

Downtime is deadtime. Call **MobiloVan**.



Dedicated roadside assistance
to keep businesses moving

- **Free 24/7 support** > for Mercedes-Benz vans*
- **Rapid response** > within 60 minutes on average
- **Rapid repair** > 80% of vans repaired roadside
- **Up to 30 years cover*** > from date of van registration

Mercedes-Benz
Vans. Born to run.



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We're here to keep businesses moving

That's our brand mission, and it's one we take very seriously. We're committed to adding real commercial value to our customers' businesses, acting as an integral business partner, not just a vehicle manufacturer.

MobiloVan plays a key role in fulfilling this mission. A free, 24-hour roadside assistance service that knows you can't afford to stop. A service that truly understands the commercial implications of downtime and so above all else is dedicated to getting your van back out on the road as soon we can.

We invest billions of pounds in our vans, to make sure they're among the most reliable on the road. Even so, breakdowns happen. And when they do, we know the clock starts ticking.

How much does it really cost your business to be off the road? How long can you stay off the road before your reputation starts to suffer? That's when you need a commercial partner that you can rely on. That's when we can add real value.

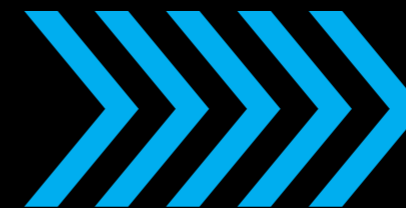
I'm proud to offer MobiloVan as a free service to Mercedes-Benz van drivers.



Steve Bridge,
Managing Director,
Mercedes-Benz Vans

> "I had to call MobiloVan due to an engine warning light. James was with me in 30 minutes, and diagnosed a failed fuel injector. A replacement needed ordering in so he and his colleague Vicky transferred my load to a replacement van - in the pouring rain! This wasn't just good customer service. It was exceptional. They were a credit to Mercedes-Benz, and did absolutely everything in their power to get things sorted - and on a bank holiday too!"

Gary King, Proprietor,
GK Distribution Ltd



We'll do everything we can to keep you moving: the MobiloVan 3-point promise

- > **We'll do everything we can to get to you as fast as we can**
Our response time is less than 60 minutes on average
- > **We'll do everything we can to fix your van at roadside**
On average 80% of vehicles are fixed at roadside
- > **If we can't fix your van roadside, we'll do everything we can to get you moving again**
Your van will have priority in our workshops and onwards transport will be arranged*. Our team will follow the progress until your repair is complete, giving you regular updates

Dedicated roadside assistance to keep businesses moving

Because the worst sometimes happens, there's MobiloVan. If your van was registered after 1 October 2012 and suffers a technical breakdown that renders it immobile, you can call MobiloVan 24 hours a day, 7 days a week, from anywhere within the UK and Europe.

A trained Mercedes-Benz technician will arrive within 60 minutes on average, in a van stocked with diagnostic equipment solely designed for Mercedes-Benz vans and carrying Mercedes-Benz GenuineParts. He or she will do everything in their power to get your van back on the road as fast as possible - and as long as the breakdown meets eligibility criteria (please read page 10 carefully) there's no call-out charge, labour charge or recovery fee.

To qualify for cover, your van must have been serviced regularly as outlined in the vehicle handbook. If it's still in its warranty period, the vehicle services can be carried out anywhere, but if you want to extend your MobiloVan cover beyond your 3-year warranty period, your last scheduled service must have been carried out by an authorised Mercedes-Benz Dealer.

You don't have to be a business user to benefit from MobiloVan - all Mercedes-Benz van owners benefit from our commitment to keeping things moving.



No-one is better placed to minimise downtime

Because the technician attending your breakdown only works on Mercedes-Benz vehicles and carries only Mercedes-Benz GenuineParts, no other roadside assistance service is better placed to get you moving again.

There's no time wasted trying to assess and diagnose the fault. The diagnostic equipment you need is on board - and as well as diagnosing current faults, it will pick up anything that could cause you to stop in future. The parts carried are precision engineered for first time, fast fit - and to last longer.

Every aspect of the service is designed for speed and convenience: we know you can't afford to stop.



