



# Mercedes-Benz

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## Roadside Assistance

PROGRAM



Mercedes-Benz

# THE MERCEDES-BENZ ROADSIDE ASSISTANCE PROGRAM

As a Mercedes-Benz customer, you'll enjoy the peace of mind that comes from having "on-call" help available 24 hours a day. It is a standard that has long set us apart from other luxury car makers.



## SIGN AND DRIVE

### FLAT TIRE, DEAD BATTERY, OUT OF FUEL - MERCEDES-BENZ HAS YOU COVERED

The Mercedes-Benz 24-Hour Roadside Assistance Program provides help when you need it most – replacing a flat tire, delivering a jump start in the event of a dead battery, or providing a few gallons of fuel should you accidentally run out. Simply dial the Roadside Assistance 800 number or push the Wrench Button, and Mercedes-Benz personnel are dispatched to your location at no charge for all eligible Mercedes-Benz vehicles.\*

*\*Please note that in certain unique circumstances, additional charges may apply to Sign & Drive. For certain models (i.e.: AMG) which have no spare tire, Roadside Assistance provides inflation of a flat tire after using the vehicle's Tirefit puncture sealant. Visit [www.mercedesroadside.com](http://www.mercedesroadside.com) for eligibility requirements.*



## FREE TOWING

### TOWED TO SOMEONE WHO CAN HELP – THE NEAREST AUTHORIZED DEALER

Should your vehicle experience a mechanical issue or be involved in an accident, Mercedes-Benz Roadside Assistance will arrange for a tow to the nearest authorized Mercedes-Benz dealer at no charge for all eligible\*\* Mercedes-Benz vehicles. In the event of an accident, Mercedes-Benz Certified Collision Centers ensure that your vehicle is repaired using only Genuine Mercedes-Benz Parts.

A complete list of Mercedes-Benz Certified Collision Centers\*\*\* can be found at [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com). In certain situations, additional charges may apply.

*\*\*Visit [www.mercedesroadside.com](http://www.mercedesroadside.com) for eligibility requirements.*

*\*\*\*Not all Mercedes-Benz dealerships have Certified Collision Centers.*



## TRIP INTERRUPTION

Trip Interruption provides reimbursement to help defray your documented expenditures for accommodations, meals, and related travel expenses, under these conditions:\*\*\*

- The breakdown occurs more than 100 miles from your home.
- The problem is covered by warranty and renders the vehicle inoperable or unsafe to drive.
- Your vehicle remains overnight(s) at an authorized Mercedes-Benz dealership while repairs are performed.

\*\*\*\* A Mercedes-Benz dealer will reimburse you up to \$300 per night for documented actual lodging, food, and related travel expenses, for a maximum of three consecutive nights from your vehicle's initial disablement. Trip interruption claims are reviewed on a case by case basis through your authorized dealer. All Trip Interruption claims and documentation must be presented to and approved by an authorized Mercedes-Benz dealership. Please see the service department at your local dealer for details.



## TRIP ROUTING

### IF YOU'RE PLANNING A TRIP IN YOUR MERCEDES-BENZ, WE CAN POINT THE WAY – FREE OF CHARGE.

We'll provide you with a highlighted route indicating major cities, points of interest, and distances, as well as a convenient list of toll-free phone numbers for major airlines, hotels, and rental car agencies.

At least two weeks before your journey is to begin, call 1-800-FOR-MERCEDES (1-800-367-6372) and request Trip Routing assistance (please have your vehicle's Vehicle Identification Number handy when you call).



