

MOBILITY SERVICE

IN COOPERATION WITH 




- ROADSIDE REPAIR OR RECOVERY 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)1327 640390

ALL REP. IRELAND OWNERS:**

00353 1649 7486

VALID FROM 1ST JANUARY 2024

**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 (BREAKDOWNS OCCURRING 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).

PERIOD OF VALIDITY

- 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 that are approved for use of public roads only.

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**** accident and fire.

ROADSIDE REPAIRS

TOWING SERVICE

- If the vehicle cannot be repaired on the spot, a towing service to the nearest authorised KTM dealer (or to the dealer in the owner's home town if this is less than 50 km / 30 miles away) may be used.

SAFEKEEPING

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

- In the event of vandalism, fire, attempted theft or theft, scrapping will be arranged. Transport to scrapping site included; customs fees and expert appraisal costs excluded.

ACCOMMODATION

- If the vehicle cannot be repaired on the day it was towed to an authorised KTM dealer and if the breakdown occurred more than 50 km (30 miles) from the authorised rider's residence, the accommodation costs for no more than 2 people for up to 4 nights in a 3-star hotel incl. breakfast will be covered.

KEY SERVICE

- In the case of a lost/stolen/broken 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 most suitable solution.

WE KEEP YOU RIDING

TRANSFERS

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

REPLACEMENT VEHICLE

- If the vehicle cannot be repaired on the day it was towed to an authorised KTM dealer, a rental vehicle (max. category B "Economy") will be arranged, including free mileage and standard insurance until the repair work is completed, but for no more than 4 working days.*****

ONWARD JOURNEY

- If the vehicle cannot be repaired on the day it was towed to an authorised KTM dealer, the travel costs (for no more than 2 people) from the location of the breakdown to your destination or to the authorised dealer's location will be covered.

Recommended means of transport:

- 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 in order to collect the repaired vehicle from the authorised KTM dealer will be covered by the KTM Assistance Center (means of transport as above). If collection by the rider is not possible, transport of the motorcycle to the rider's home address may be requested. However, in this event, the KTM Assistance Center will only reimburse the costs that would have been incurred if the rider had undertaken a separate journey to collect the vehicle. The remaining sum must be borne by the rider. On request, the KTM Assistance Center will arrange for transport by a transport company or a professional delivery service, which will be hired and paid for directly by the rider. As set out above, the KTM Assistance Center will reimburse some of these costs once the transport has been performed. This service will only be provided in the following cases:

- Breakdown, vandalism, fire (both domestic and abroad).
- Attempt to steal (abroad only).

TRANSPORT OF UNREPAIRED VEHICLE

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

- Breakdown, vandalism, fire (both domestic and abroad).
- Attempt to steal (abroad only).

GOOD TO KNOW

Payment will only be made for those services that are authorised by the KTM Assistance Center. Call the hotline in the event of a breakdown.

COMMERCIAL USE

- Motorcycles used for commercial purposes (such as the police, driving schools, rental bikes) will benefit from a reduced service package (limited to roadside repairs and towing).

COMBINATION OF BENEFITS

- The provision of a replacement vehicle, accommodation and onward travel cannot be claimed in combination for a single breakdown.

EXCLUSIONS

- Entitlement to assistance shall not extend to the following scenarios:
 - If the authorised rider did not immediately contact the KTM Assistance Centre at the time of the breakdown to arrange for assistance
 - No reimbursement for services for which no claim was made

- If the breakdown is due to force majeure, war risk, strikes, seizures, government decisions, official prohibitions, piracy, explosions, nuclear or radioactive effects

- If the breakdown occurred during participation in motor sport events or training sessions

- Breakdowns related to trailers or sidecars

- Damage caused by unusual use of the vehicle

- Damage caused by a spare part or accessory fitted to the vehicle that is not an authorised KTM spare part or accessory

- Breakdowns arising while the motorcycle is used by an unauthorised rider or a rider without a driving licence

- Breakdowns that are not on public roads (offroad use)

*** 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:

PERIOD OF VALIDITY:

