

Mercedes-Benz Road Care.



Our continued commitment.

Mercedes-Benz
The best or nothing.



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Mercedes-Benz Roadside Assistance and Accident Assistance.

As the proud owner of a new Mercedes-Benz, you automatically receive complimentary Mercedes-Benz Road Care for the duration of the Mercedes-Benz Warranty Period. Mercedes-Benz Road Care membership for Mercedes-Benz Certified Pre-Owned Vehicles will be the same duration as the Mercedes-Benz Certified Pre-Owned Vehicles warranty period. Owners can continue to enjoy the benefits of Mercedes-Benz Road Care after the warranty period by purchasing an annual membership.

Mercedes-Benz Road Care is a dedicated program which provides 24 hour roadside and accident assistance services*. Mercedes-Benz Road Care offers assistance with flat tyres, flat or faulty batteries, emergency fuel, loss of keys and more to look after all your driving needs. We may also provide emergency accommodation, a replacement vehicle and towing as well as medical assistance*.

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.

* Subject to availability and to the terms and conditions of this brochure.

What to do when you need assistance?

Should you require assistance, simply call the Mercedes-Benz Road Care toll free number: 1300 762 718. 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 Mercedes-Benz Road Care membership number and expiry date.
- 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 (if safe to do so)

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 from you for any subsequent call outs required to assist with the incident. If you need assistance and have to leave your vehicle for safety reasons, please advise the Mercedes-Benz Road Care customer service assistant at the time of the initial call.

Roadside Assistance Benefits and Solutions.

Flat battery

If you find yourself immobilised with a battery problem, we will attend to your vehicle, test the battery for performance, jump start the flat battery or if required, arrange a replacement battery under warranty* or coordinate the supply of any battery outside the warranty period the cost of which you may be responsible for.

Out of fuel or charge (for Electric vehicles)

If your vehicle runs out of fuel we will provide sufficient petrol or diesel free of charge for you to travel to the nearest available refuelling facility. If you drive an LPG fuelled vehicle, we will tow your vehicle to the nearest refuelling facility, subject to the towing limits. If you drive an Electric vehicle, we will tow you to the nearest charging station. Please note, you may be required to pay for charging services.

Flat tyres

If you have a flat tyre, we will send assistance and attempt to mobilise your vehicle (excludes any necessary replacement tyres).

Lost or locked keys

If you lose your keys or lock them in your vehicle, we will either retrieve a spare key from your home or gain access to your vehicle**. (Any costs for this service in excess of \$170 inclusive of GST, labour, parts and taxes, will be charged to you).

* Mercedes-Benz battery warranty periods vary depending on the type of battery contained in your vehicle and the use of the Vehicle. Please refer to your warranty certificate to determine the warranty covering your vehicle's battery and the applicable terms and conditions.

** Legal ownership of the vehicle must be established prior to any assistance with lost or locked keys being provided.





Vehicle Towing / 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 Retailer. In cases of extreme distance, your vehicle may be transported to a suitably equipped service centre recommended by Mercedes-Benz Australia/Pacific Pty Ltd.

Should you require it, we will provide you with 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.

If your vehicle suffers a breakdown on any road including tollways where roadside assistance is legally under the control of a state or local authority, we will coordinate with that authority to have your vehicle towed to safety. Once in a safe location, Mercedes-Benz Road Care will be able assist. Any costs incurred by external towing companies on such roads will be your responsibility.

Bogged Vehicle

We will attend and recover your vehicle from a bogged situation provided that reasonable and safe access is available to a conventional two wheel drive recovery vehicle and no other specialist equipment is necessary.

Should specialist equipment and/or towing become necessary, services may be provided at our discretion, but all additional costs above a standard call-out rate of \$170 (inclusive of GST) will be at your responsibility.

Caravan and Trailer Assistance

If your vehicle suffers a breakdown and requires transportation to a repairer, we will transport any attached caravan or trailer:

- to the same repairer; or
- to a location as requested by you if it's within the initial transportation distance; or
- up to 50 kilometres by road from the site of the immobilised vehicle,

whichever is closest. Please refer to the section outlining limitations to towing on page 16.

It is your responsibility to inform our customer service assistant that your vehicle is towing a caravan or trailer prior to a service provider being dispatched to assist you. If you do not tell us, you may be responsible for any/all subsequent costs associated with the caravan or trailer towing.

