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Mercedes-Benz appoints RAC as its new Roadside Assistance Partner

Mercedes-Benz Cars has appointed the RAC as its new Roadside Assistance partner.

The RAC will support [Mercedes-Benz Cars](#) to provide the best customer experience, ensuring customers spend minimal time at the roadside. Customers will be attended by the RAC's Mercedes-Benz branded Technicians, all equipped with Mercedes-Benz diagnostics equipment and parts, or by the RAC's Patrol Technicians.

For 24 hours a day, 365 days a year, the team will be there to respond whether it's a mis-fuelled car, a technical problem or a lost key. Thanks to [the RAC's innovative Universal Spare Wheel](#), customers will be back on the road if they have a non-repairable puncture. RAC patrols will fit the wheel quickly and assist the customer in a permanent fix.

The RAC will also work with replacement hire car partner [Europcar](#) to ensure that Mercedes-Benz customers are always kept mobile.

Sally Jones, Customer Services Director, Mercedes-Benz Cars UK, said: "We are partnering with the RAC to ensure that our customers receive the very best service when they require roadside assistance. We will benefit from the RAC's national coverage, which means that we will be able to respond more quickly, with less inconvenience for our customers."

RAC Chief Executive Dave Hobday said: "We are looking forward to working alongside the Mercedes-Benz team and providing their customers and network with an exceptional service at the roadside and beyond."

All new Mercedes-Benz models come with comprehensive, complimentary UK and European Roadside Assistance cover for the first three years. This is automatically renewed upon the completion of a service by a Mercedes-Benz Retailer. Mercedes-Benz Approved Used cars benefit from 12 months Roadside Assistance which is again renewed upon the completion of each service.

Notes to Editors

About the RAC

With more than eight million members, the RAC is one of the UK's most progressive motoring organisations, providing services for both private and business motorists. Whether it's roadside assistance, insurance, buying a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information – the RAC offers a solution for all motoring needs. The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

The RAC is the motorist's champion and campaigns to support the interests of its members and UK motorists at a national level, including advancing levels of road safety, supporting the needs of young drivers and voicing concerns about the increasing cost of motoring. The RAC's annual [Report on Motoring](#) – first published in 1989 – provides a clear insight into the concerns and issues facing today's motorists.

For the very latest news on UK fuel prices, check [RAC Fuel Watch](#) or follow [#racfuelwatch on Twitter](#). This is a comprehensive guide to the latest UK unleaded petrol and diesel prices – both at the wholesale level and at the pump. RAC Fuel Watch analyses how prices changed through the previous month and compares the most recent prices with those from three, six and 12 months before.

Key facts:

- RAC patrols fix four out of five vehicles at the roadside and on average within 30 minutes
- RAC vans carry more than 500 parts and tools to get members' vehicles going again
- 92% of members would recommend RAC Rescue to their friends and family

Contacts



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