

MOBILITY SERVICE

IN COOPERATION WITH 




- REPAIR ON SITE OR TOWING SERVICE
- REPLACEMENT VEHICLE*
- EVEN ABROAD*

* Specific conditions apply



Your new KTM motorcycle represents freedom and this should always remain the case. In every situation, we ensure you can continue your ride worry-free. On top of our manufacturer warranty, we offer you the free KTM MOBILITY SERVICE. This gives you access to the extensive service network of our mobility partner, ARC Europe. This fast and hassle-free service is available to you 24 hours a day, seven days a week, and 365 days a year.

Further information regarding this comprehensive service is available at www.ktm.com/en-gb/service/mobility.html



- SPARE PARTS AND KEY SERVICE
- KTM MOBILITY 24/7 SERVICE
- ACCOMMODATION



WE KEEP YOU RIDING...

CALL THE KTM ASSISTANCE CENTRE HOTLINE IN THE EVENT OF A BREAKDOWN OR CONTACT THEM DIRECTLY VIA THE KTMconnect APP.

Please note that only services and costs that have been approved by the KTM Assistance Centre can be covered.

CONTACT NUMBERS:

UK OWNERS CALLING FROM UK:

0330 159 0302

UK OWNERS CALLING FROM EUROPE:**

+44 (0)161 451 0857

ALL REP. IRELAND OWNERS:**

00353 1649 7486

VALID FROM 1ST MARCH 2023

**This number may incur costs that will vary from country to country.

KTM MOBILITY SERVICE – KEY FACTS AT A GLANCE

COOPERATION PARTNERS

- KTM and ARC Europe

THE MOBILITY SERVICE IS VALID FOR VEHICLES WHICH HAVE BEEN PURCHASED OR SERVICED IN THE FOLLOWING COUNTRIES:

- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Republic of Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom (European territories including Gibraltar and Channel Islands, Guernsey, Jersey and Isle of Man).

SCOPE OF APPLICATION

(BREAKDOWNS WHICH OCCUR IN THE FOLLOWING COUNTRIES):

- Albania, Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Denmark (including the Faeroe Islands), Germany, Estonia, Finland, France (European territory and Réunion), Greece, Iceland, Republic of Ireland, Italy, Kosovo, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, North Macedonia, Austria, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Northern Cyprus, Southern Cyprus, Czech Republic, Turkey, Hungary, Vatican City, United Kingdom and Northern Ireland (European territories including Gibraltar and Channel Islands, Guernsey, Jersey and Isle of Man).

VALIDITY DURATION

- 12 months protection free-of-charge as standard with each new vehicle, effective from the date of registration.
- With each service at an authorised KTM dealer, the mobility service is extended free of charge until the next service or for a maximum of 12 months. Following the first service, the mobility service offers LIFETIME*** free-of-charge protection coverage, provided the above conditions are met.

VEHICLES COVERED

- KTM vehicles with a 24-month manufacturer warranty which are homologated exclusively for use on public roads.

BENEFICIARY

- Owner or rider and passenger.

SCOPE OF SERVICES

- Comprehensive, Europe-wide network of service providers and an emergency call centre (24/7, 365 days a year). Services will be arranged after positive verification of the VIN (Vehicle Identification Number), as the mobility service applies to the vehicle.

SERVICES

EVENTS COVERED

- Breakdown, vandalism, theft, attempt to steal**** and fire.

REPAIR ON THE SPOT

TOWING SERVICE

- If the vehicle cannot be repaired on site, a towing service can be used to take you to the closest authorised KTM dealer (or to a dealer in your home town if this is less than 50 km (30 miles) away).

STORAGE

- Up to a maximum of 2 weeks in the event of a breakdown, until redelivery/collecting/scraping.

SPARE PARTS

- In the event of a breakdown abroad: Shipping of spare parts to the authorised KTM dealer. Shipment costs included; costs of spare parts excluded.

SCRAPPING ABROAD

- Scrapping is organised in the event of vandalism, fire, an attempt to steal or theft. Includes transport to the scrapping site; customs fees and costs of expert assessor are excluded.

ACCOMMODATION

- If repair of the vehicle is not possible on the same day it was towed to the authorised KTM dealer, and if the breakdown occurred more than 50 km (30 miles) from the place of residence of the authorised rider, accommodation costs are covered for max. 2 persons for up to 4 nights in a 3-star category hotel incl. breakfast.