This service does not extend to breakdown related matters associated with the caravan or trailer itself or caravan and trailer couplings where your vehicle is still mobile.

We will not be able to assist if the caravan or trailer exceeds the legal towing weight or dimension restrictions for a passenger vehicle transporter.



Emergency Travel Benefits

If you have a breakdown when you are more than 70km from home and your vehicle cannot be repaired on the same day, we will provide the following benefits:

1. Emergency Accommodation

We will provide up to 4 nights accommodation up to the value of \$200 per night including GST (room cost only) should you decide to remain with your vehicle while it is repaired locally. Any non-room charges or, amounts in excess of the limit will be solely borne by you. This benefit cannot be used in conjunction with car rental and will stop once your vehicle has been repaired.

2. Rental Vehicle

We will provide a rental vehicle up to a total limit of \$1,000 including GST. Any amount charged in excess of this limit will be at your cost. You will be responsible for all fuel costs, toll charges, insurance excess reduction, excess kilometre charges, any traffic infringements, any damage and any excess or insurance waivers on the rental vehicle. This benefit cannot be used in conjunction with accommodation and will stop once your vehicle has been repaired.

3. Alternative Transportation

We will transport you and up to four of your passengers to your home or to your intended destination up to a maximum of \$1,000 including GST, per incident, should accommodation or a rental vehicle be unavailable. Any amounts charged in excess of this will be at your cost.

4. Vehicle Relocation

If you have left the vehicle to continue your journey, vehicle relocation will be provided to deliver the vehicle, once repaired, to your home or intended destination (whichever is the nearest) where the distance between you and the selected Authorised Autobody Repairer is greater than 70kms. Alternatively, return transport will be provided to enable the driver to pick up the repaired vehicle.

Emergency message relay

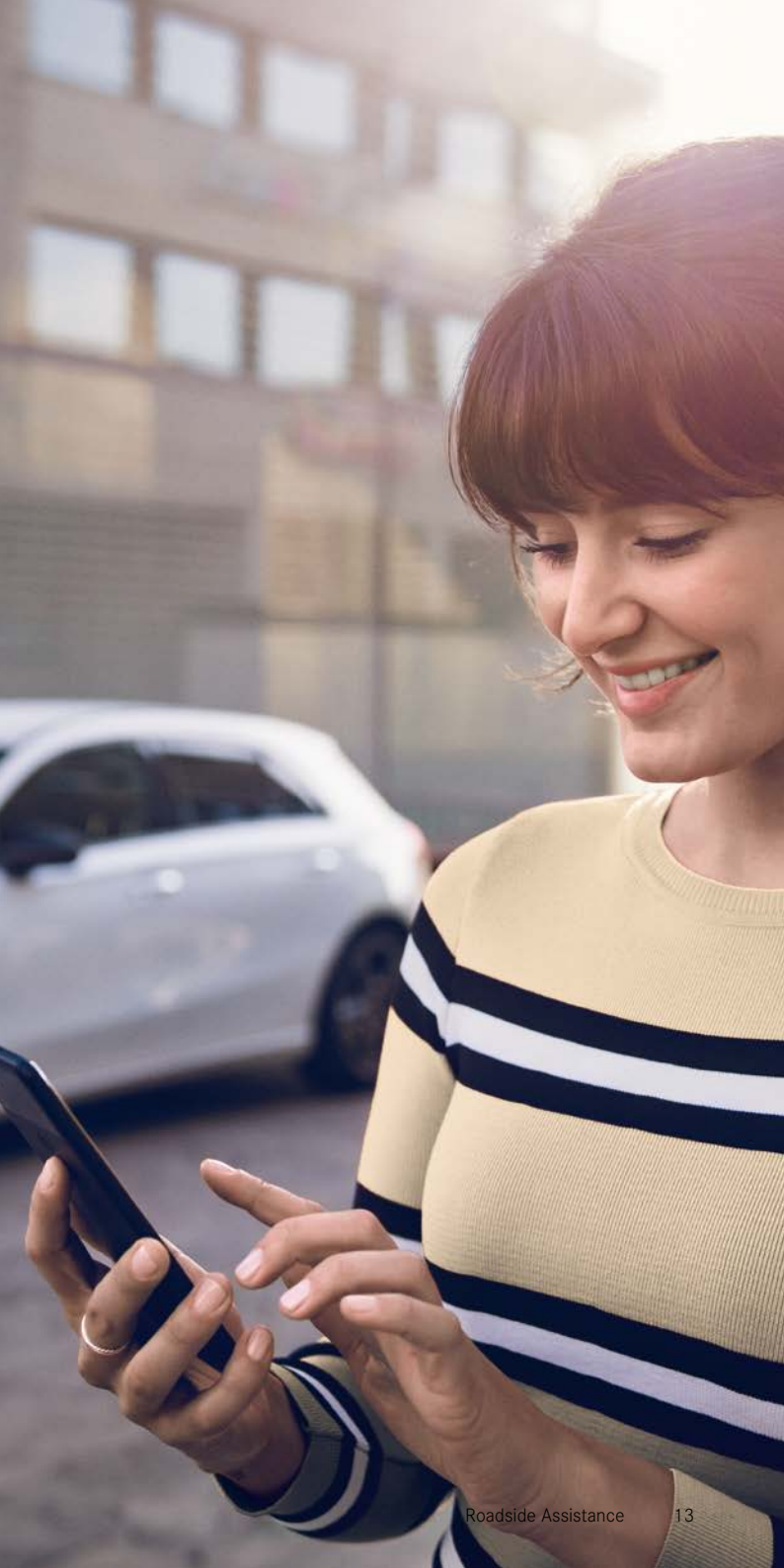
Following a breakdown or accident, we will relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay and/or provide advice on local transport options and alternatives.

