

Also observe the following notes:

- If the engine does not start, try jump-starting it (▷ page 245). Tow-starting the vehicle is not permitted.
- If it is not possible to jump-start the vehicle, have it transported to the nearest qualified specialist workshop, e.g. an authorized Mercedes-Benz Center.

If the vehicle can no longer be driven because of an accident or breakdown, you have the following options:

- transporting the vehicle
As a rule, you should have the vehicle transported.
- towing the vehicle with a tow rope or tow bar
Only tow the vehicle in exceptional cases. The engine must be running if you tow the vehicle with a tow rope or tow bar.

If the vehicle has suffered transmission damage, have it transported on a transporter or trailer. Observe the display messages in the instrument cluster.

The battery must be connected and charged. Otherwise, you:

- will not be able to switch on the ignition with the Start/Stop button
- cannot start the engine
- cannot release the electric parking brake
- cannot shift the automatic transmission to position **N**

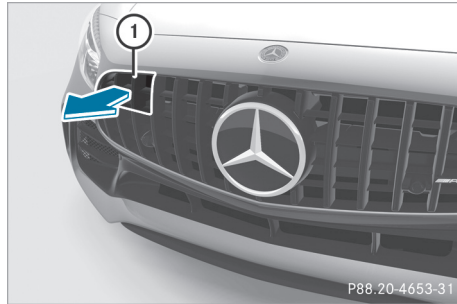
Disarm the automatic locking feature before the vehicle is towed (▷ page 70). You could otherwise be locked out when pushing or towing the vehicle.

Installing/removing the towing eye

Installing the towing eye

The bracket for the screw-in towing eye is behind the radiator trim.

- ▶ Remove the towing eye from the vehicle tool kit (▷ page 239).



- ▶ Pull out cover ①.
- ▶ Screw in the towing eye clockwise to the stop.

Removing the towing eye

- ▶ Unscrew and remove the towing eye.
- ▶ Fully reinsert the cover.
- ▶ Put the towing eye back into the vehicle tool kit.

Towing a vehicle with both axles on the ground

It is important that you observe the safety instructions when towing away your vehicle (▷ page 248).

The automatic transmission automatically shifts to position **P** when you open the driver's or front-passenger door or when you remove the SmartKey from the ignition lock. In order to ensure that the automatic transmission stays in position **N** when towing away the vehicle, you must observe the following points:

- ▶ Insert the SmartKey into the ignition lock. You must use the SmartKey instead of the Start/Stop button (▷ page 102).
- ▶ Start the engine and leave it running during the entire towing procedure.
- ▶ Depress and hold the brake pedal.
- ▶ Move the transmission to position **N** with the E-SELECT lever.
- ▶ Check the transmission position using the indicator in the multifunction display (▷ page 110).
- ▶ Release the brake pedal.
- ▶ Release the electric parking brake.
- ▶ Switch on the hazard warning lamps (▷ page 89).