

梅赛德斯-奔驰道路救援——全天候为您保驾护航

梅赛德斯-奔驰道路救援为中国大陆客户提供 7×24 小时紧急救援支持。

当您在中国大陆境内（仅针对车辆能够到达且具备道路通行条件的地方）需要救援时，请拨打 24 小时道路救援热线，梅赛德斯-奔驰道路救援的专业人员会随时待命为您提供及时的帮助。

本指南包含由梅赛德斯-奔驰道路救援提供的客户权益（具体范围请见“客户权益的概览”）所涉及到的信息内容。在这里也详细陈述了需要遵循的程序，并列举了相关的条款和细则，请仔细阅读。如果您对于权益保障方面有任何疑问，欢迎联系梅赛德斯-奔驰授权经销商或致电 24 小时道路救援热线。

24 小时道路救援热线：

400-650-4688

获得帮助——当您需要救援的时候该怎样做

一旦车辆发生故障导致无法行驶或遭遇道路交通事故，请及时拨打梅赛德斯-奔驰道路救援热线（在中国任何地区拨打都只产生本地通话费）。

当您致电时，请向救援协调员提供以下信息：

- 车辆识别代号 (VIN)：可在您的机动车辆行驶证或使用说明书（用户手册）指示的车辆特定位置找到车辆识别代号 (VIN)
- 您的姓氏和具体位置
- 您的联系电话
- 车牌号码和车身颜色

- 车型
- 车辆交付日期/购车发票日期
- 您居住的城市
- 问题的描述

重要提示：

为了确保您能获得梅赛德斯-奔驰道路救援所提供的服务权益，请只与梅赛德斯-奔驰道路救援中心联系并寻求帮助。请不要通过第三方自行安排救援或维修措施。

如果需要拖车服务，请确保在拖车到达之前，从您的车上取走所有私人物品。如有丢失，梅赛德斯-奔驰道路救援概不负责。

救援过程中所产生的车辆维修费、配件费等额外费用，需要由您承担并支付。

一旦致电梅赛德斯-奔驰道路救援，请不要远离您的爱车。如果梅赛德斯-奔驰道路救援的代表到达您的车旁而车辆处于无人照看的状态，我们将无法进行必要的工作。

服务定义

服务涵盖的客户

在驾驶汽车过程中，需要紧急救援服务的驾驶员及车上乘客（合法限座人数）。

服务涵盖的车辆

> 新车

在中国大陆境内（香港特别行政区、澳门特别行政区和台湾除外），通过梅赛德斯-奔驰授权经销商初次销售的梅赛德斯-奔驰品牌全系乘用车（以下简称“新车”）在保修期内将享

受免费道路救援服务，服务的起始日期为车辆交付日期（服务起始日期依据《家用汽车产品修理、更换、退货责任规定》执行）。

由非授权经销商售出的汽车，以及在任何中国大陆以外的其他国家或地区初次销售的汽车，不在享有救援服务和相关的权益保障范围之内。

通过梅赛德斯-奔驰授权经销商初次销售的梅赛德斯-奔驰品牌全系乘用车，其所享受的道路救援服务范围、条件、内容和期限，按照销售时有效的相关条款和指南确定。车辆在道路救援服务期限内发生转让的，受让方凭随车转让的新车购车发票或三包凭证，在剩余服务期限内，继续享受道路救援服务。

> 梅赛德斯-奔驰官方认证二手车（仅限乘用车）

从 2017 年 07 月 01 日起，在中国大陆境内（香港特别行政区、澳门特别行政区和台湾除外）通过梅赛德斯-奔驰授权的官方二手车经销商销售的梅赛德斯-奔驰官方认证二手车（“二手车”），将享受道路救援服务，服务期限从该二手车销售发票日期开始为期至少一年（如果该二手车仍处于保修期内且剩余保修期超过 1 年的，则道路救援服务期限即为剩余保修期）。