KEY SERVICE

- In the case of a lost/stolen/snapped key, delivery of a spare key to the rider (shipping costs included) or to an authorised KTM dealer is organised if this is deemed the best solution.

WE KEEP YOU RIDING

TRANSFERS

- If necessary, we will cover the cost of up to €77 (£68) per breakdown (VAT included) for transport from/to the authorised KTM dealer, rental car agency, hotel, railway station, airport, etc.

REPLACEMENT VEHICLE

- If repair of the vehicle is not possible on the same day it was towed to the authorised KTM dealer, a rental car will be organised (max. category B “Economy”), including free kilometers/miles and standard insurance through to completion of the repair work, for a maximum, however, of 4 working days.*****

ONWARD JOURNEY

- If repair of the vehicle is not possible on the same day of towing to the authorised KTM dealer, costs of the journey (for max. 2 persons) will be covered from the place of the breakdown to the destination or alternatively to the authorised rider's place of residence. Suggested means of transportation:

- Taxi if less than 50 km (30 miles) from destination.
- 1st class train travel if between 50 km (30 miles) and 1,000 km (620 miles) from destination.

- Economy-class flight if more than 1,000 km (620 miles) from destination.

TRANSPORT SERVICE

TRANSPORT OF REPAIRED VEHICLE

- The travel costs incurred for picking up the repaired vehicle from the authorised KTM dealer will be covered by the KTM Assistance Centre (means of transport as stated above). If pickup by the rider is not possible, then transport to the home address can be ordered. Also in this case, however, the KTM Assistance Centre will reimburse only those costs which would have been incurred had the driver traveled independently to pick up the vehicle. The remaining amount must be paid by the rider themselves. Upon request, the KTM Assistance Centre will organise transport by a transport company or professional delivery service which is hired and paid for directly by the rider. As explained above, costs following transport shall be partially reimbursed by the KTM Assistance Centre. This service will only be provided in the event of:

- Breakdown, vandalism, fire (both domestic and abroad).

- Attempt to steal (abroad only).

TRANSPORT OF UNREPAIRED VEHICLE

- If, after being towed to the authorised KTM dealer, the vehicle cannot be repaired within 4 working days, the vehicle will be transported to an authorised KTM dealer near you (multiple transport). This service is only performed in the following cases:

- Breakdown, vandalism, fire (both domestic and abroad).

- Attempt to steal (abroad only).

GOOD TO KNOW

Only services approved by the KTM Assistance Centre are paid for.

Call the hotline in the event of a breakdown.

COMMERCIAL USE

- Motorcycles for commercial purposes (e.g. police, driving school, rental motorcycles) benefit from a reduced service package (limited to on-site repair and towing).

COMBINATION OF BENEFITS

- The provision of a replacement vehicle, accommodation and continuation of the journey cannot be used in combination for an individual accident.

EXCLUSIONS

- Entitlement to assistance shall not extend to the following scenarios:

- If the authorised rider did not immediately contact the KTM Assistance Centre when the breakdown occurred to organise assistance services.

- If the vehicle to which the entitlement to assistance applies has been ridden to an authorised KTM dealer, i.e. if the vehicle has reached the workshop under its own power.

- No reimbursement of services for which no claim was made.

- If the breakdown was the result of force majeure, threat of war, strikes, seizure, government decisions, official prohibitions, piracy, explosions, nuclear or radioactive effects.

- If the breakdown occurred while participating in motorsports events or training.

- Trailer or side-car related breakdowns.

- Damage caused following the unusual usage of the vehicle.

- Breakdowns are the result of accidents which occurred before the assistance call.

- Damage caused by a spare part or accessory installed on the vehicle and not authorised by KTM.

- Breakdowns resulting from use by a non-authorised rider or a rider without a driving license.

- Breakdowns occurring away from the public road (offroad and race track usage).

*** For single-cylinder vehicles: max. 60,000 km (37,500 miles) or 8 years, whichever occurs first; for twin-cylinder vehicles: max. 80,000 km (50,000 miles) or 8 years, whichever occurs first

**** Theft and attempt to steal covered if the breakdown occurs abroad

***** The General Terms and Conditions of Vehicle Rental apply

READY 
TO RACE

YOUR AUTHORISED KTM DEALER:

VALIDITY DURATION:

