



Mercedes-Benz Vans Road Care.

Roadside Assistance

Toll free number: 1800 246 372

Mercedes-Benz
Vans. Born to run.





In order to support our valued Mercedes-Benz Van Customers, Vans Road Care is provided to the owner at no additional cost for the duration of the manufacturer's warranty period or whilst the vehicle is operating under an approved Mercedes-Benz Vans ServiceCare Plan.

Mercedes-Benz Vans Road Care is designed to provide you with assistance in case of a breakdown in Australia, 24 hours a day, 365 days a year.

Owners can continue to enjoy the benefits of Mercedes-Benz Vans Road Care after the warranty period by purchasing an annual membership.

Please read this booklet for detailed information on what to do when you require assistance, as well as an explanation of the benefits and conditions provided with this programme.

What to do when you need assistance?

Should you require assistance, simply call the Mercedes-Benz Vans Road Care toll free number: 1800 246 372, which is also printed on your membership card. Please be sure to have the following information available for the customer service assistant when you call:

- Your name and breakdown location (also the nearest intersecting street, if possible).
- Your vehicle registration number.
- A description of the problem and your opinion as to whether you consider towing of your vehicle is necessary.
- If possible, a telephone number on which you can be contacted.

Safety First.

If your vehicle has broken down in a hazardous location, please advise the operator when you call and ensure you are not exposed to danger from oncoming vehicles.

Remain with your vehicle.

Once assistance has been called, it is vital that your vehicle is attended if it is safe to do so. Should Mercedes-Benz Vans Road Care personnel arrive at your vehicle while it is unattended and the necessary work cannot be carried out, Mercedes-Benz Vans Road Care may request payment for subsequent call outs to assist with the incident.

If you need assistance and have to leave your vehicle for safety reasons, please advise the Mercedes-Benz Vans Road Care customer service assistant at the time of the initial call and advise them of your proposed waiting location.

Vans Road Care Solutions.



In order to assist you to mobilise your vehicle, we will provide you with technical advice and attempt to mobilise your vehicle over the phone when possible. If this is unsuccessful or inappropriate we will send a service vehicle to assist with the following items as necessary.

- **Flat Batteries:** We will jump start a flat battery and coordinate or arrange a replacement battery. Depending on your battery warranty the driver may be responsible for the cost of the battery.
- **Out of Fuel:** We will provide enough petrol or diesel to enable you to travel to the nearest refuelling location, or tow to the nearest refuelling depot.
- **Flat Tyres:** We will change a flat tyre if the vehicle has a serviceable spare. If the vehicle does not have a serviceable spare tyre, we can arrange a tow to the nearest tyre repair outlet.
- **Lockout/Lost Keys:** Where possible we will assist with opening your vehicle whether by retrieving your spare key or otherwise gaining access to the service value of \$170. If needed, we will arrange a tow, provided adequate proof of ownership is supplied to us.

Vans Road Care Assistance.



Towing/Transportation.

If your vehicle cannot be successfully mobilised at the roadside, or cannot be safely driven, it will be towed/transported to the nearest authorised Mercedes-Benz Vans Service Dealer. If your vehicle has an attached caravan or trailer, this will be towed/transported to the nearest convenient safe location. In cases of extreme distance, your vehicle may be transported to a suitably equipped service centre recommended by Mercedes-Benz Vans Australia Pacific Pty Ltd.

Alternative Transport.

Where a vehicle cannot be mobilised and must be transported, we will provide one taxi ride up to the value of \$200. Alternatively, if the breakdown occurs more than 70km from your home for longer than 24 hours, we will provide a rental vehicle up to \$1000.

Bogged vehicle.

If your vehicle is bogged and access is available for a two-wheel drive recovery vehicle to assist, recovery will be provided up to the value of \$150 including GST.

Accommodation.

If your vehicle is immobilised due to breakdown more than 70kms from your home for longer than 24 hours, accommodation will be provided for up to 4 nights to a maximum of \$200 per night.

Additional Information.

Mercedes-Benz Vans Road Care does not cover or apply to the following:

- Breakdowns which are:
 - Due to the use of non-authorised parts or due to alterations to the vehicle which have not been authorised by Mercedes-Benz.
 - Due to inappropriate or insufficient maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party.
 - Located in a remote location. This is deemed as being a location not trafficable by a two-wheel drive recovery vehicle.
 - Unattended or if the vehicle is unregistered.
- Vehicles with a GVM over the approved manufacturer's GVM.
- Any vehicle modified from the manufacturer's original specifications, including but not limited to a) weight; b) size; or c) modifications or special applications that result in the need to use other than a standard tow truck.
- When we deem the vehicle serviceable and it is not immobilised.

Definitions and interpretation


All dollar amounts stated in this brochure are inclusive of GST.
<i>You or driver:</i> Registered owner or driver of vehicle at the time of the incident.
Where the service is limited to a particular monetary amount, any cost incurred in excess of such limit will be your responsibility.
<i>GVM:</i> The Gross Vehicle Mass as identified on the vehicle's compliance plate.

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Mercedes-Benz Vans Road Care as offered by Mercedes-Benz Australia/Pacific Pty Ltd, ABN 23 004 411 410 is provided on its behalf by AWP Australia Pty. Ltd. ABN 52 097 227 177 trading as Allianz Global Assistance. All information contained herein is correct at the time of printing (April 2019). The publisher reserves the right to make any changes at any time, without notice.

For your nearest dealer location or more information visit

www.mercedes-benz.com.au/vans

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