MobiloVan Key Benefits and Exclusions

Our free breakdown cover & roadside as Service24 commitment to keep our cust through exceptional support, servicing

All part of Service24. Because driven

Three types of breakdown scenario are covered:

Jui noy Donomus				
0		1. Technical breakdown or starting problem	2. Minor mishap or driver error	3. Workshop
XCLUSIONS. own cover & roadside assistance is part of our itment to keep our customers moving 24/7 onal support, servicing and maintenance.	Breakdown Scenerio	 Self-inflicted flat battery (e.g. lights left on) One flat tyre Frozen fuel[†] Damage caused by rodent bites (e.g. chewed through cables). 	 Lost / locked in keys Two or more flat tyres Wrong fuel / out of fuel / contaminated fuel RTA / vandalism / attempted theft / theft of parts Run out of electric charge 	Vehicle driven int longer than 2 hou
ce24. Because driven businesses demand more.	Period of cover	3 years from 1 and then from service to servic within the MB Dealer network ANI		
oadside attendance to attempt roadside repairs		✓	1	
Minor non-warranty roadside repairs up to £132 inc VAT. Costs for tyres, bulbs, service items and consumables are excluded	, batteries, keys,	✓	1	-
Recovery to the nearest MB workshop (customer's preferred MB worksh point within 30 miles of the breakdown location) if roadside repairs not	.,	✓	1	
Taxi, local public transport or a lift up to £132 inc VAT		✓	1	
Vehicle return within 30 mile (50 km) radius of the repairing MB worksh	ор	✓	1	
Replacement vehicle for up to 3 working days (model depending on ava be combined with air/rail travel	ilability) - cannot	✓	1	
Air / rail travel for onward and return journey of up to £352 inc VAT per p passengers) - cannot be combined with a replacement vehicle	person (driver and	✓	1	
Overnight accommodation / hotel including breakfast for the duration o a maximum of 3 working days up to £352 inc VAT per person (driver and		1	1	

Breakdown definitions

> Technical Breakdown

Breakdown

services

Mobility

services

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	1	1
One or more indicators inoperative (including side)	1	1
One or more brake lights inoperative	1	1
Windscreen wipers and/or washers inoperative	1	1
Sidelights, headlights, tail lights, fog lights inoperative	×	J
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

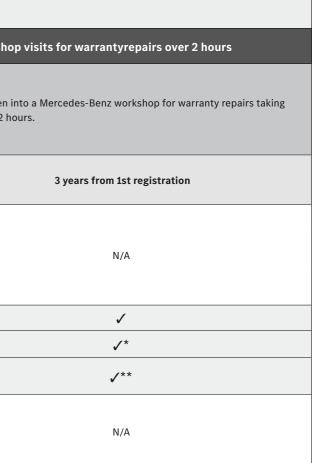
General exclusions from cover

MobiloVan/UK cover does not apply if the incident:

- Is attributable to lack of care or environmental influences
- Was caused 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
- Mercedes-Benz workshop
- 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): ¹Only 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



- · Was caused by deliberate or negligent behaviour on the part of the customer or a third party
- · 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
- · Arose through participation in motor sport competitions, military manoeuvres, disaster relief