由非授权经销商售出的二手汽车，以及在任何中国大陆以外的其他国家或地区售出的汽车（作为二手车出售），不在享有道路救援服务和相关的权益保障范围之内。

服务涵盖的地域范围

在中国大陆境内救援车辆能够到达的地方，并且在具备道路通行条件的情况下，客户均可享受道路救援服务（道路以外行驶的车辆视为不在服务范围之内）。只要您尚未到达梅赛德

斯-奔驰授权经销商，您可在任意地方（如家里、路边、高速公路上以及停车场等）享受救援服务。

服务涵盖的情形

当车辆由于以下情况不能继续安全行驶时，梅赛德斯-奔驰将为您提供 24 小时道路救援服务：

务：

- > 机械或电子原因所导致的故障
- > 驾驶员失误
 - 蓄电池问题（EQ 车型车辆的高压蓄电池问题）：电压不足
 - 燃料问题：没有燃料、错误燃料或受污染的燃料（燃油费须由客户自行支付）
 - 钥匙问题：钥匙被锁在车里面、钥匙丢失或钥匙被损坏（不包括提供新钥匙服务）
 - 轮胎问题：轮胎爆胎、扎胎，轮胎螺栓以及轮胎阀体的相关问题。
- > 由于交通事故而不能继续安全行驶

客户权益的概览

道路救援

路修服务

无论您的车辆在家中或路上出现故障而不能继续安全行驶，梅赛德斯-奔驰道路救援都会为您提供高质量的服务，悉心照顾好您的爱车。如果遇到小的问题而车辆可在路旁被及时解决，我们将派遣技术人员奔赴现场为您提供有效的支持，帮助您重新启程。

拖车服务

如果您的爱车因为机械或电子故障、驾驶员错误或发生交通事故而不能继续安全行驶时，您可以选择拖至定的经销商，免费拖车的距离不超过单程 150 公里（含），超过 150 公里将按照当地市场价格支付超过 150 公里以外的拖车费；或选择免费拖至最近的经销商，如果最近经销商距离超过 150 公里，仍可免费将爱车拖至最近经销商处。

紧急充电服务（仅纯电车型）

如果您的爱车因为高压蓄电池没电而无法继续行驶时，您可以选择以下服务：

> 拖车至充电桩

拖至最近的充电站、具有充电设施的梅赛德斯-奔驰授权经销商或拖回您的家中进行充电。

后续利益

租车、出租车等公共交通费用报销服务

如果您的爱车由梅赛德斯-奔驰道路救援拖运送修到授权经销商处，我们会为驾驶员和当时车上乘客（以合法限座人数为上限）提供拖车当天的租车、出租车等公共交通费用报销服务。您可报销最多人民币 500 元的出租车费/租车费/专车费/过桥过路费/加油费。

“居住地”后续利益

如果您的爱车在您居住地因为故障、驾驶员错误或事故导致车辆不能继续安全行驶，需要梅赛德斯-奔驰道路救援安排拖车服务，将您的爱车送至梅赛德斯-奔驰授权经销商以备妥善解决，且该经销商不在您所居住的城市，检查结果表明车辆维修不能在当天完成时，梅

赛德斯-奔驰道路救援将在车辆完成维修后为您提供取车利益（每个案件仅一人）。取车行程的距离不超过您的居住地到维修经销商的距离。具体如下：

- 如果行程在 1,000 公里以内，为您提供免费火车软卧或一等座服务
- 如果行程超过 1,000 公里，则为您提供免费飞机经济舱服务
- 如果出租车服务费用比相应火车服务价格更为优惠且便捷时，则提供免费出租车服务
- 提供在取票过程中所产生的交通费用（如出租车、公共交通等费用），不超过人民币 500 元

“居住地以外”后续利益

如果您的爱车在您的居住地以外因为故障、驾驶员错误或事故导致车辆不能继续安全行驶，需要梅赛德斯-奔驰道路救援安排拖车服务，将其送至梅赛德斯-奔驰授权经销商以备妥善解决，而且检查结果表明车辆维修不能在当天完成时，身处异地的驾驶员及车上乘客（以合法限座人数为上限）可以选择以下两种服务之一：

选择 1：酒店住宿

如果驾驶员及其车上乘客愿意留在车辆故障、驾驶员错误或道路交通事故发生地等待爱车完成维修，梅赛德斯-奔驰道路救援会提供预订酒店服务，并支付住宿费用，该优惠服务涵盖驾驶员及当时车上乘客（以合法限座人数为上限）。

酒店住宿服务包括：

- 最多可入住 3 天

- 最高可入住 4 星级酒店
- 标间房费及税费

请注意除此之外如果产生额外费用如电话费、房间服务等需由您自行支付，请在离开酒店时提前结清。

选择 2：继续旅程

如果您愿意继续旅程或返回居住地，梅赛德斯-奔驰道路救援会根据实际情况为驾驶员及当时车上乘客（以合法限座人数为上限）安排最妥当的交通方式。该优惠服务涵盖驾驶员及当时车上乘客（以合法限座人数为上限）。继续旅行的距离不超过从故障地点到居住地的距离。

