

BEFORE YOU CALL

Four rules to remember

- 1 If you're ever in doubt whether it's safe to drive your vehicle, we always recommend having it **towed**.
- 2 Never let a tow truck connect to something under your vehicle. Use the **tow hook from your trunk** in the socket on the front or rear bumper.
- 3 Have your **location and a close landmark** ready before calling, so the tow company finds you faster.
- 4 Always tell the tow company if the vehicle is **dead or will not go into neutral**.

Use caution with unknown companies

Some tow drivers don't appreciate the cost or value of a luxury vehicle and can cause damage. This is a service where you usually get what you pay for.

"When in doubt, tow it. A tow costs far less than a new transmission."

ELITE BENZ

Mercedes Specialist

Elite Benz is here for all your Mercedes-Benz service and repair needs. We fix what other shops can't. We're committed to being the highest-quality alternative to the dealership. When you need your Mercedes fixed right and fast, call Elite Benz.



Read the full guide

Scan for the in-depth article, photos and answers on our Benz Tips page.

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Towing Tips

Towing with confidence. Your Mercedes, our priority.

Independent Mercedes-Benz specialist. Not affiliated with or endorsed by Mercedes-Benz USA.

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STEP 1

All four wheels *off the ground*



- Mercedes-Benz vehicles should always be towed with **all 4 wheels off the ground** (flatbed).
- This prevents potential transmission and drivetrain damage.
- Avoid wheel-lift towing unless approved by Mercedes-Benz Roadside Assistance.

2 Take photos before the tow

- Take clear photos of all sides, including close-ups of any damage.
- Photograph the odometer, fuel level and dashboard warning lights.
- Photos protect you and keep accurate records.

STEP 3

Use your *tow hook*



- 1 **Find it in the trunk:** under the cargo floor, with the tool kit.
- 2 **Pick the socket:** there's one on the **front and rear bumper**, behind a small cover. Press the mark on the cover and pull it out.
- 3 **Screw it in clockwise** until it stops, then snug it with the tool from the kit.
- 4 **Afterwards:** put the hook back in the tool kit and the cover back on.



Watch how

Scan for our 47-second animated video: find the hook, pop the cover, screw it in.

TRUSTED PARTNERS

Ready when *you need us*

You don't have to use our recommended tow companies, but these teams know how to handle a Mercedes.

Twisted Hook Towing

📞 **843-996-6338**

24/7 dispatch · Mercedes experience you can trust

Fast Lane Towing

📞 **843-817-0009**

24/7 dispatch · Professional care, every time

Have it towed to Elite

705 N. Main St, Suite B, Summerville.

Won't go into neutral? Call us first.

📞 **843-259-8080**