



Image: Mercedes-Benz Cars UK / RAC

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## **Mercedes-Benz Cars UK extends RAC contract for provision of Roadside Assistance for a further five years**

**Mercedes-Benz Cars UK has extended its Roadside Assistance provision with the RAC for a further five years. With immediate effect, the breakdown specialists will now also look after the smart road assistance programme, ensuring support for customers 24 hours a day, 365 days a year.**

Customers will be attended by the RAC's Mercedes-Benz-branded technicians, all equipped with both Mercedes-Benz and smart diagnostics equipment and

parts, or by the RAC's patrol technicians.

The RAC will always work to ensure that Mercedes-Benz and smart customers are kept mobile with a courtesy car when required.

**Sally Jones, Customer Services Director, Mercedes-Benz Cars UK said:**

“Our customers are at the centre of everything we do, which is why we’re completely committed to keeping Mercedes-Benz and smart customers mobile at all times.”

**RAC managing director of Business Roadside Phil Ryan added:**

“We are delighted to be both renewing and extending our relationship with Mercedes-Benz Cars in the UK. Its customers rightly expect a first-class, ‘complete peace of mind’ roadside assistance service, something we are committed to providing via our skilled technicians and our industry-leading breakdown technology. The new contract is also a recognition of the hard work put in week-in, week-out by our teams, working closely with those within Mercedes-Benz to deliver exceptional service. We are also very pleased that smart customers will now be able to benefit from this strong partnership for the first time.”

All new Mercedes-Benz and smart models come with comprehensive and complimentary UK and European Roadside Assistance coverage for three years. This is automatically renewed for a year, up to a maximum of 30 years, upon the completion of a service by a Mercedes-Benz or smart retailer. Mercedes-Benz Approved Used cars and smart approved used cars both benefit from 12 months’ Roadside Assistance, which is again renewed upon completion of each service.

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**Notes to Editors**

The press office email address is [press.enquiries@rac.co.uk](mailto:press.enquiries@rac.co.uk). **Please note:** the press office is unable to help with individual customer enquiries - please visit the [RAC contacts page](#) to find the right contact.

ISDN radio studio facilities are available for interviews Monday to Friday.

## About Mercedes-Benz Cars UK

Mercedes-Benz Cars UK is the sales and marketing organisation responsible for all Mercedes-Benz Cars and services in Britain (including smart).

As well as selling cars, parts, and service, the company runs Mercedes-Benz World at Brooklands – a brand experience centre in Weybridge, Surrey. Mercedes-Benz World has welcomed over three million visitors since it opened in 2006.

The Mercedes-Benz UK group of companies directly employs over 4000 people, and 11,000 at independent retailers. Over 500 Apprentices have passed their professional qualifications at the company's in-house Training Academy. The UK is also home to Mercedes-Benz High Performance Powertrains and the Mercedes-AMG Petronas Motorsport Formula 1™ team.

## About the RAC

The RAC provides complete peace of mind to 12m UK private and business drivers, whatever their motoring needs. Its services include:

- **[Breakdown assistance](#)**. Its highly-skilled, 1,600-strong branded patrol workforce attends more than two million breakdowns every year, fixing on average four out of five vehicles at the roadside. The RAC's patrol fleet is one of the most advanced in the UK, and was the first to roll out both an [All-Wheels-Up recovery system](#), allowing the vast majority of vehicles to be recovered from a single patrol van, and [EV Boost](#) mobile electric vehicle charging units
- **[Insurance](#)**. The RAC is a top-five [car insurance](#) broker having surpassed the 500,000 policies-in-force milestone in 2018. It also offers ['black box' telematics policies](#), as well as home and travel insurance
- **Other motoring services**. The RAC leads in the development of new solutions for business, fleets, electric vehicles and future car

technology. Its additional products and services include a [personal loans offering](#), a [used car buying website](#), [vehicle inspections and checks](#), [legal services](#) or up-to-the-minute [traffic and travel information](#). It also has a network of [Approved Dealers](#) and [Approved Garages](#) which combine the trust of RAC brand with local service and convenience

The RAC also works to support the interests of its members and UK drivers on the most important motoring issues which it identifies via the annual [RAC Report on Motoring](#) and the [RAC Opinion Panel](#). The Report on Motoring is the longest running analysis of driver opinion in the UK having been published every year since 1989.

**For more information about the RAC, visit the [RAC website](#).**

## Contacts



### **RAC Press Office**

Press Contact

[press.office@rac.co.uk](mailto:press.office@rac.co.uk)

Emails monitored during normal office hours. For breakdown queries, call 0330 159 0740

ISDN number on request