



Mercedes-Benz Van Road Care

Roadside Assistance



Mercedes-Benz

Introduction

We have always placed great emphasis on providing premium quality after sales care to our customers, care which truly matches the quality of our vehicles and enhances the enjoyment of owning a Mercedes-Benz.

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

The standard Mercedes-Benz Van Road Care is available to the owner at no additional cost for the duration of the manufacturer's warranty period. Please note some vehicles are excluded, see page 6 for details.

In case of a breakdown, simply call our 24 hour toll free telephone number:

1800 246 372

In addition to the standard level of service, we have two (2) optional upgraded Roadside Assistance Plans available giving you the ability to select a level of coverage that suits your individual needs. You can enjoy the additional benefits of these programs by purchasing annual coverage.

The following pages provide details of the coverage and entitlements of all three (3) programs which are named:

1. Mercedes-Benz Van Road Care
(provided by the manufacturer for the life of the warranty)
2. Mercedes-Benz Van Road Care Plus
3. Mercedes-Benz Van Road Care Specialist

For further terms and conditions please see page 6 or visit www.mercedes-benzvans.com.au



Mercedes-Benz Van Road Care

Roadside Assistance

In order to assist you to mobilise your vehicle, we will provide you with an over the phone diagnosis and technical advice. 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 or if required arrange a battery replacement. In the latter case the cost of the actual replacement battery will be the responsibility of the driver.
- **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 (To a Service Value of \$170):** Where possible we will assist with opening your vehicle whether by retrieving your spare key or otherwise gaining access. If needed, we will arrange a tow, provided adequate proof of ownership is supplied to us.

Towing/Transportation

We will arrange and pay for towing and towing related charges to a maximum of \$300 per breakdown to get your vehicle to the closest authorised Mercedes-Benz Light Commercial Vehicle Dealer or service agent.

Taxi

Where a vehicle cannot be mobilised and must be transported, we will provide one taxi ride to the value of \$50.

Emergency Message Relay

We will relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay.

Accident Coordination and Towing

We will provide co-ordination of towing arrangements following an accident and will also advise on accident procedures. All accident towing and alternative transport costs are your responsibility and, if insured, may be recoverable from the relevant insurance company.

General Terms and Conditions of the Mercedes-Benz Van Road Care Program:

1. A limit of \$1,000 per roadside incident applies.
2. Cover is provided for three years from the original registration date or up to 200,000 kms, whichever occurs first.
3. Any vehicle sold as, or converted to, a Motorhome, Bus, Sprinter NGT, Sprinter All Wheel Drive (AWD or '4x4') model, or a vehicle above 5.0t GVM be it in service or not, is ineligible for the standard Mercedes-Benz Van Road Care services. However, a specialist package can be purchased separately. See page 4 for further information.
4. '5th Wheeler' vehicles fitted with a turntable for towing are not covered and can only be covered under the Specialist Program.

For further terms and conditions please see page 6 or visit www.mercedes-benzvans.com.au

Mercedes-Benz Van Road Care Plus

The Mercedes-Benz Van Road Care Plus Program includes all of the benefits of the Mercedes-Benz Van Road Care Program together with the following amendments and/or additions:

Towing/Transportation

We will arrange and pay for towing and towing related charges to a maximum of \$600 per breakdown to get your vehicle to the closest authorised Mercedes-Benz Van Dealer or service agent.

Accommodation

If your vehicle is immobilised due to a mechanical breakdown when more than 100 kms from home, and for longer than 24 hours, and you remain with the vehicle whilst it is being repaired, accommodation (room only) will be provided for you up to \$150 per night for up to two (2) nights.

This benefit covers room only and excludes meals, phone calls, laundry etc. This entitlement is not available in addition to the replacement vehicle service.

Replacement Vehicle Service

If your vehicle cannot be mobilised due to mechanical breakdown (excluding incidents relating to flat tyres and/or lost/locked keys) and has been transported to an authorised repair centre for repairs, and those repairs will not be completed within 24 hours, we will provide a replacement vehicle for one (1) day to a limit of \$100.

Important!

Special conditions apply to the provision of replacement vehicles. See page 6 for details.