继续旅程优惠服务包括：

- 如果行程在 1,000 公里以内，为您提供免费火车软卧或一等座服务
- 如果行程超过 1,000 公里，则为您提供免费飞机经济舱服务
- 如果出租车服务费用比相应火车服务价格更为优惠且便捷时，则提供免费出租车服务
- 提供在取票过程中所产生的交通费用（如出租车、公共交通等费用），不超过人民币 500 元

维修完毕后车辆交付服务

如果您的爱车出现故障、驾驶员错误或发生事故导致车辆不能继续安全行驶后，梅赛德斯-奔驰道路救援已将车辆送至授权经销商处进行修理，同时也为您提供了继续旅程的服务，

在车辆完成维修后，梅赛德斯-奔驰道路救援将为您提供取车利益（每个案件仅一人）。取车行程的距离不超过您的居住地到维修经销商的距离。

具体如下：

- 如果行程在 1,000 公里以内，为您提供免费火车软卧或一等座服务
- 如果行程超过 1,000 公里，则为您提供免费飞机经济舱服务
- 如果出租车服务费用比相应火车服务价格更为优惠且便捷时，则提供免费出租车服务
- 提供在取票过程中所产生的交通费用（如出租车、公共交通等费用），不超过人民币 500 元

非保障范围

梅赛德斯-奔驰道路救援的目的仅限于在紧急情况下提供救援服务。因此，梅赛德斯-奔驰道路救援不会涵盖以下您在驾驶车辆过程中可能出现的问题，除非这些问题对您和他人的安全会造成直接可辨认的危害：

- > 燃油表故障
- > 速度表故障
- > 空调系统故障
- > 仅部分车门不能开启（如果所有的门都不能打开，我们可以提供援助）
- > 不能开启后备箱
- > 前、后除雾器故障
- > 喇叭故障，如果喇叭持续鸣叫，梅赛德斯-奔驰会提供救援解决

- > 门外后视镜损坏
- > 车内后视镜损坏但不妨碍驾驶员的视线
- > 油箱盖损坏或有故障，但车内还有汽油而且燃油箱里面的燃油足够车辆驾驶到最近的梅赛德斯-奔驰授权经销商（EQ 车型车辆：充电接口外盖损坏或有故障，但车内还有足够电量驾驶到最近的梅赛德斯-奔驰授权经销商处）
- > 天窗不能开启
- > 天窗不能关闭，但天气晴朗而且车辆不存在任何安全隐患
- > 车窗不能开启
- > 车窗不能关闭，但天气晴朗而且车辆不存在任何安全隐患
- > 座椅调节功能故障，但车辆可以安全驾驶
- > 乘客座椅安全带故障，但车内没有乘客
- > 安全系统故障，除非车辆已抛锚或警报持续鸣叫
- > 传动系统卡在运动/冬季模式
- > 防抱死制动系统(ABS)警告灯亮
- > 辅助防护系统(SRS)警告灯亮
- > 牵引力控制警告灯亮
- > 其他不牵涉到安全的警告灯/维修保养指示灯亮
- > 没有风挡玻璃清洗液
- > 在天气晴朗时，前/后风挡雨刮失灵

如果梅赛德斯-奔驰已经应客户要求提供道路救援服务，但到达现场后发现车辆问题属于上

述任一种情况的，道路救援服务费用将由客户自行承担。

常规的责任免除

梅赛德斯-奔驰道路救援提供的服务对下述情况引发的相应问题概不负责：

- > 车辆参与赛车、拉力赛、速度和耐久力测试、试驾以及在非官方道路上驾驶
- > 由于战争、暴乱、叛乱、政治示威、抢劫、罢工、军事或反恐行动、地震、气候反常、大气现象、核裂变现象以及人工操作原子粒子加速引起的辐射
- > 故障是因故意破坏或参与违法犯罪行为引起的
- > 车辆的抛锚是直接或间接的因警方或其他有关部门介入而引起的
- > 车辆的操作违反相关使用说明书（用户手册）说明而引起的损坏
- > 车辆故障后引发的相关费用或财产损失
- > 车辆未保持在适合于道路上行驶的状况或未根据车辆制造商的建议进行维修保养
- > 车辆用于出租车、租赁或试乘试驾用途
- > 当车辆的驾驶人员处于下列任一情况者：
 - 如果车辆驾驶人员的血液中的酒精含量超过道路安全相关法规规定的确定醉酒状态的值的
 - 当车辆驾驶人员处于毒品、毒物、非处方的麻醉剂的影响下
- > 不具顾客车辆类别应有的驾驶证或相应证件，或驾驶证等证件因违规而被吊销或吊扣的
- > 因顾客或顾客委托的驾驶人员违规，而导致超员、运载物品或动物的重量超载或安排方式上违规，并成为事故或损失的主要原因的

