

Terms & Conditions

Program Overview - Definitions

Covered Customers - The owner (or driver) and all passengers travelling in the vehicle at the moment the emergency assistance was requested, up to the maximum number of passengers that the vehicle is legally allowed to carry.

Covered Area - Covered area will be anywhere in India. Assistance will be provided no matter where you are (i.e. at home, at the roadside, on the highway, in the parking lot, etc.), as long as you are not already at an authorized Mercedes-Benz dealership.

Covered Events –

- Mechanical or electrical breakdown
- Driver error
- Battery problems: flat battery
- Fuel problems: out of fuel, incorrect fuel, or contaminated fuel
- Key problems: locked keys, lost keys, or broken keys
- Tyre problems: puncture, bolts or valve related issues
- Road traffic accident where the vehicle is immobilized
- Legal advice in the event of an accident (one consultation or one hour maximum duration)
- Medical Co-ordination (cost of medical service to be borne by the customer)

Summary of Customer Benefits

On-Road Assistance at home or on the road.

If your vehicle is immobilized whether at home or on the road, Mercedes-Benz On-Road Assistance will attend to your vehicle. For minor repairs where the vehicle can be repaired on the road itself, a technician will attend the vehicle to mobilize it.

Vehicle towing

If your vehicle is unable to be mobilized following mechanical or electric breakdown or a road traffic accident, a recovery vehicle will be sent to recover your vehicle at the nearest authorized Mercedes-Benz dealership.

Taxi Service

If your vehicle is recovered to an authorized Mercedes-Benz dealership by the On-Road Assistance team, the driver and passengers will be provided with a free taxi, covering a distance of up to 50 km from the breakdown location.

Replacement vehicle

If your vehicle is recovered to a dealer by Mercedes-Benz On-Road Assistance following a mechanical or electrical breakdown (not provided for driver error or accident cases) in your home city area, and it is clear that the repair cannot be completed on the same day as the immobilization, then you will be given the opportunity to choose between Chauffeur drive or replacement self-drive vehicle of premium class for a maximum length of 3 days.

Mobility Benefits

If your vehicle is recovered to a dealer by Mercedes-Benz On-Road Assistance following a mechanical or electrical breakdown (not provided for driver error or accident cases) and it is clear that the repair cannot be completed on the same day as the immobilization, the driver and the passengers (if travelling, and are more than 100 km away from the home city) will be given the opportunity to choose between the following options:

- Onward Travel
- Return Travel
- Hotel Accommodation: Stay and wait for the vehicle to be repaired.

Onward Travel

If you prefer to continue your journey, Mercedes-Benz On-Road Assistance shall organize the transportation for your travel. The benefit applies to the driver and the maximum number of passengers that the vehicle is legally allowed to carry.

Onward Travel Benefits: Economy class air travel to the onward destination (airline baggage limit applies).

Return Travel

If you prefer to return home, Mercedes-Benz On-Road Assistance shall organize the transportation for your travel. The benefit applies to the driver and maximum number of passengers that the vehicle is legally allowed to carry.

Return Travel Benefits: Economy class air travel to the home city (airline baggage limit applies).

Hotel Accommodation

If you prefer to stay where you are and wait for the vehicle repairs to be completed, then Mercedes-Benz On-Road Assistance shall reserve a local hotel and pay the cost of accommodation. This benefit applies to the driver and the maximum number of passengers that the vehicle is legally allowed to carry.

Hotel Accommodation Benefits

- Maximum 3 nights
- Maximum 4-star hotel (or equivalent/lower in case of unavailability)
- Free room rent and tax (breakfast, if it is included in the room rent)

Note that all additional expenses such as telephone charges, room service, etc. shall be your responsibility and must be paid prior to checking out of the hotel.

Vehicle Pick-Up following completion of repairs

If your vehicle was recovered to an authorized Mercedes-Benz dealership for repairs following a mechanical or electrical breakdown (not provided for driver error or accident cases), and onward travel/return travel benefits were provided, then Mercedes-Benz On-Road Assistance is responsible to arrange for you to pick-up your vehicle back from the repairing authorized Mercedes-Benz dealership. Upon completion of repairs, Mercedes-Benz On-Road Assistance shall provide you with one of the following options:

- One way travel cost, up to economy class airfare, for one person from home city for picking up the vehicle.

OR

- Repatriation (towing only) of the repaired vehicle to your home location for up to a one way road distance of 250 km's from the repairing garage.

This is applicable only once for all formalities pertaining to vehicle discharge at the dealership are duly completed by you or your representative.