MobiloVan at a glance

- > **Free 24/7 support for Mercedes-Benz vans** - as long as you've adhered to the service schedule and the van's last service was with an authorised Mercedes-Benz Dealer if it's out of warranty, you can call MobiloVan
- > **Up to 30 years cover*** so to all intents and purpose, your van is covered for life
- > **Rapid response** - we'll be with you within 60 minutes on average
- > **Rapid repair** - on average, 80% of vans are repaired roadside
- > **Priority workshop service** - if we can't get you moving roadside, the Dealership will prioritise your repair and provide regular updates on its progress, and any parts required will be placed on express delivery
- > **Replacement vehicle (subject to availability) or onward travel** - for drivers and passengers. Please see p8 for terms
- > **Technical breakdowns that immobilise the van are covered** - subject to eligibility criteria - and during the van's initial 3-year warranty period, certain minor mishaps too. See p11 for details
- > **UK and Europe-wide cover** - you can rely on MobiloVan in some 44 countries in total



Questions to ask yourself when choosing roadside assistance

- > **Can the provider fix your vehicle at the roadside?** Do they have the right diagnostic equipment? Are the technicians trained to fix it?
- > **Do they offer permanent fixes?** Some providers don't give the choice of a full, permanent repair and only commit to getting you moving again
- > **If the fault recurs and it's not your fault, are you still covered?** Some providers will not cover a fault they've previously been out to fix, even if the driver has taken all the action advised
- > **Will the replacement parts used be equivalent quality, in order not to invalidate your warranty?**
- > **Will the parts used be fairly priced?** Some providers charge more than the retail cost of the parts
- > **Will they ensure the safety of drivers and passengers?** Will everyone on board be safely delivered home or back to the depot?
- > **Will they attend a breakdown anywhere?** Some providers won't attend with ¼ mile of your home or place of work

...with MobiloVan, the answer is 'yes'



Every second counts.

The roadmap of a breakdown.

1 > Driver breaks down and calls MobiloVan Customer Assistance Centre (CAC)

- > 24/7/365
- > Operatives that understand your business priorities



2 > CAC identifies nearest Mercedes-Benz dealership, calls the resident MobiloVan technician with details of the breakdown and sends details to his or her mobile phone.

- > Pan-European cover across 44 countries
- > Only Mercedes-Benz trained technicians attend



3 > Technician accepts the job via phone and submits expected time of arrival (ETA).

- > Average attendance time of less than 60 minutes



6 > On average 80% of vans fixed at roadside, but if this isn't possible, the technician arranges recovery to the nearest dealership

- > 94% of GenuineParts available within 24 hours
- > Priority parts delivery for MobiloVan customers



5 > MobiloVan technician attends breakdown, diagnoses problem and, if possible, repairs the van at roadside

- > Mercedes-Benz diagnostic equipment on board
- > Van stocked with Mercedes-Benz GenuineParts



4 > CAC calls the driver back and gives ETA.

- > CAC gives regular updates so driver is fully informed



7 > Driver decides whether they would prefer a replacement vehicle, if available, onward travel* to home/place of work, or a hotel stay - whichever works best.

- > Travel costs covered for driver and passengers
- > Hotel costs covered for 3 nights, for driver and passengers*



8 > The van is recovered to the Dealership, repaired as a priority and, if required, returned to the customer if within a 30 mile radius of the dealership.

- > All vans repaired with Mercedes-Benz GenuineParts



In the event of breakdown or accident call **MobiloVan** anytime:

00800 3 777 77 77
or +44 (0)207 660 9991

Whatever happens, our priority is minimising downtime

We won't stop until your business starts moving again. Our number one priority is to get your vehicle back on the road earning its keep as soon as possible, as our 80% roadside repair rate testifies.

But if your van breaks down and we can't repair it on the spot, we'll arrange recovery to a Mercedes-Benz workshop where it will receive priority attention, and you have three choices:

1 > We can arrange a replacement vehicle (subject to availability) that is yours for the duration of the repair up to 3 working days.

or

2 > We can cover the cost of onward travel home/back to the depot, by train or air, up to a maximum of £340 (€400) inc.VAT per person – so the driver and any passengers are all covered.

or

3 > We can cover accommodation on a bed & breakfast basis for driver and passengers for up to 3 working days – terms and conditions apply, see mbvans.co.uk/mobilovan/termsandconditions

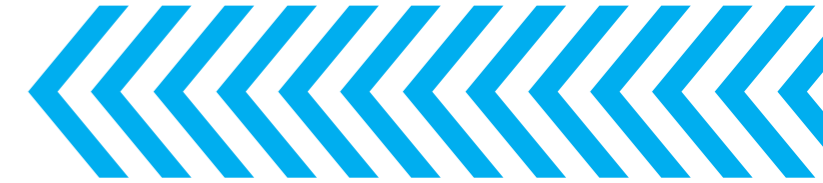
Whatever works best for your business, works best for us. Once your vehicle is repaired, we'll deliver it back to within a 30-mile radius of the repairing workshop.