We will provide, wherever possible, emergency assistance with cancellation and rebooking of any pre-booked travel arrangements, including accommodation and flight reservations. Costs associated with rebooking or cancelling travel plans will be at your expense.

For the purposes of the above, we shall rely solely on your instruction and direction and the information you provide. We shall not be liable for any loss or damage which arises due to the instructions or information supplied to us, including incorrect or inaccurate information.

Medical Advice

Subject to availability, urgent telephone medical advice provided by a qualified nurse or doctor is available 24 hours a day. Medical advice will also be extended to any direct family members if they are travelling with you or if they are at home while you are travelling. This assistance can be limited or restricted in some situations. You will be responsible for all associated medical costs.



Accident Assistance Benefits and Solutions.

If you call us following an accident and request for assistance, we can, as applicable, provide you with the following assistance:

- Establish if the vehicle is driveable;
- Arrange attendance of relevant emergency services i.e. Ambulance, Police, Fire Brigade;
- Advise you to obtain third party details;
- Advise you to obtain the details of any independent witnesses;
- Advise you if police should be called;
- Advise you to verify by sighting and obtain relevant parties' driver's license details.

Accommodation

Should you require emergency accommodation, we will endeavour to arrange such at discounted rates where available. All costs are your responsibility.

Rental Car Arrangements

We will arrange a rental car for you upon request. All rental and associated costs are your responsibility. We will arrange discounted rental rates where available.

Emergency Travel Booking Service

Should travel plans be interrupted due to an accident, we will contact, wherever possible, relevant persons to cancel or rebook your travel arrangements, arrange alternative transport and arrange relocation of the vehicle once repaired. All costs incurred are your responsibility.

For the purposes of the above, we shall rely solely on your instruction and direction and the information you provide. We shall not be liable whatsoever for any loss or damage which arises due to the instructions or information supplied to us, including incorrect or inaccurate information.



Medical Advice

Urgent telephone medical advice provided by a qualified nurse or doctor is available 24 hours a day. Medical advice will also be extended to any direct family members if they are travelling with you or if they are at home while you are travelling. This assistance can be limited or restricted in some situations. All costs are your responsibility.

Towing

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 Retailer or Authorised Autobody Repairer. In cases of extreme distance, your vehicle may be transported to a suitably equipped service centre recommended by Mercedes-Benz Australia/Pacific Pty Ltd. All costs are your responsibility.

