



Practical accident assistance

A guideline for Mercedes-Benz customers

Mercedes-Benz

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Coping with accidents and breakdowns

Dear Customer,

This guideline gives you some basic information on how to help yourself and others in the event of an accident or breakdown. Its practical hints and easily understood procedures will help you to manage critical situations rapidly and confidently.

We wish you safe and enjoyable motoring!

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Important emergency numbers

Injuries

Emergency call number: 112

Damage

Police: 110

Breakdown or accident

00800 1 777 7777

or +44 207 975 707 7

or Mercedes-Benz Contact

Information guideline for the emergency call:

1. Where did it happen?
2. What happened?
3. How many people are involved?
4. What injuries or damage have occurred?
5. Wait for further questions!

This is what you should do

1. Stay calm!
2. Put on a safety vest
3. Secure the scene (hazard warning flashers, warning triangle; see owner's manual for their location)
4. Analyse the situation:
 - Accident involving personal injury:** make an emergency call and give first aid
 - Physical damage:** inform the police, complete damage report form, secure evidence
 - Breakdown:** consult owner's manual to diagnose fault
5. In all cases: get active!

Useful onboard equipment

To be properly equipped for any situation, the following items – which can be obtained from your Mercedes-Benz partner – should always be on board and easily accessible:

- Vehicle owner's manual
- Safety vest*
- Warning triangle
- Vehicle jack
- Spare wheel or, depending on model, TIRE-FIT or MOExtended run-flat system
- Wheel brace
- Jump lead
- Tow bar or tow rope
- First-aid kit
- Small kit of universal tools
- Working gloves
- Cleaning cloth
- Torch
- Blanket

* Please be sure to comply with country-specific legislation

Practical hints



We recommend that you have the prescribed, regular checks carried out by your Mercedes-Benz Service partner. Also take advantage of our seasonal service offers, such as holiday or winter check-ups. You will find further information in the **owner's manual**.

Prevent breakdowns by taking simple precautions: check the following items on a monthly basis (or at shorter intervals if you cover high mileages):



Tyre pressures, incl. spare wheel (the tyre pressure chart is inside the fuel filler flap)

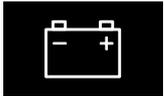


The engine oil and coolant levels are displayed in the instrument cluster. (The owner's manual tells you how to check these)

Fault diagnosis



If the following displays or warning lamps light up, the vehicle should be immediately brought to a stop in a safe location – you are urgently recommended not to continue the journey! Then follow the instructions in the **owner's manual**, which also contains all the other warning symbols.



The battery is no longer being charged. This may have the following causes: defective alternator, broken poly-V belt,

fault in the electronics.

→ Stop in a safe location immediately and switch the engine off. Check the poly-V belt. If the poly-V belt is broken: do not continue the journey. Inform a qualified workshop. If the poly-V belt is not broken: immediately have the vehicle checked by a qualified workshop.



There is insufficient brake fluid in the brake fluid reservoir.

→ Stop immediately in a safe location.

Do not continue! Inform a qualified workshop. Do not top up the brake fluid, as this will not remedy the fault.



The engine fan is defective!

→ If the coolant temperature is below 120 °C, drive to the nearest qualified

workshop but avoid high engine loads, e.g. steep gradients or stop-and-go traffic. If the coolant temperature exceeds 120 °C, park the vehicle and immediately contact a qualified workshop.

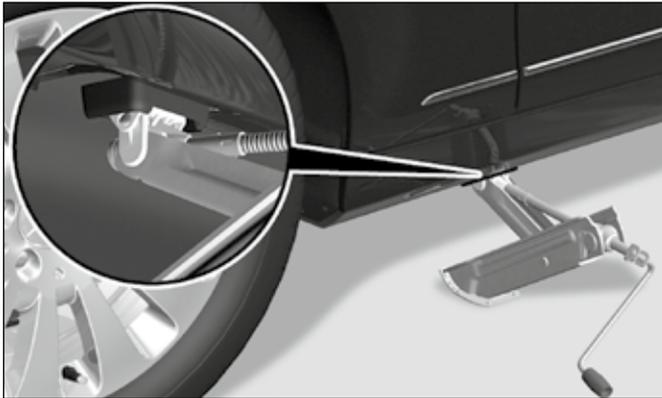


Brake linings have reached a critical level of wear! Acute danger of an accident!