> "The Mercedes-Benz MobiloVan package is far superior to the alternatives provided by its competitors. The Dealership we work with is a commercial vehicle specialist. This means it has a far better understanding than a car dealer would, of the crucial importance of getting a refrigerated vehicle back on the road as quickly as possible."

Lee Dorward, Managing Director, Freezerent

Your frequently asked questions



Q. My last service wasn't with a Mercedes-Benz Dealer – am I still covered?

> If you're still within the warranty period, yes. If you're out of the 3-year warranty period, then unfortunately you're not covered – to reactivate your cover, simply make sure your next service is carried out by a Mercedes-Benz authorised repairer.

Q. I haven't kept up to date with my van's services and now it's broken down – am I still covered?

> MobiloVan still covers you in the first 3 years, even if you haven't kept up with the schedule. After 3 years you must be up to date with the services according to ASSYST in order to be covered. However, please be aware that not servicing the vehicle on time could lead to issues caused by parts that should have been replaced during a service, and call-outs for these repairs would be recharged.

Q. Other people use my van as well as me – are they covered?

> Yes, the cover is for the vehicle not the driver, so as long as the vehicle meets the eligibility criteria, then MobiloVan is valid.

Q. I have a van but don't own a business – am I covered?

> Of course. We understand that not all of our customers are business users – it's thanks to our business focus and emphasis on uptime that we can deliver this service for all customers.

Q. What happens to my load if the vehicle needs to be recovered?

> We understand that many businesses carry items that will need transferring to another van. We'll always try to help and will often transport your van back to a depot to transfer its load before recovering on to the Mercedes-Benz dealer. Please note that this may not always be free of charge – the MobiloVan technician will advise at the scene.

Q. I don't know if my van is safe to drive – but I don't want to call in case I get charged...

> Safety is of utmost importance to Mercedes-Benz. If at any time you feel that there is an issue that could make the vehicle unsafe to drive then please call MobiloVan. The adviser will either advise or put you in touch with the local MobiloVan technician. This technician may assess that it's safe for you to drive at your convenience to the Mercedes-Benz Van Dealer, or they may wish to attend and accurately diagnose the problem. The safety of our drivers is critical, so please call us.

Q. I'm not covered by MobiloVan – but can you still come and assist me?

> If we feel we can help and you're happy to pay, of course. Depending on the issue, we may decide to recover the vehicle to the nearest Dealer rather than attempt roadside repair.

Q. If I'm within my warranty period and the fault turns out not to be a warranty item am I covered?

> No, not unless it is one of the items that is covered by the minor mishap cover.

Q. Do you always rectify the fault at roadside, or will you just provide a temporary fix to get me moving?

> Our preferred route is always to completely rectify the fault at roadside. If we can't do this in a timely manner, it may make sense to patch you up so you can get on your way and book your vehicle in for repair later, minimising vehicle downtime.

Q. Why can't you fix all vehicles at roadside?

> There are a number of reasons. It may be that the repair can only be completed in a workshop environment. Parts may need ordering. The repair may take too long to repair roadside, or the technician/police/Highways Agency might feel it's unsafe to fix it where it is.

Q. If my van has to go into a workshop, how will I get it back when it's been repaired?

> If your home or place of work is within 30 miles of the dealership, we'll deliver it back to you, otherwise you'll need to make your own arrangements for collection. You may also be eligible for rail or air travel costs.

Q. Will you tell me straightaway if I'm not covered by MobiloVan?

> When we can, yes, but it's not always possible as sometimes a thorough investigation into the cause of the fault is needed. In most cases, we can tell you following diagnosis at roadside if we believe that the fault will be covered. We'll always try to advise as best we can and keep you updated on our investigations.

Q. You mention that wrong fuel is covered if the van is under warranty – do you cover the cost of the lost fuel?

> No – the cost of any lost fuel or the cost to refuel will not be covered, and this would be charged back to you.

Q. I'm a bit wary of hidden costs. What's the worst case scenario?

> It really depends on the job, but in the worst case scenario, the cost of call-out and repairs would be charged back to you. It's our goal to deliver the very best customer experience possible, so if you are unhappy about the way that your case has been handled then please speak to our Customer Assistance Centre on 00800 3 77 77 777.

What's covered - and what isn't



If you're not sure whether you're covered, call MobiloVan anyway - the operative will be able to advise, and arrange a MobiloVan technician to call you if unsure.

