

## Warranty

# Mercedes-Benz Vehicle Service Parts and Accessories Limited Warranty

### THIS LIMITED WARRANTY COVERS:

- Defects: Mercedes-Benz USA, LLC (MBUSA) warrants to the original purchaser and each subsequent owner of Genuine Mercedes-Benz Parts, equipment, or factory-approved accessories, except tires, installed on a Mercedes-Benz vehicle which is operated in the U.S.A. under normal use and service, to be free from defects in material and workmanship.
- Any Mercedes-Benz Passenger Car, Light Truck or Sprinter / Commercial Vehicle Dealer: Any authorized Mercedes-Benz Center (Passenger Car or Light Truck or Sprinter / