



>>smart 1 service
Roadside Assistance Program
1.800.smart.USA



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smart 1 service is a 24/7/365 roadside assistance program provided with all new smart cars for the first 2 years or 24,000 miles, whichever comes first. smart 1 service offers customers roadside assistance throughout the United States and Canada.

Simply call the toll-free number, 1.800.smart.USA, and provide the Vehicle Identification Number (VIN), current car location and problem description. Phone calls to smart 1 service are at No-Charge to smart fortwo owners. A smart 1 service representative will assist the customer with arrangements to get their car back on the road quickly. smart 1 service can assist customers in one of sixty-five languages.

smart 1 service Provides the Following Services at No-Charge to the Customer

Battery Jumpstart

> Should your car require a jumpstart due to a dead battery for any reason, smart 1 service will coordinate assistance from a smart center or a service provider for a jumpstart.

Out of Fuel

> Should your car run out of fuel, smart 1 service will coordinate assistance from a smart center or a service provider to supply enough fuel to get the car back on the road.

Lockout Service

> Should you become locked out of your car, smart 1 service will coordinate assistance from a smart center or a service provider to unlock the car door.

Information

> You can call smart 1 service anytime for information such as the nearest authorized smart center or simply to get answers to basic vehicle questions.

Towing

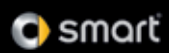
> In the event of a mechanical breakdown normally covered by your smart USA Limited Warranty, smart 1 service will arrange to transport your vehicle to the closest smart center. Your vehicle must be accessible to the tow service (as determined by the local facility).

Additional Services smart 1 service can Arrange

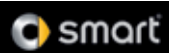
(Services not covered by smart 1 service)

Tire Service

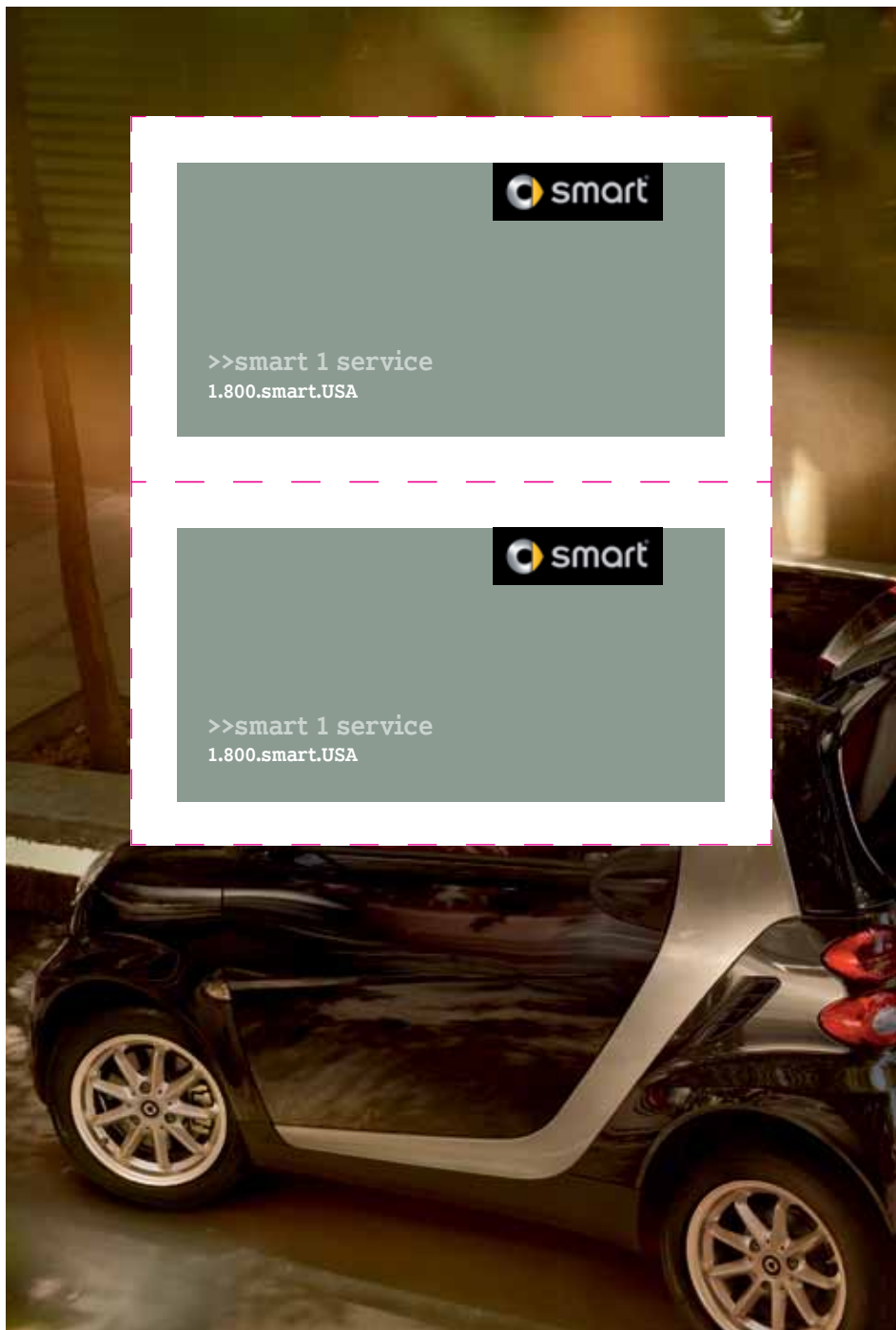
> smart 1 service will assist the customer in arranging for roadside tire service if requested. Charges for roadside tire service are not covered by smart 1 service.



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Owner's Name

Effective Date

Vehicle Identification Number (VIN)

Roadside Assistance for:

- Battery Jumpstart
- Out of Fuel
- Lockout Service
- Information



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smart USA reserves the right to limit services and reimbursement to an owner or driver when, in the judgement of smart USA, the claims become excessive in frequency in occurrence. smart USA also reserves the right to alter or withdraw the smart 1 service at any time without notice.

All service operators providing this service are independent contractors and are not employees of smart USA Distributor LLC. Therefore the smart 1 service program cannot and does not assume any liability or responsibility for the loss or damage to your smart or your personal property resulting from the rendering of such service.



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smart® - a Daimler Brand