

Service24: Demand more.

MobiloVan Key Benefits and Exclusions.

Our free breakdown cover & roadside assistance is part of our Service24 commitment to keep our customers moving 24/7 through exceptional support, servicing and maintenance.

All part of Service24. Because driven businesses demand more.

| Three types of breakdown scenario are covered: | | | | |
|--|---|---|---|---|
| | | 1. Technical breakdown or starting problem | 2. Minor mishap or driver error | 3. Workshop visits for warranty repairs over 2 hours |
| Breakdown Scenerio | | <ul style="list-style-type: none">Self-inflicted flat battery (e.g. lights left on)One flat tyreFrozen fuel[†]Damage caused by rodent bites (e.g. chewed through cables). | <ul style="list-style-type: none">Lost / locked in keysTwo or more flat tyresWrong fuel / out of fuel / contaminated fuelRTA / vandalism / attempted theft / theft of partsRun out of electric charge | 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 [^] . | | 3 years from 1st registration |
| Breakdown services | Roadside attendance to attempt roadside repairs | ✓ | ✓ | N/A |
| | Minor non-warranty roadside repairs up to £132 inc VAT. Costs for tyres, batteries, keys, bulbs, service items and consumables are excluded | ✓ | ✓ | |
| | 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 | ✓ | ✓ | |
| Mobility services | Taxi, local public transport or a lift up to £132 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) - cannot be combined with air/rail travel | ✓ | ✓ | ✓** |
| | Air / rail travel for onward and return journey of up to £352 inc VAT per person (driver and passengers) - cannot be combined with a replacement vehicle | ✓ | ✓ | N/A |
| | Overnight accommodation / hotel including breakfast for the duration of the repairs up to a maximum of 3 working days up to £352 inc VAT per person (driver and passengers) | ✓ | ✓ | |

Breakdown definitions

➤ **Technical Breakdown**

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

- a) Prevents the vehicle from being started/driven
- b) Serious consequential damage is likely if the vehicle continues to be driven
- c) The safety of the vehicle occupants or other road users is in imminent danger
- d) 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:

- a) Wrong fuel/out of fuel
- b) Lost or locked in keys
- c) Two or more flat tyres
- d) RTA/vandalism/attempted theft/theft of parts
- e) 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 | ✗ | ✓ |
| Number plate bulb inoperative | ✗ | ✗ |
| Horn inoperative | ✗ | ✗ |
| 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.

Applies to all vehicles registered after 01/10/2012. Full terms and conditions apply. See www.mbvans.co.uk/mobilovan for more details. 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 £132 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. [^]Minor Mishap extension applies to all services performed after 01/04/2025.

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