Legal Advice

In the event of a traffic accident which required your vehicle to be recovered, you may request Mercedes-Benz On-Road Assistance for what your liabilities may be. Any follow-up legal consultation will be borne by the customer.

Medical Co-ordination

In the event of a traffic accident in which you or the passengers have been injured, you may request Mercedes-Benz On-Road Assistance to conference call to the nearest Medical provider. The cost of the medical services will be borne by the customer.

Urgent Message Relay

Mercedes-Benz On-Road Assistance will provide an urgent message relay service to the customer to help keep in contact with family, friends and/or work colleagues in the event of a vehicle breakdown or accident.

Non-covered Events

Mercedes-Benz On-Road Assistance (ORA) is designed to assist in emergency situations. As a result, this program will not cover any of the following events that you may encounter while driving your vehicle unless there is a real threat to your personal safety and/or safety of the others:

- Faulty fuel gauge
- Speedometer not working
- Air conditioning is not working
- Passenger door(s) cannot be opened and there are no passengers in the vehicle (assistance will be provided if all doors cannot be opened)
- Boot cannot be opened
- The front and/or rear glass demisters are not functioning
- Horn is not functioning. If the horn is sounding continuously, ORA services will be provided
- Damaged door mirrors
- Rear view mirror is damaged but it does not obstruct the driver's vision
- Damaged or faulty fuel cap; vehicle has not run out of fuel and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized Mercedes-Benz dealership
- Sunroof cannot be opened
- Sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Windows cannot be opened
- Windows cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Seat adjuster is faulty but the vehicle can be safely driven
- Passenger seat belts are faulty and there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- Transmission stuck in sports/winter mode
- ABS lights are illuminated
- Airbag warning lights are illuminated
- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- Vehicle runs out of windscreen washer fluid
- Front/Rear windscreen wipers are faulty, but weather condition are fair
- Rear windscreen wiper is faulty

General Exclusions

The following scenarios are general exclusions under the Mercedes-Benz On-Road Assistance program, and therefore we will not be responsible for any assistance costs as a result of any of the following scenarios:

- Vehicle is involved in motor racing, rallies, speed/duration tests, practice runs or operated outside official roads
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles
- Breakdown is caused by deliberate damage, or participation in a criminal act or offence
- The immobilization is resulting from damage caused by intervention of the police or other authorities
- Any damage resulting from the use of the vehicle against the recommendations of the owner's manual
- Any consequential costs and/or damage to property as a result of breakdown

- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations

Mercedes-Benz On-Road Assistance

Peace of Mind motoring round the clock

As part of Mercedes-Benz's commitment to its customers, Mercedes-Benz On-Road Assistance is designed to enhance your overall Mercedes-Benz ownership experience by providing you with 24 hour On-Road Assistance emergency support related to the use of your Mercedes-Benz vehicle. Peace of mind motoring - guaranteed.

While it is our sincere hope that your travels are always trouble free, the road is an unpredictable place and sometimes events occur that leave you stranded and in dire need of help. Our goal is to ensure that even if your Mercedes-Benz is immobilized, whether at home or while traveling, any inconvenience to your and your family is minimized.

This booklet contains information on the scope of benefits provided by Mercedes-Benz On-Road Assistance. It also details the correct procedures to follow, and lists out relevant terms & conditions. Please read it carefully and keep the booklet handy, within your car. Should you have any queries regarding the coverage of the program, you are welcome to contact any authorized Mercedes-Benz dealership or call the 24 hour hotline.

Getting Help

What to do when you need Assistance

In the event of a breakdown or road traffic accident, simply call Mercedes-Benz On-Road Assistance on the 24x7 toll free number 1800-102-9222. (In case you have difficulty reaching the toll free number, please dial 0124 438 9222 (Call charges apply))

Please have the following information handy for the operator when you call:

- Your name and contact number
- Vehicle registration number
- Vehicle Identification Number (please refer to the Vehicle Registration Card/Warranty Book)
- Vehicle Model
- Date of First Invoice of vehicle (Please refer to the Warranty book)
- Name of dealership from which vehicle was purchased
- Description of the problem
- Exact location of vehicle

Please do not make your own vehicle assistance / recovery arrangements through a third party. In order to qualify for the benefits provided by Mercedes-Benz, you must contact or seek assistance only from Mercedes-Benz On-Road Assistance.

Remain with your vehicle

Once you have called Mercedes-Benz On-Road Assistance, it is vital that you stay with your vehicle. Should the Mercedes-Benz On-Road Assistance representative arrive at your vehicle while it is unattended, the necessary work cannot be carried out.