- > 当顾客车辆不具备应有的文件或证明（包括技术检验及强制性保险）或不符法定、受益人车辆运行公共道路交通的要求的
- > 当顾客车辆运载碳氢燃料、易燃易爆或有毒矿物质或其它物料造成损失的
- > 当顾客车辆作为救护车运载伤员或作为灵车运载死者的
- > 当顾客车辆所承载的行李未做良好包装或承载了易碎易腐物品的
- > 当顾客车辆发生交通事故时，梅赛德斯-奔驰道路救援对交通法规规定的顾客车辆保险赔付范围内的项目不承担责任

为提供您所选择的服务，我们可能需要向您收集个人信息。如您将您的个人信息提供给我们，则视为同意梅赛德斯-奔驰及其关联公司、授权经销商可以在您选择的服务和后续市场运营活动中使用该等信息。我们会仅在满足法律要求的合理必要期间内保存您的信息。

梅赛德斯-奔驰道路救援关注您的需要，助您安心出行，全面提升拥有梅赛德斯-奔驰的价值。

*梅赛德斯-奔驰保留在任何时间修改道路救援服务内容的权利，无需提前通知。

**梅赛德斯-奔驰在法律允许范围内保留对道路救援服务内容的解释权。

Mercedes-Benz Roadside Assistance

- Peace of Mind Motoring Around the Clock

Mercedes-Benz Roadside Assistance provides customers with emergency support 24 hours a day, 7 days a week, 365 days a year within mainland China, as long as the vehicle is accessible by the recovery, and no cover is provided for off-road driving.

Should you ever require assistance, all you need to do is dial 24-Hour Assistance Hotline, and Mercedes-Benz Roadside Assistance will be there to help.

This guide contains information of customer benefits (For details, please see “Summary of customer benefits”) provided by Mercedes-Benz Roadside Assistance. It also details the correct procedures to follow, and lists out relevant terms & conditions. Please read it carefully. Should you have any questions regarding your coverage, you are welcome to contact any Authorized Mercedes-Benz Dealer or call the 24-Hour Assistance Hotline.

24-Hour Roadside Assistance Hotline

400-650-4688

Getting Help

- What to Do When You Need Assistance

In the event of a breakdown or road traffic accident, simply call Mercedes-Benz Roadside Assistance (local call cost anywhere in China).

Please have the following information in hand for the operator when you call:

- Vehicle Identification Number (VIN):
Please refer to the registration certificate of your car or the Owner's Manual for the location of the VIN in your vehicle
- Your surname and exact location
- Contact phone number
- License plate number and color of your vehicle
- Vehicle model
- The date of Vehicle Delivery/The date of Vehicle purchase invoice
- Your Residential City
- Description of the problem

Important Note:

In order to qualify for the benefits provided by Mercedes-Benz, you must contact or seek

assistance only from Mercedes-Benz Roadside Assistance. Please do not make your own vehicle assistance/recovery arrangements through a third party.

If you need towing service, please take your personal belongings before towing, Mercedes-Benz Roadside Assistant will not be responsible for this.

All additional expenses such as repairing fee, spare parts for maintenance fee, etc. shall be your responsibility.

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

Service Definitions

Covered Customers

The owner (or driver) and all the passengers traveling in the vehicle at the moment the emergency assistance is required, up to the maximum number of passengers that the vehicle is legally allowed to carry.

Covered Vehicles

> New Vehicles

Mercedes-Benz branded new passenger car sold by an Authorized Mercedes-Benz Dealer in mainland China (excluding Hong Kong Special Administrative Region, Macau Special Administrative Region and Taiwan) will be eligible for benefits during the warranty period under the program. The starting date of Roadside Assistance Service is the vehicle delivery date (the starting time of service is implemented according to 3R Policy).

Any vehicles sold by unauthorized dealers, and any vehicles originally sold in any other country or territory besides mainland China (as defined above), are not eligible for the assistance services and benefits.

Mercedes-Benz branded new passenger car, originally sold by an Authorized Mercedes-Benz Dealer in mainland China will be eligible for benefits of covered range, condition, content and time limit under the program according to valid relevant terms and guide when sold. If assignment occurs in the time limit of roadside assistance, vehicles will continue to be covered for roadside assistance within the rest duration of service when recipient has Vehicle Invoice Issued or the Three Guarantees.

