

Notes on the warranty

Mercedes-Benz warranty for new vehicles

Mercedes-Benz AG (manufacturer) guarantees in the countries listed in the geographic area of validity (→ page 7) through the Mercedes-Benz national dealer organisation (warranty issuer) (→ page 10) selling the vehicle in these countries to the purchaser (warranty holder) of the Mercedes-Benz van, that the vehicle shall operate without defect based on the latest state of engineering and technology in accordance with the following conditions for Mercedes-Benz vans.

The Mercedes-Benz warranty for new vehicles covers a period of two years from the date of delivery or initial registration (the earlier date shall apply). It covers only those vehicles that were delivered or initially registered within the European Economic Area (member states of the European Union, as well as Norway, Iceland and Liechtenstein) or Switzerland.

The warranty covers any technical malfunction of the vehicle arising from a manufacturing or material fault or wear. This technical malfunction must render the part concerned unfit for operation during the warranty period. This does not apply to parts excluded by the terms and conditions of the warranty.

Natural wear and tear as such is not covered by the warranty except where the prerequisites described exist.

The purchaser is entitled to have the malfunction rectified free of charge. The purchaser is also entitled to have damage caused by the malfunction to other parts of the vehicle rectified (repaired) free of charge. This warranty does not provide for any further entitlement. The scope of the warranty claim with regard to repair costs will be restricted to the current market value of the vehicle at the time the damage covered by the warranty occurs.

A prerequisite for making a claim under the warranty is that all maintenance requirements have been met in accordance with the manufacturer's specifications and that no subsequent chip tuning has been carried out on the vehicle.

- i** The service report is confirmation that the service and maintenance work has been performed. The most recent service report is required for the assessment of warranty claims.

Vehicles with Digital Service Booklet

(DSB): you are provided with a printout of the digital service report.

Vehicles without Digital Service Booklet

(DSB): the current service report is confirmed in the maintenance booklet or service booklet.

Parts that were replaced regularly as part of maintenance and care work are excluded from the warranty.

In addition, the warranty does not cover:

- windscreen wipers, aero wiper blades
- aerial rod
- batteries for radio remote control
- wheels and tyres
- clutch components
- brakepads, brake discs, brake drums
- shock absorbers
- exhaust silencers
- spark plugs

The following work on the vehicle is excluded from the warranty:

- any adjustment work
- recharging and care of starter batteries
- resets, without a part malfunctioning
- removal of dirt, adjustment of headlamp cleaning nozzles and the windscreen washer system
- material discolouration
- wear and tear of the vehicle interior
- paint wear
- broken/cracked glass

Defects to retrofitted attachments, bodies, equipment and accessories are excluded from the warranty. The same applies to such measures which were performed by third parties and included in the delivery of the new vehicle. The same is true for vehicle faults resulting from these measures.

All warranty obligations are also void in the case of malfunctions and damage resulting from one of the following causes:

- the purchaser was aware of a malfunction or damage and failed to either indicate such or have a note made of it immediately or to

arrange for said malfunction/damage to be rectified.

- the purchased item was handled inappropriately or subjected to excessive demands (e.g. through use for motor sport competitions, overloading, vehicle performance tuning).
- parts not approved by the manufacturer were installed or the vehicle was converted in a manner not approved by the manufacturer.
- the purchaser failed to observe instructions for handling, maintenance and care of the vehicle (e.g. the Operating Instructions). This includes using unsuitable lubricants or operating fluids.
- the vehicle has not been repaired according to Mercedes-Benz AG specifications. This includes the use of unsuitable replacement parts. Mercedes-Benz recommends the use of genuine Mercedes-Benz parts.
- the vehicle was damaged by external influences, e.g. mechanical or chemical influences (paint, plastic or bodywork damage, due to stone chippings, flash rust, industrial emissions, bird droppings) or other eventualities, including accidents, wilful or malicious acts by third parties, in particular theft and unauthorised use.
- the vehicle was stored improperly or damaged during transport.

Processing of claims based on this warranty must be performed exclusively by the warranty issuer and authorised Mercedes-Benz Service Partners within the European Economic Area (EEA) and in Switzerland.

