

Mercedes-Benz Road Care

1800 807 700



Q LIT 00 102 0741

At Mercedes-Benz, we share your concern over privacy. The membership and other personal details you provide us will not be disclosed to other parties outside the Mercedes-Benz group, its dealers and its associated third party service providers. You can obtain a copy of our full Privacy Policy by contacting Mercedes-Benz Road Care at Mercedes-Benz Australia/Pacific Pty Ltd, PO Box 4214, Mulgrave VIC 3170. Mercedes-Benz Road Care is offered by Mercedes-Benz Australia/Pacific Pty Ltd, ABN 23 004 411 410. Mercedes-Benz Road Care service is provided by ETI Australia Pty Ltd, ABN 52 097 227 177 AFSL 245631 trading as Mondial Assistance. All information contained herein is correct at the time of printing (November 2010). Mercedes-Benz reserves the right to make any changes at any time, without notice. For more information, visit our website at www.mercedes-benz.com.au.

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Our Continued Commitment

Mercedes-Benz
Road Care



Mercedes-Benz



Mercedes-Benz Road Care.

As the proud owner of a new Mercedes-Benz you automatically receive Mercedes-Benz Road Care for the duration of the Mercedes-Benz 3 Year warranty period.

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

Mercedes-Benz Road Care is a dedicated Roadside Assistance program which provides 24 hour roadside assistance. Mercedes-Benz Road Care may provide emergency accommodation, a replacement vehicle and towing as well as legal, medical and household emergency assistance subject to the conditions contained in this booklet.

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 program.

What to do when you need assistance

Should you require assistance, simply call the Mercedes-Benz Road Care toll free number: 1800 807 700, 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:

- i. Your name and breakdown location (also the nearest intersecting street, if possible).
- ii. Your Mercedes-Benz Road Care membership number and expiry date.
- iii. Your vehicle registration number.
- iv. A description of the problem and your opinion as to whether you consider towing of your vehicle necessary.
- v. If possible, a telephone number on which you can be contacted.

From these details your Mercedes-Benz Road Care customer service assistant will be able to arrange the necessary assistance.

Remain with your vehicle

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

Road Care Solutions

Lost or locked-in keys

(legal ownership of the vehicle must be established)
If you lose your keys or lock them in your vehicle, Mercedes-Benz Road Care will either retrieve a spare key from your home or gain access to your vehicle. (Any costs for this service in excess of \$150 inclusive of GST / labour / parts and taxes will be charged to you).

Flat battery

Flat batteries can occur for a variety of reasons. In this circumstance Mercedes-Benz Road Care will send help to start your vehicle or, if required, arrange a replacement battery.

Out of fuel

Should you run out of fuel, call Mercedes-Benz Road Care and we will attend. The first 5 litres of fuel will be supplied to you at no cost.

Flat tyre

If you have a flat tyre, Mercedes-Benz Road Care will send assistance to change the tyre for you, using your vehicle's serviceable spare tyre.

Miscellaneous minor repairs / adjustments that immobilise your vehicle

Temporary adjustments / minor repairs that can be performed on the spot will be carried out to help ensure that your vehicle is back on the road as soon as possible.



Mercedes-Benz Road Care.

Roadside Response

For emergency assistance at home or on the road, a mobile service unit will be dispatched to your location and will, on the spot, help to rectify problems associated with the most common elements of roadside difficulty, where possible.

Accident / Theft

Should you have the misfortune to be involved in an accident in your vehicle, Mercedes-Benz Road Care can provide assistance by arranging for a recovery unit to pick up your vehicle and transport it to an appropriate repairer. If your vehicle is stolen, Mercedes-Benz Road Care can provide you with the necessary advice on procedures to follow, as well as arrange alternative transport to get home.

Please note that the costs of towing, alternative transport or accommodation etc. are the owner's responsibility. You should notify your insurance company as soon as possible regarding the costs (all costs associated with these services are at your cost, some state road authority regulations can restrict assistance).

Vehicle Towing / Transport / Taxi

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 Service Dealer. In cases of extreme distance, your vehicle may be transported to a suitably equipped service centre recommended by Mercedes-Benz Australia/Pacific Pty Ltd. Mercedes-Benz Road Care will at no cost to you provide one taxi ride to a maximum value of \$200.00 (inclusive of GST), per breakdown, to help enable you to continue your journey to the nearest town or within the same city where the breakdown has occurred.