Eligibility criteria

MobiloVan applies to vehicles purchased from an authorised Mercedes-Benz Dealer, originally destined for and first registered in the UK on or after 1 October 2012, whether you are the vehicle's first or any subsequent owner. It's the van that is covered, not the owner, so it doesn't matter who is driving when the vehicle breaks down. To extend your coverage beyond the initial three years of warranty cover and up to a maximum of thirty years, simply have your vehicle serviced at one of our approved workshops and your cover will automatically be renewed until the next service is due. It doesn't matter if services prior to this were carried out elsewhere. Terms and conditions apply.

Definition of 'technical breakdown'

You can only call MobiloVan if the vehicle is rendered immobile due to a technical failure that meets one of the following criteria:

- › Prevents the vehicle from being started/driven
- › Could cause serious consequential damage if the vehicle continues to be driven
- › Endangers the safety of the driver, passengers or other road users
- › Legally prevents the vehicle's continued use

There are endless causes of technical failure. The battery could be flat because you left the lights on - with MobiloVan, you're covered. If you have one flat tyre, you're covered. Frozen fuel, rodent damage, even a broken brake light - you're covered. The key is that the vehicle must either be physically immobile, or illegal or unsafe to drive. Driver safety is important to us - if you're concerned, call MobiloVan.

Additional benefits for vehicles in their initial warranty period

In the first 3 years, certain additional minor mishaps are covered over and above technical breakdown, again as long as the vehicle is rendered immobile:

- › Wrong fuel/out of fuel
- › Lost/locked in keys
- › Two or more flat tyres
- › Road traffic accident, vandalism and attempted theft/theft of parts

Please be aware the above are only covered up to a total cost of £130 including VAT. Above this cost, the customer is responsible for the total cost of the repair.

MobiloVan exclusions

MobiloVan is a comprehensive service, but obviously it can't cover you for everything. For a full list of exclusions and all product terms and conditions, please visit mbvans.co.uk/mobilovan/termsandconditions

In the meantime, here are some causes of a breakdown that aren't covered:

- › Deliberate or negligent behaviour, either on your part or someone else's - including breaking the law by carrying a heavier load or more people than permitted
- › Modifications or replacement parts fitted that are not approved by Daimler AG
- › Repairs not performed according to our specifications
- › Breakdown as a consequence of ignoring repair recommendations made by an authorised Mercedes-Benz workshop
- › Using the van in motor sport competitions, military manoeuvres, disaster relief operations or similar activities
- › Defects known to you, including temporary repairs, but not rectified



Don't forget - even if it's not covered, you can still call us out if you need assistance fast.

Preventative maintenance is better than cure

Downtime really is deadtime, which is why we invest £4.63 billion every year in R&D, to ensure our vans are among the safest and most reliable on the road. But there are steps you can take too, to avoid breakdowns and keep your vans working reliably at peak performance.

Regularly service your van

Regularly servicing your vehicle reduces the risk of wear and tear parts failing and means your van is regularly inspected by someone who can spot potential problems before they occur, thanks to the specialist diagnostic equipment used during service.

- › Mercedes-Benz National Servicing Pricing offers a flat national labour rate and set oil and parts prices, from just £99 +VAT for an 'A' service.
- › We also offer flexible Service and Maintenance Plans to spread the cost of vehicle maintenance without extending your credit lines, and save your business money.
- › Our 24-hour dealer network offers out-of-hours servicing, keeping disruption from scheduled maintenance to a minimum.

Carry out regular inspections

Checking fluid levels and giving your van a regular once-over means things like damaged tyres and faulty lights can be picked up before they render your vehicle unroadworthy, potentially costing you money.

- › Your local Mercedes-Benz Dealership will carry out a free Visual Health Inspection for you, covering interior features like seat belts and parking brake, lights and lenses, all glass and wipers, fluids, belts and battery, brakes, steering, suspension, wheels and tyres, with a report flagging up any areas of action required and their level of urgency.



"When you're running a business you don't need any extra hassle or worry. Our vehicles are maintained to the highest standard by factory-trained technicians, fitting only Mercedes-Benz GenuineParts."

Darren Crawley,
Managing Director,
Oxford Air Conditioning

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MobiloVan


FREE 24/7
roadside assistance

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Vans. Born to run.



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 Every Mercedes-Benz van comes with a lifetime promise: **we'll keep your business moving**

- 1 > **We'll do everything we can to get to you as fast as we can.** Our response time is less than 60 minutes on average
- 2 > **We'll do everything we can to fix your van at roadside.** On average 80% of vehicles are fixed there and then
- 3 > **If we can't fix your van at roadside, we'll do everything we can to get you moving again ASAP.** Your van will take priority in our workshops and onward travel* will be arranged, where possible. Our team will follow the progress until your repair is complete, giving you regular updates