

# Mercedes-Benz MobiloVan Key Benefits and Exclusions

In the event of breakdown or accident call MobiloVan anytime:  
00800 3 777 77 77 or +44 (0) 207 660 9991

## Individual Services

(See below for a full list of exclusions and product terms or MobiloVan Brochure for full details)

		Breakdown (Vehicle is immobile or illegal)		Workshop Visits for Warranty Repairs Over 2 Hours
		Technical Breakdown or Starting Problem	Minor Mishap or Driver Error	
		<ul style="list-style-type: none"> <li>Self inflicted flat battery (e.g. lights left on)</li> <li>One flat tyre</li> <li>Frozen fuel*</li> <li>Damage caused by rodent bites (e.g. chewed through cables)</li> </ul>	<ul style="list-style-type: none"> <li>Lost / locked in keys</li> <li>Two or more flat tyres</li> <li>Wrong fuel / out of fuel</li> <li>RTA / vandalism / attempted theft / theft of parts</li> <li>Run out of electric charge</li> </ul>	Vehicle driven into a Mercedes-Benz workshop for warranty repairs taking longer than 2 hours
		Period of cover		
		3 years from 1st registration and then from service to service for up to 30 years if serviced within the MB Dealer network AND the next service is not overdue <sup>##</sup>	3 years from 1st registration	3 years from 1st registration
Breakdown Services	Roadside attendance to attempt roadside repairs	✓	✓	N/A
	Minor non-warranty roadside repairs up to £130 inc VAT. <b>Costs for tyres, batteries, keys, bulbs, service items and consumables are excluded</b>	✓	✓	N/A
	Recovery to the nearest MB workshop (customer's preferred MB workshop, or charging point within 30 miles of the breakdown location) if roadside repairs not possible	✓	✓	N/A
Mobility Services	Taxi, local public transport or a lift up to £65 inc VAT	✓	✓	✓
	Vehicle return within 30 mile (50 km) radius of the repairing MB workshop	✓	✓	✓*
	Replacement vehicle for up to 3 working days (model depending on availability) - <b>cannot be combined with air/rail travel</b> <sup>##</sup>	✓	✓	✓**
	Air / rail travel for onward and return journey of up to £340 inc VAT per person (driver and passengers) - cannot be combined with a replacement vehicle	✓	✓	x
	Overnight accommodation / hotel including breakfast for the duration of the repairs up to a maximum of 3 working days up to £340 inc VAT per person (driver and passengers)	✓	✓	x

## Breakdown definitions

### ► Technical Breakdown

The vehicle must be immobile due to a technical failure which:

- Prevents the vehicle from being started/driven
- Serious consequential damage is likely if the vehicle continues to be driven
- The safety of the vehicle occupants or other road users is in imminent danger
- Continuing to drive the vehicle is legally prohibited

### ► Overfilling with oil, getting stuck in mud and driving through flood water are not covered

### ► If the vehicle has not been rendered immobile as defined above, the incident is not covered under MobiloVan Breakdown

### ► Minor Mishap/Driver Error

Only the following scenarios are covered:

- Wrong fuel/out of fuel
- Lost or locked in keys
- Two or more flat tyres
- RTA/vandalism/attempted theft/theft of parts
- Run out of electric charge

## Clarification of cover

Scenario	Day Light and Good Visibility	Darkness or Day Light Poor Visibility
Reversing lights inoperative	✓	✓
One or more indicators inoperative (including side)	✓	✓
One or more brake lights inoperative	✓	✓
Windscreen wipers and/or washers inoperative	✓	✓
Sidelights, headlights, tail lights, fog lights inoperative	x	✓
Number plate bulb inoperative	x	x
Horn inoperative	x	x
Radio will not switch off	During local MB workshop opening hours - not covered	Outside local MB workshop opening hours - covered

## General exclusions from cover

### MobiloVan/UK cover does not apply if the incident:

- Is attributable to lack of care or environmental influences
- Was caused by deliberate or negligent behaviour on the part of the customer or a third party
- Was caused due to breach of applicable laws, e.g. vehicle driven by an unauthorised person, transport of heavier load or more persons than permitted
- Was caused by modifications to the vehicle or parts fitted which are not approved by Daimler AG
- Is attributable to repairs that were not performed according to the manufacturer's specifications
- Was due to the customer not proceeding with repair recommendations made by an authorised Mercedes-Benz workshop
- Arose through participation in motor sport competitions, military manoeuvres, disaster relief operations or similar activities
- Was attributable to war, civil unrest, earthquake or other cases of force majeure
- Was caused by defects known to the customer but not rectified including temporary repairs
- Was caused by a defective trailer/caravan

### Workshop Visits for Warranty Repairs Over 2 Hours

\*Vehicle Collection and Delivery within a 30 mile radius of Mercedes-Benz Dealer.

\*\*A replacement vehicle is an alternative to vehicle collection and delivery or taxi, local/public transport or lift up to £65 inc VAT. Replacement vehicle does not apply for parts delay. Weekends and public holidays not classified as working days.

### Breakdown (Vehicle is immobile or illegal)

#Only Breakdown Services can be provided for frozen fuel incidents.

## Parts delay in Year 3 - only if the last service was performed by a Mercedes-Benz Dealer and the next service is not overdue.