In the event of a repair, the warranty issuer may, at its own discretion, either replace or repair the defective part. The repair is limited to restoring the vehicle to a condition that corresponds to the degree of use, age, mileage and state of care of the vehicle at the time of the warranty claim. Replaced parts are the property of the warranty issuer. The warranty holder is entitled to make claims under the Mercedes-Benz warranty for parts fitted, painted or repaired as part of the repair until such time as the vehicle warranty expires.

All claims under the warranty are covered by the statute of limitations for six months after the receipt of the defect notification by the warranty issuer or by the authorised Mercedes-Benz Service Partner concerned (the earlier date shall

apply). In addition, claims expire no later than one month after the warranty period ends.

Unless otherwise stipulated in these warranty terms and conditions, the terms of sale for new vehicles as stated in the vehicle purchase agreement shall apply to the warranty.

For vehicles purchased in Germany, please observe the following: the provisions in Section I. Number 2. Transfer of rights and obligations of the purchaser), Section VIII. (Liability) and Section IX. (Place of fulfilment, jurisdiction and applicable law) of the sales conditions for new vehicles apply.

- ① This does not affect your statutory rights, in particular with regard to warranty claims and claims under product liability law.

Mercedes-Benz warranty against perforation through corrosion

- 1 The warranty against perforation through corrosion of the body is valid in addition to the warranty for new vehicles (→ page 4) and in addition to the statutory implied warranty, as stated in the terms of sale for new vehicles for your Mercedes-Benz van.

In addition to the warranty against perforation through corrosion, you also have recourse to your statutory rights in the event of defects. These are stated in the purchase agreement and in the general terms and conditions. These rights are not affected by the warranty against perforation through corrosion of the body.

- 2 The warranty against perforation through corrosion of the body is valid for the bodyshell, doors, wings, bonnet and rear-end doors or tailgate.

The starting point of the corrosion must be located on the inside of the affected bodyshell part. This means that the corrosion begins in a hollow section, cavity or seam and continues to the outside leading to a perforation of the sheet metal.

Flash rust, rust spots and rusty edges are excluded.

- 3 The warranty against perforation through corrosion of the body is limited to restoring the vehicle to a condition that corresponds to the normal degree of use, age, mileage and state of care of the vehicle at the time of the warranty claim; this work is carried out by a

Mercedes-Benz dealership, an authorised Mercedes-Benz workshop or an authorised Mercedes-Benz Service Partner.

The warranty against perforation through corrosion of the body includes repair and/or replacement of the corroded parts free of charge, provided that these are genuine Mercedes-Benz parts. Similarly, the warranty against perforation through corrosion of the body includes labour costs incurred during repair or replacement.

The scope of the warranty claim with regard to repair costs will be restricted to the current market value of the vehicle at the time of the warranty claim.

The warranty against perforation through corrosion of the body is limited to the services named herein. There is no entitlement to a replacement vehicle during the repair and further claims are also excluded.

- 4 The warranty against perforation through corrosion of the body is valid for a maximum of 12 years, beginning on the vehicle's date of initial registration (without mileage limit), providing that all the prescribed service and maintenance work has been carried out – without exception – by a Mercedes-Benz dealership, an authorised Mercedes-Benz workshop or an authorised Mercedes-Benz Service Partner. Maintenance services due may only be exceeded by a maximum of three months or 10% of the prescribed mileage.

Damage arising from external impacts on the body or underbody of the vehicle must be repaired by a Mercedes-Benz dealership, an authorised Mercedes-Benz workshop, or an authorised Mercedes-Benz Service Partner. The warranty against perforation through corrosion of the body is extended each time prescribed service and maintenance work is performed and is valid until the next service due.

- 5 In the Digital Service Booklet (DSB) or in the maintenance or service booklet, the Mercedes-Benz dealership, the authorised Mercedes-Benz workshop, or the authorised Mercedes-Benz Service Partner will note all damage (in the "Service" comment area of the DSB screen or in the text field of the maintenance or service booklet) that arose from external impacts and that could cause corrosion damage. In order to retain the entitlements under the warranty against perfora-

tion through corrosion, the vehicle owner must have the damage due to external causes repaired at their own expense by a Mercedes-Benz dealership, an authorised Mercedes-Benz workshop, or an authorised Mercedes-Benz Service Partner within three months of the check. The warranty against perforation through corrosion otherwise expires for the affected part. Repairs carried out must be documented in the Digital Service Booklet (DSB) or in the maintenance or service booklet.