> Mercedes-Benz Certified Pre-Owned Vehicles (for Mercedes-Benz passenger car only)

Mercedes-Benz Certified Pre-Owned vehicles (the "Pre-Owned vehicles") sold by an Authorized Mercedes-Benz Certified Pre-Owned Program Dealer in mainland China (excluding Hong Kong Special Administrative Region, Macau Special Administrative Region and Taiwan) on or after July 1st, 2017 will be eligible for the benefits under the program. Vehicles will be covered for a period of at least one year from the invoice date of purchase of the Pre-Owned Vehicle.

Any vehicles sold by unauthorized used car dealers, and any vehicles sold (as a used car) in any other country or territory besides mainland China (as defined above), are not eligible for the

assistance services and benefits.

Covered Area

Customers are entitled to service under this program anywhere within mainland China, as long as the vehicle is accessible by the recovery vehicle (no cover is provided for off- road driving).

Assistance will be provided no matter where you are (i.e. at home, on the roadside, on the highway, in a parking lot, etc.), as long as you are not already at an Authorized Mercedes-Benz Dealer.

Covered Events

When the vehicle is immobilized due to the following reasons, Mercedes-Benz will provide the 24-hour Roadside Assistance service:

- > Mechanical or electrical breakdown
- > Driver error
 - Battery problems (BEV HV Battery problems): flat battery
 - Fuel problems: out of fuel, incorrect fuel or contaminated fuel (customers should bear the fuel fees)
 - Key problems: locked keys, lost keys or broken keys (excluding the provision of replacement keys)
 - Tire problems: puncture, bolts or valve related issues
- > Road traffic accident where the vehicle is immobilized

Summary of customer benefits

Roadside Assistance

Roadside Repairs

If your vehicle is immobilized whether at home or on the road, Mercedes-Benz Roadside Assistance will attend to your vehicle. For minor repairs where the vehicle can be repaired at the roadside, a technician will be sent to try and mobilize your vehicle at the roadside.

Vehicle Towing

If your vehicle is unable to be mobilized following mechanical or electrical breakdown, driver error or the road traffic accident, you can choose to be towed to specified dealer, the one way free range is 150km (include 150km), you need to pay for the excess part according to the market price; or you can choose to be towed to the nearest dealer, if the nearest dealer exceed 150km, the fee of towing your vehicle to the nearest dealer is free.

Emergency Charging Scheme (Only for BEV)

If your vehicle is immobilized due to the vehicle is running out of power, you can choose below services:

- > Towing to Charging Pile Service

Your vehicle will be towed to the nearest certificated charging pile, Mercedes-Benz authorized

dealer with charging facility or you can choose to be towed to your vehicle back home.

Mobility Benefits

Public Transport Expense Reimbursement Service (Rental, taxi, toll and etc.)

When vehicle is towed to the dealer shop, you and passengers could have up to RMB 500 for taxi fee/car rental fee/chauffeured car fee/road and bridge tolls/fuel charging fee on the towing day.

“Neighboring City” Mobility Benefits

If your vehicle is recovered from your city to the dealer which is located in the different city to residence by Mercedes-Benz Roadside, and it is clear that the repair cannot be completed on the same day as the immobilization, Mercedes-Benz Roadside Assistance will provide pick-up service to you (One person per case). The distance for vehicle pick-up shall not exceed the distance from your residence city to the repairing Authorized Mercedes-Benz Dealer. As follows:

- First class train travel if the journey is under 1,000km
- Economy class air travel if the journey is over 1,000km
- Taxi service if more convenient than train travel and less expensive than the train ticket
- Any costs incurred to collect tickets (e.g. taxi, public transport and etc.), no more than RMB 500

“Away from Home” Mobility Benefits

If your vehicle is recovered to a dealer by Mercedes-Benz Roadside Assistance and it is clear that the repair cannot be completed on the same day as the immobilization, the breakdown happens in a city other than where you live. The driver and the passengers, (the maximum number of passengers the vehicle is legally allowed to carry), if traveling and not in the same city as where they normally live, will be given the opportunity to choose between the following options:

Option 1: Hotel Accommodation

If you prefer to stay where you are, and wait for the vehicle repairs to be completed, then Mercedes-Benz Roadside 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
- Free room & tax, and breakfast if it is included in the room rate.