Terms and Conditions of the Mercedes-Benz Van Road Care Plus

1. A limit of \$1,500 per roadside incident applies.
2. Registrations via the attached application form is available for 1 year's cover at a time and only available in the first two years of the manufacturer's warranty. For upgrades in the third year of manufacturers warranty please call 1800 246 372.
3. Upgrades are only available where the vehicle has travelled less than 200,000 kms.
4. Any vehicle sold as, or converted to a Motorhome, Bus, Sprinter NGT, Sprinter All Wheel Drive (AWD or '4x4') model or a vehicle above 5.0t GVM be it in service or not, is ineligible for Mercedes-Benz Van Road Care Plus services. However, a specialist package can be purchased separately. See page 4 for further information.
5. '5th Wheeler' vehicles fitted with a turntable for towing are not covered under the Plus level of cover and can only be covered under the Specialist program.

For further terms and conditions please see page 6 or visit www.mercedes-benzvans.com.au

Mercedes-Benz Van Road Care Specialist

Mercedes-Benz Van Road Care Specialist Program includes all of the benefits of the Mercedes-Benz Van Road Care Plus Program together with the following amendments or additions:

Replacement Vehicle

Different replacement vehicle entitlements apply depending upon the nature and use of your vehicle.

1. If your vehicle is, or is converted to, or used as, a Motorhome, Bus, Sprinter NGT or Sprinter All Wheel Drive (AWD or '4x4'), a replacement vehicle will be provided if your vehicle is immobilised due to a mechanical breakdown, when more than 100 kms by road from your home, and for longer than 24 hours.
2. If your vehicle is a standard commercial van or cab chassis a replacement vehicle will be provided if your vehicle is immobilised due to a mechanical breakdown for longer than 24 hours.

Important!

- We will provide a replacement vehicle at a limit of \$100 per day for a maximum of five (5) days or until 5pm on the day you are notified that your vehicle is repaired, whichever occurs first.
- All reasonable efforts will be made to replace your vehicle with a type and standard suitable for your purposes. If such a vehicle cannot be provided, a standard rental vehicle will be supplied.
- Special conditions apply to the provision of replacement vehicles. See page 6 for details.

Towing

Where your vehicle cannot be mobilised at the breakdown, it will be transported to the closest authorised service facility where repairs can be carried out. You may choose a preferred authorised dealer however your preferred dealer must be within a 50 kms radius of the closest authorised service facility. We will also transport your caravan or trailer to the same repair facility.

If the distance from the breakdown location to the repairing service facility is greater than 200 kms by road, we may elect to use bulk road transport or rail facilities to transport your vehicle.

Accommodation

If your vehicle is immobilised due to a mechanical breakdown when more than 100 kms by road from home, and for longer than 24 hours, and you remain with the vehicle whilst it is being repaired, accommodation (room only) will be provided for you up to \$150 per night for up to four (4) nights.

For further terms and conditions please see page 6 or visit www.mercedes-benzvans.com.au

Mercedes-Benz Van Road Care Specialist

Alternative Transport

Should your vehicle be immobilised when more than 100 kms by road from home and you wish to continue your journey whilst repairs are carried out on your vehicle, we will provide alternative transport up to the value of \$500.

This entitlement is not available in conjunction with the Accommodation and/or Replacement Vehicle benefit.

Vehicle Relocation

If your vehicle is immobilised when more than 100 kms by road from home and you have continued your journey, your vehicle will be relocated to your location once your vehicle has been repaired, or at our election, you will be provided with transportation to collect your vehicle.

Note: We will determine the most efficient and practical way of providing this service. Relocation does not extend to caravans or trailers.

Medical Advice

Over the phone emergency medical advice and referral is available 24 hours a day both to you whilst travelling in your vehicle and to any direct family member travelling with you or who is at home whilst you are travelling.

Terms and Conditions of the Mercedes-Benz Van Road Care Specialist Program:

1. A limit of \$2,000 per roadside incident applies.
2. Registration via the attached application form is available for 1 year's cover at a time and only available in the first two years of the manufacturer's warranty. For upgrades in the third year of manufacturers warranty please call 1800 246 372.

For further terms and conditions please see page 6 or visit www.mercedes-benzvans.com.au



Terms and Conditions

Definitions and Interpretation

- All dollar amounts stated in this brochure are inclusive of GST.
- You or Driver: Registered owner or driver of vehicle at the time of the incident.
- Bus: Any vehicle having more than nine seating positions, including the driving position.
- Where the service is limited to a particular monetary amount, any cost incurred in excess of such limit will be your responsibility.
- GVM: The Gross Vehicle Mass as identified on the vehicle's compliance plate.

