot ding? Your car knows and can tell you.



We've all seen it and possibly even experienced it: You return to your car in the parking lot and find, to your dismay, someone had a minor collision with it and left the scene, leaving you to deal with the damage. Well, those days are over now that the *Mercedes me* app is around: One of the settings can notify the driver immediately when it detects a collision with their parked vehicle. (This feature is new, built into some models now, and will expand across the entire model line.)

Different from Automatic Collision Notification, which makes an SOS call for emergency services when it detects a significant accident, the Parking Damage Detection feature in the *Mercedes me* app can be set to provide immediate notification of even a minor parking lot

mishap, giving you time to get back to your car and assess the situation. Combined with the Theft Notification feature, you'll know right away if something happens while you're not around, including minor collisions, alarm system triggering, and any attempts at towing. The customer can also control the interior protection and towing detection from their phone or smart device, and can cancel an activated alarm remotely.

What is important for an independent workshop like yours is to understand that the system also

sets a message in the instrument cluster, visible at startup, advising the driver that an incident was detected since the vehicle was parked. Your customer may not know about this feature, and become concerned by the message. Now you can reassure them that their vehicle is only telling them that something happened while they were away. In such a case, the *Mercedes me* app also offers additional information and assistance on their smartphone if there is possible damage.

Your customers depend on your shop to keep their most valuable asset, their car, operating safely and reliably. Stay informed of new features and systems to offer competent and timely advice when your customers need it most. |