Vehicle Relocation

If your vehicle is immobilised more than 70km from home and cannot be repaired within 24 hours and the driver has left the vehicle to continue their journey (i.e. returned home or proceeded to their final destination), then Mercedes-Benz Road Care will arrange and pay for the vehicle to be transported to the appropriate agreed place (i.e. either to home or to the ultimate destination).

Vehicle Replacement

If your vehicle is immobilised more than 70km from home and cannot be repaired within 24 hours, Mercedes-Benz Road Care will arrange a hire car for the continuation of your journey (rental vehicle being a standard two-wheel drive sedan), and meet the rental costs up to a maximum of \$1,000 (inclusive of GST) per breakdown, whilst your vehicle is being repaired. You will be responsible for all security deposits (including credit card imprints), fuel, tolls and insurance costs during your rental period. Provision of the rental vehicle ceases at 5pm on the day you are notified that your vehicle has been repaired or when the rental costs total \$1,000 (whichever occurs first), and all rental vehicle costs relating to a period after that time will be your responsibility.

Keys

If you lose your keys or lock them in your vehicle, Mercedes-Benz Road Care will either retrieve a spare key from your home or gain access to your vehicle. (Any costs for this service in excess of \$150 inclusive of GST / labour / parts and taxes will be charged to you).

Accommodation

If, as a result of component mechanical failure, the vehicle has been immobilised and cannot be repaired within 24 hours, Mercedes-Benz Road Care will arrange and pay for a maximum of 4 nights' accommodation for the driver plus passengers (maximum \$200.00 per night inclusive of GST) when the vehicle is more than 70km from home, and if you decide to remain with the vehicle whilst it is being repaired locally.

Medical Assistance

Medical assistance will be provided to the driver and to any direct family members travelling with the driver.

Urgent Message Relay

If urgent message relay is required then Mercedes-Benz Road Care will arrange the following:

- Assistance with the cancellation and rebooking of any pre-arranged travel arrangements - accommodation, flight reservations etc.
- Relay urgent messages to family, friends, or business associates likely to be concerned by the disruption or delay.
- Advice on local transport options and availability.

General Enquiries

For general enquiries regarding authorised Mercedes-Benz locations, opening hours, contact phone numbers and names, please call the toll free number 1800 807 700.

Motoring Legal Assistance

Telephone legal advice is available 24 hours a day on matters arising from the use or ownership of the member's vehicle. All telephone advice is confidential and there are no consultation fees or telephone charges. Legal advice does not extend to written advice, preparation of briefs or personal interviews.

Home Emergency

Should any unforeseen household emergency arise due to fire, flood, storm, earthquake or burglary, Mercedes-Benz Road Care will arrange for the appropriate emergency service to attend the member's home and to help minimise further loss or damage and ensure personal safety. Mercedes-Benz Road Care will be responsible for arranging the assistance, but, all repair costs, supervision and authorisation of repairs are the member's responsibility.

Additional Information.

Mercedes-Benz Road Care does not cover

1. Breakdowns which are:

- The result of an accident / theft.
- Caused intentionally or by negligence on the part of the owner, the driver or one of the occupants of the vehicle.
- Due to the use of non-authorized parts or due to alterations to the vehicle which have not been authorised by Mercedes-Benz.
- Due to the vehicle being fuelled with incorrect fuel.
- Caused by theft of vehicle or vehicle components.
- Due to participation in motor sport events or in practice for such events.
- The result of war, civil unrest, earthquake, storm or other acts of God.
- Associated with any attached caravan or trailer.

2. The provision of a rental vehicle:

- Within 70km of home address, as a result of a breakdown.
- If the vehicle is at the dealership for pre-arranged service or repair work.
- If service or repair work downtime is due to parts or labour shortages.
- If the dealer is able to supply a loan or courtesy car whilst performing service or repairs.

3. Mechanical repairs.

4. Vehicles used for hire and or reward.

5. Trucks and commercial vehicles.

Road Care Service Overview

- Roadside Response, Flat Tyres, Flat or Faulty Batteries, Emergency Vehicle Access, Emergency Fuel
- Vehicle Towing / Transport / Taxi
- Accident / Theft
- Vehicle Replacement (when 70km or more from home, up to 5 days)
- Keys
- Vehicle Relocation
- Accommodation (when 70km or more from home, up to 4 nights)
- Urgent Message Relay
- General Enquiries
- Motoring Legal Assistance
- Medical Assistance
- Home Emergency