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

Option 2: Onward Journey

If you prefer to continue your journey or return the residential place, Mercedes-Benz Roadside Assistance shall organize the most appropriate arrangement of transportation. The benefit applies

to the driver and the maximum number of passengers that the vehicle is legally allowed to carry. The distance for continuous travel shall not exceed the distance from the breakdown site to the residential place.

Onward Journey Benefits:

- First class train travel if the journey is under 1,000km
- Economy class air travel if the journey is over 1,000km
- Taxi service if more convenient than train travel and less expensive than the train ticket
- Any costs incurred to collect tickets (e.g. taxi, public transport and etc.), no more than RMB 500

Vehicle Pick-up Following Completion of Repairs

If your vehicle was recovered to an Authorized Mercedes-Benz Dealer for repairs and onward journey benefits were provided, then Mercedes-Benz Roadside Assistance will provide pick-up service for you. The distance for vehicle pick-up shall not exceed the distance from your residence city to the repairing Authorized Mercedes-Benz Dealer. As follows:

- First class train travel if the journey is under 1,000km
- Economy class air travel if the journey is over 1,000km
- Taxi service if more convenient than train travel and less expensive than the train ticket
- Any costs incurred to collect tickets (e.g. taxi, public transport and etc.), no more than RMB 500

Non-covered Events

Mercedes-Benz Roadside Assistance is designed to assist in emergent 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 the safety of 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)
- > Trunk cannot be opened
- > The front and/or rear glass defrosters are not functioning
- > Horn is not functioning. If the horn is sounding continuously, the assistance 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 but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest Authorized Mercedes-Benz Dealer (EQ: Damaged or faulty of cover of charging port, but vehicle has not run out of battery and there is enough battery to enable the vehicle to reach the nearest Mercedes-Benz authorized dealer)

- > 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 adjustor is faulty but the vehicle can be safety driven
- > Passenger seatbelts 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
- > Anti-lock Brake System (ABS) lights are illuminated
- > Supplemental Restraint System (SRS) warning lights are illuminated
- > Traction control lights are illuminated
- > Other non-safety related lights/service warnings are illuminated
- > Vehicle runs out of windscreen wiper fluid
- > Front/Rear windscreen wipers faulty but weather conditions are fair

If we have provided roadside assistance as what customer required but vehicles problem belongs to any of the above events, payment for roadside assistance will be customers' responsibility.

General Exclusions

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

- > Vehicle is involved in motor racing, rallies, speed or 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 anti-terrorism action, 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 direct or indirect 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 a breakdown
- > Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations
- > Vehicles being used as taxis, leasing, or trial driving

- > When the driver of customer vehicle falls within one of the following circumstances:
 - The alcohol content in his/her blood exceeds the value as specified in the road safety related laws for identifying the drunk status
 - When the driver of the vehicle is affected by drugs, poisons or over-the-counter anesthetics
- > No driving license or corresponding license for the type of customer vehicle, or the driving license is revoked or withdrawn due to violation of relevant provisions
- > Customer or the drivers as designated by customer violate the relevant provisions, causing overstaffing, or violation of the provisions on the weight of the loaded articles or animals or the loading or arrangement modes, which is the main reason for the accident or loss
- > When customer vehicle has no corresponding documents or certificates (including technical inspection and compulsory insurance) or does not meet the statutory requirements for the beneficiary's vehicle to operate public road traffic
- > When customer vehicle carries hydrocarbon fuel, flammable, explosive or toxic minerals or other materials causing damage
- > When customer vehicle is used as an ambulance to carry the injured or as a hearse to carry the deceased
- > When the luggage carried by the customer's vehicle is not well packed or carries fragile and perishable items
- > When customer vehicle is involved in a traffic accident, Mercedes-Benz Roadside Assistance is not responsible for the items covered by the customer's vehicle insurance coverage stipulated by the traffic laws and regulations

In order to provide you corresponding service, we may need collect some personal information from you. If you provide us your personal information, you are deemed to agree that Mercedes-Benz and its affiliated companies and authorized dealers may use such information in the services you choose and subsequent market operations activities. We will only keep your information for a reasonable and necessary period to meet the legal requirements.

Whenever and Wherever you go, Mercedes-Benz Roadside Assistance is there to take care of your need, the value of owning a Mercedes-Benz is further enhanced.

* Mercedes-Benz reserves the right to modify the contents of Roadside Assistance service at any time without prior notice.

** Mercedes-Benz reserves the right to interpret the content of Roadside Assistance service to the extent permitted by law.