



Roadside Assistance. Our commitment to you.

in partnership with

RAC

Mercedes-Benz



For your peace of mind, Mercedes-Benz offers 3 years* complimentary comprehensive breakdown and accident cover across the UK and Europe. Working in partnership with the RAC, we send a professional and highly skilled technician to get you back on the road as soon as possible.

What to do if your car breaks down

Your safety is the priority – make sure that you and your passengers are in the safest place possible.

Once safe, contact our Customer Assistance Centre, who will ask you for a few details so that we can help you as quickly as possible:

- Registration number.
- Your location – Mercedes me connect may help us to locate you, alternatively an address or landmarks will be useful information.
- Description of the issue you've experienced with your car so we can send the right level of technician to assist you.

What happens next

- Our experts will assess your breakdown and the equipment required. You may be attended by a Specialist Technician who carries equipment specifically for your car. If this is not required then you may be attended by a qualified RAC Technician.
- We will keep you up to date and let you know when you can expect your Technician to arrive.
- Our aim is to fix your car at the roadside so you can continue your journey. If it's not possible, we will recover your car to a Mercedes-Benz Retailer.
- To minimise your inconvenience, we will provide you with onward travel to continue your journey. Should you require overnight accommodation or replacement flights as a result of your breakdown, we will also offer support whilst a Mercedes-Benz Retailer repairs your car.



Technical
Breakdown



Minor
Mishap





Accident
Assistance



Vandalism
& Theft

If you need roadside assistance, we're here to help you 24/7.

If your car has a Mercedes me button  or this button 
– located near to the reading light – press for immediate assistance.

Alternatively, you can telephone us:

00800 1777 7777 from the UK **+44 (0)207 975 7077** when abroad

Hearing loss customers can email us at hls.gbr@cac.mercedes-benz.com

* Complimentary Roadside Assistance is available for 3 years with any new Mercedes-Benz or 1 year with all Approved Used vehicles. Your roadside assistance cover is then renewed annually, free of charge, following completion of a full service at a Mercedes-Benz Retailer.