Exclusions – Mercedes-Benz Van Road Care

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

- Vehicles not registered on the system, (unless over the phone verification of cover can be confirmed with the selling dealer).
- Vehicles over 5.0 tonne (GVM).
- Unattended vehicles.
- Unregistered vehicles.
- Caravans, trailers, Motorhomes, Bus, Sprinter NGT, Sprinter All Wheel Drive (AWD or 4WD) model (this exclusion does not apply to vehicles in the Mercedes-Benz Van Road Care Specialist Program).
- Vehicles operating as Public Taxis (not including Limousines).
- Vehicles located in a remote location. This is deemed as being a location not trafficable by a two-wheel drive recovery vehicle.
- Where the vehicle is immobilised 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.
- Incorrect application of, or application of contaminated fuel and lubricants.
- Bogged vehicles. Recovery of bogged vehicles will be at drivers' expense.
- Any vehicle modified from the manufacturer's original specifications, including but not limited to a) weight; b) size; or c) modifications or special applications.
- '5th Wheeler' vehicles fitted with a turntable for towing are not covered under the Plus level of cover and can only be covered under the Specialist upgrade program.

Important!

Replacement Vehicle Terms and Conditions applicable for Mercedes-Benz Van Road Care Plus and Specialist Programs

A Replacement Vehicle will not be provided in the following circumstances:

- Where your vehicle is undergoing pre-arranged service and/or repairs.
- Where your vehicle has been delivered to the authorised service facility without prior authorisation by us.
- Where we deem the vehicle serviceable and it is not immobilised.

All reasonable efforts will be made to provide you with a replacement vehicle of a type and standard of vehicle suitable for your purposes. If such a vehicle cannot be provided, a standard rental vehicle will be supplied.

Replacement vehicles will be rental vehicles provided to you via a rental vehicle company and in all circumstances, provision of a rental car will be at the discretion of the rental vehicle company. You will be required to agree to that company's standard rental vehicle agreement, including any requirement for driver history, age or rental bond.

You will be responsible for any of the following:

- Rental vehicle running costs, eg. Fuel, toll charges, excess kms, insurance excess reduction and consumables.
- Any accident excess in the event that the rental vehicle is involved in an accident.
- All costs associated due to extending the rental past the applicable time limit without our written prior authority.
- Any required rental bond to be provided by the driver at the time of securing the rental car. (We will not provide the rental bond.)

Application To Upgrade

CUSTOMER DETAILS

Salutation: Mr Mrs Miss Ms Dr Other

Given names: _____

Surname: _____

Company: _____

Position held: _____

Address: _____

Suburb/town: _____

State: _____ Postcode: _____

Business Phone: _____ Home Phone: _____

Mobile: _____

Email: _____

VEHICLE DETAILS

VIN/Chassis Number:

Vehicle Registration Number: _____

Model: _____ Year: _____ Colour: _____

Auto Manual Date of fist registration: _____

Is the vehicle used for: Private use Business use

MERCEDES-BENZ VAN ROAD CARE

Yes, please upgrade my Mercedes-Benz Van Road Care

Mercedes-Benz Van Road Care Plus \$82.50 per annum including GST

Mercedes-Benz Van Road Care Specialist \$291.50 per annum including GST

PAYMENT DETAILS

Visa Diners Club American Express Mastercard Cheque

Card number:

Card holders Name: _____

Card Expiry Date: _____

Payment by Phone: Call 1800 246 372 to upgrade your policy

Reply Paid Address: Roadside Assistance
Reply Paid 162, Toowong DC Qld 4066

I agree that I have been informed and understand the benefits and conditions of the Mercedes-Benz Van Road Care Program which I have selected.

Signature: _____

Date: _____

Mercedes-Benz Australia/Pacific Pty. Ltd.

ACN 004 411 410

Lexia Place, Mulgrave, Vic. 3170. P.O. Box 4214, Mulgrave, Vic. 3170.

For your nearest dealer location or more information visit


www.mercedes-benzvans.com.au



At Mercedes-Benz, we share your concern over privacy. The membership and other personal details you provide to us will not be disclosed to parties outside Mercedes-Benz, and its associated parties. You can obtain a copy of our full Privacy Policy by contacting Mercedes-Benz Van Road Care at Mercedes-Benz, Australia Pacific Pty. Ltd. PO Box 4214, Mulgrave VIC 3170.

Mercedes-Benz Van Road Care as offered by Mercedes-Benz Australia/Pacific Pty. Ltd. ABN 23 004 411 410 is provided on its behalf by ETI Australia Pty. Ltd. ABN 52 097 227 177 trading as the Mondial Assistance Group.

All information contained herein is correct at the time of printing (August 2010). This brochure supersedes the brochure effective October 2006. Mercedes-Benz reserves the right to make any changes at any time, without notice. For further information, please contact Mercedes-Benz Australia/Pacific Pty. Ltd. Printed in Australia.

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