Changing a wheel



If a steel wheel is replaced by a light-alloy wheel or vice versa, different wheel bolts must be used. Further information about changing a wheel, and about vehicles with TIRE-FIT or an MOExtended run-flat system instead of a spare wheel, may be found in the owner's manual.



The positioning points for the vehicle jack, using the C-Class as an example (just in front of or behind the relevant wheel arch). The specific jacking points for the model in question are shown in the owner's manual.

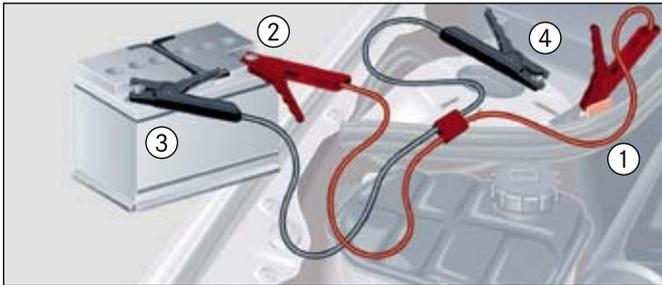
How to change a wheel correctly:

1. Secure the scene before changing a wheel (see “This is what you should do”, page 5)!
2. Apply the handbrake and engage first gear; shift automatic transmissions to (P). Switch off the engine.
3. Slightly loosen the wheel bolts of the wheel in question using the wheelbrace (do not remove them!)
4. Position the vehicle jack at an appropriate location marked with an arrow and jack the vehicle up
5. Remove the loosened wheel bolts
6. Remove the defective wheel and fit the spare wheel so that it lies flat
7. Insert and slightly tighten the wheel bolts, then lower the vehicle and fully tighten the wheel bolts cross-wise (!)
8. Drive to the nearest filling station or car dealership, have the wheel bolts tightened up and check the tyre pressure

Jump lead



Before using a jump lead, always consult the **owner's manual for your vehicle** in case of special, vehicle-specific features! On no account must sparking be allowed! Danger of highly explosive electrolytic gas! No smoking or open flame when using a jump lead! Should leaking battery acid come into contact with the skin or eyes, rinse thoroughly with clear water. Consult a doctor if necessary.



NOTE:

- In some vehicle models the battery may be located in the interior or in the boot
- In some model series it is NOT possible to use a starting aid connected to the battery itself

How to start your vehicle if the starter battery fails and another motorist offers help:

1. Remove the cover from the positive terminal or slide it in the direction of the arrow.
2. Connect the positive terminal ① of your own battery to the positive terminal of the helper's battery ② in that sequence, using the jump lead.
3. Start the helper's vehicle and let it idle.
4. Connect the negative terminal ③ of the helper's battery to the earth point ④ of your own vehicle in that sequence, using the jump lead.
5. Start your vehicle's engine.
6. Disconnect the jump lead from the earth point ④ and negative terminal ③ first, then disconnect the positive contact ① and positive terminal ②. Always start with your own vehicle.
7. Have your battery checked by the nearest Mercedes-Benz Service partner.

Towing



Towing a vehicle is not without its risks, as in most cases neither the brakes nor the steering will have any servo assistance. The vehicle will therefore be harder to steer and brake. If you feel unsure, please contact Mercedes-Benz under 00800 1 777 7777, or +44 207 975 707 7 or Mercedes-Benz Contact. Further information can be found in the **owner's manual**.

The following points should be noted if your vehicle needs to be towed to the nearest workshop:

1. Switch on the hazard warning flashers of both vehicles.
2. A tow bar is always recommended when towing a vehicle; if only a tow rope is available, a small red flag must be attached to the middle. For safety reasons, always keep the tow rope under tension!

3. Turn the ignition key of the broken-down vehicle to position 2. **Manual transmission:** Move the shift lever to neutral. **Automatic transmission and AUTOTRONIC:** Move the selector lever to N.

NOTE: If the vehicle is equipped with KEYLESS-GO, you must use the ignition key rather than the start-stop button

4. Maximum speed should not exceed 50 km/h – the maximum towing distance is 50 km. Please contact your Mercedes-Benz Service partner before towing over longer distances.
5. If the breakdown occurs on a motorway, you must leave the motorway at the next exit



Attachment points for a tow bar/rope, using the C-Class as an example (towing lugs are included in the vehicle tool kit). The specific attachment points for the relevant model are shown in the owner's manual.