Proof of completion of repairs must be furnished when making a claim on the warranty against perforation through corrosion of the body.

- 6 The warranty against perforation through corrosion of the body is not valid for damage arising from external causes such as accidents, stone chipping, scratches, scuffs, precipitation, vegetable or animal secretions, or which is the result of insufficient maintenance, improper use of the vehicle, or participation in motor sport competitions, military exercises, disaster relief work or similar activities and events. The warranty is similarly not valid for damage caused by use of parts not approved by the manufacturer, trade solution equipment in accordance with Section II of your vehicle order (purchase agreement), disregard of the repair methods prescribed by the manufacturer, or acts of war, internal unrest, earthquakes or force majeure of any other nature.
- 7 If the prescribed service and maintenance work has not been carried out consistently, reactivation of the warranty may be possible. The Mercedes-Benz sales organisation can inform you about the conditions and measures required for this.
- 8 The warranty against perforation through corrosion is valid for Mercedes-Benz vans that are sold and delivered for the first time by Mercedes-Benz AG or the Mercedes-Benz sales organisation in the geographic area of validity (→ page 7) and which are registered and operated in these countries at the time a claim is made.

The warranty issuer is the specific national dealer organisation which sold the vehicle.

Geographic area of validity

Mercedes-Benz warranty for new vehicles

Andorra, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Gibraltar, Greece, United Kingdom, Ireland, Iceland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Austria, Poland, Portugal, Romania, San Marino, Sweden, Switzerland, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Vatican, Cyprus (EU area).

The address of the Mercedes-Benz AG national sales organisation responsible can be found in the "National sales organisations" section (→ page 10).

Mercedes-Benz warranty against perforation through corrosion

The Mercedes-Benz warranty against perforation through corrosion of the body (→ page 5) is valid in the following countries:

Afghanistan, Egypt, Albania, Algeria, Andorra, Angola, Equatorial Guinea, Armenia, Aruba, Azerbaijan, Ethiopia, Australia, Bahamas, Bahrain, Bangladesh, Barbados, Belgium, Benin, Bermuda, Bolivia, Bosnia-Herzegovina, Botswana, British Virgin Islands, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cayman Islands, Chile, Costa Rica, Curaçao, Denmark, Democratic Republic of the Congo, Germany, Dominican Republic, Djibouti, Ecuador, Ivory Coast, El Salvador, Estonia, Faroe Islands, Finland, France, French Polynesia, Gabon, Gambia, Gaza Strip, Georgia, Ghana, Gibraltar, Greece, Greenland, United Kingdom, Guatemala, Guinea, Guyana, Haiti, Honduras, India, Indonesia, Iraq, Ireland, Iceland, Israel, Italy (incl. Vatican City), Jamaica, Yemen, Jordan, Cambodia, Cameroon, Canada, Kazakhstan, Qatar, Kenya, Kyrgyzstan, Columbia, Congo, Croatia, Cuba, Kuwait, Laos, Latvia, Lebanon, Liberia, Libya, Liechtenstein, Lithuania, Luxembourg, Madagascar, Malawi, Malaysia, Mali, Malta, Morocco, Mauritania, Mauritius, Macedonia, Moldova, Monaco, Mongolia, Montenegro, Mozambique, Myanmar, Namibia, Nepal, New Caledonia, New Zealand, Nicaragua, Netherlands, Nigeria, North Cyprus, Norway, Austria, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal (incl. Azores, Madeira), Rwanda, Romania, Russia, Zambia, Saudi Arabia, Sweden, Switzerland, Senegal, Serbia, Sierra Leone, Zimbabwe, Singapore, Slovakia, Slovenia, Spain (incl. Ceuta/Melilla, Canary Islands), Sri

Lanka, St. Lucia, St. Martin, South Africa, Sudan, Suriname, Syria, Tajikistan, Tanzania, Thailand, Togo, Trinidad and Tobago, Chad, Czech Republic, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, Hungary, Uruguay, Uzbekistan, Venezuela, United Arab Emirates, Vietnam, Belarus, West Bank, Cyprus.