Taxi

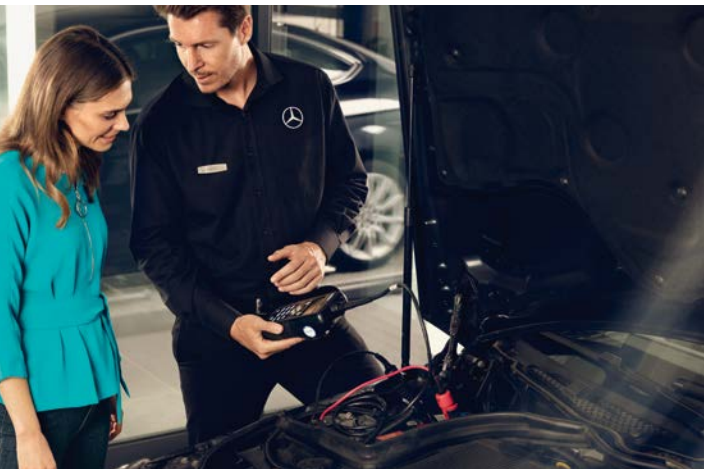
Should you require, we will provide assistance in booking a taxi to enable you to continue your journey to the nearest town or within the same city where the breakdown has occurred. All costs are your responsibility.



Other Assistance

- Referral via email notification to Mercedes-Benz Authorised Autobody Repairers;
- Record, maintain and provide insurance company with detailed referrals of Mercedes-Benz Authorised Autobody Repairers;
- Introduce Mercedes-Benz Authorised Autobody Repairers to customers;
- Reporting on each case and Mercedes-Benz Authorised Autobody Repairers referral details.

Important Note: 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).



Additional Information.

Mercedes-Benz Roadside Assistance and Accident Assistance **DOES NOT** cover:

1. Breakdowns which are:
 - 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-authorised 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 natural disasters.
 - 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 or accident.
 - If the vehicle is at the retailer for pre-arranged service or repair work.
 - If service or repair work downtime is due to parts or labour shortages.
 - If the retailer 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, including any ride-sharing services.

5. Trucks, vans and commercial vehicles.

Third Party Services

Many of the services provided under this program are supplied by third parties (**Third Party Services**). In this regard we will use our reasonable endeavors to arrange these services for you however cannot guarantee these will always be available. We will advise you if a Third Party Service is unavailable or may be subject to delay.

To the fullest extent permitted by law: (a) our liability in all circumstances will be limited to our direct act and omissions and shall not extend to the supply or provision of such Third Party Services (b) we shall not be liable for any contingent, indirect or consequential loss resulting from the program; (c) we shall not be liable for any loss or damage arising from the acts or omissions of any third party; and (d) our total liability under this program is limited to the total annual amount paid by the Customer under the Program.

If a provision in this document is held to be illegal, invalid, void, voidable or unenforceable, that provision must be read down to the extent necessary to ensure that it is not illegal, invalid, void, voidable or unenforceable. If it is not possible to read down a provision as required in this clause that provision is to be severed to the extent necessary, and the rest of this document remains in full force and effect.

Force Majeure Event


Mercedes-Benz Australia/Pacific Pty (“Mercedes-Benz”) is excused from performing its obligations under this Road Care Plan to the extent that Mercedes-Benz is prevented (or performance is made impractical) by a Force Majeure Event. During a Force Majeure Event, this Road Care Plan will remain in effect but Mercedes-Benz will not be in default for failure to perform. Mercedes-Benz will promptly notify you of any occurrence of a Force Majeure Event and how it impacts the Road Care Plan. “Force Majeure Event” means anything outside the reasonable control of a party, including (a) an act of God, lightning, fire, storm, explosion, flood, landslide, peril of sea or air, bushfire, volcano or earthquake; (b) strikes or other industrial action whether in Australia or overseas; (c) an act of public enemy, war (declared or undeclared), terrorism, piracy, sabotage, blockade, revolution, riot, insurrection, civil commotion, epidemic; (d) disease, epidemics, pandemics, plague, advice of the World Health Organisation; (e) any act or omission of a wharf or port authority, a government authority or agency or a shipping or transportation company; (f) the effect of any change in law; and (g) an embargo or power shortage.

Roadside and Accident Assistance.

Toll free number: 1300 762 718

Mercedes-Benz Road Care is offered by Mercedes-Benz Australia/Pacific Pty Ltd (Mercedes-Benz), ABN 23 004 411 410. Mercedes-Benz Road Care service is provided 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 publishing (April 2020). For more information, visit our website at www.mercedes-benz.com.au/RoadCare

Mercedes-Benz Australia/Pacific Pty Ltd. 44 Lexia Place, Mulgrave, Victoria, 3170.
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