## HOW DO I GET HELP?

### TELEPHONE:

CALL 1-800-FOR-MERCEdes (1-800-367-6372)

Please have the following information ready:

- Your Name
- Vehicle Identification Number
- Year, Model, and Color of Vehicle
- Telephone Number Where You Can Be Reached
- Disabled Location of Vehicle
- Description of Problem

### mbrace™:

If your vehicle is equipped with mbrace™ and you are a mbrace™ subscriber<sup>1</sup>:

- Press the Wrench Button<sup>2</sup> in your vehicle (located in armrest or overhead console).
- You will be connected with a Roadside Assistance Dispatcher.
- mbrace™ will automatically send the dispatcher information about your vehicle type and location.<sup>3</sup>
- Describe the problem you are experiencing to the Dispatcher.
- The Dispatcher will send appropriate service personnel to your location.



### mbrace™ MOBILE APPLICATION (FOR iPhone AND BLACKBERRY):

- Launch the application
- Login with your Account Number and PIN (If you forget your mbrace account number or PIN, call the Mercedes-Benz mbrace Response Center at 1-866-990-9007 or press the i-Button in your vehicle)
- Touch or scroll and click on the Assistance button to access Assistance screen
- Touch or scroll and click on the “Call” button next to Call M-B Roadside Assistance.



<sup>1</sup>mbrace is a separate paid subscription service, call 866-990-9007 to learn more.

<sup>2</sup>See your operator's manual for complete instructions. <sup>3</sup>Only where cellular and GPS are available.

## OTHER SERVICES

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Due to the variety of special tools, parts and diagnostic equipment that are required to repair Mercedes-Benz vehicles, there are limitations as to what can be repaired by a technician in a roadside environment. If your Mercedes-Benz requires more than the complimentary services offered, we will then dispatch a qualified Mercedes-Benz technician to perform on-site service or arrange to have your vehicle towed to the nearest authorized Mercedes-Benz dealership.



## ELIGIBILITY

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If your Mercedes-Benz passenger vehicle is within its warranty period, it is automatically eligible for the full complement of Mercedes-Benz Roadside Assistance services. If your Mercedes-Benz passenger vehicle is beyond its warranty period, it still qualifies for these services provided that your vehicle has been regularly serviced<sup>4</sup> at an authorized Mercedes-Benz dealership prior to your Roadside Assistance request.

<sup>4</sup>A single transaction of at least \$100 in the 18 months prior to the Roadside call. Visit [www.mercedesroadside.com](http://www.mercedesroadside.com) for full eligibility requirements.



## SERVICE RESTRICTIONS

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Every attempt will be made to assist a customer, however, the following circumstances may limit our ability to provide services to you:

**Restricted Roadways:** Many states / cities have roadways in which they do not let unauthorized emergency road service in that area to assist.

**Acts of Nature:** Due to heavy snowstorms, flooding or other acts of nature, ability to obtain service may be limited or in some cases, service may be unavailable. In these cases, you may be asked to call 911.

**Vehicle Accessibility:** Additional charges may apply for a breakdown location that is not a reasonably accessible roadside location, as determined by our authorized technician or roadside service tow provider. These circumstances include, but are not limited to, parking garages that may inhibit tow services ability to access and retrieve disabled vehicles, and vehicles that are off-road locations.

A program of this magnitude simply would not be possible without the enthusiastic support of Mercedes-Benz dealers. It's reassuring to know

that virtually all Mercedes-Benz dealers across the continental United States, Hawaii, and Alaska, participate in this program. Most Roadside Assistance services will be provided to all customers by an authorized Mercedes-Benz dealer within approximately a 30 mile radius. Depending on the circumstances these services may be provided by an outside independent service provider, courtesy of Mercedes-Benz Roadside Assistance.

Mercedes-Benz USA reserves the right to limit services and reimbursement to an owner or driver under the program described when, in the sole judgment of Mercedes-Benz, the claims become excessive in frequency or type of occurrence. Mercedes-Benz USA also reserves the right to revise or discontinue the described benefits / services at any time without notice, at the sole discretion of Mercedes-Benz USA. Mercedes-Benz USA reserves the right to change this program at any time. Prices mentioned above and services available are current as of date of printing of this material and are subject to change without notice.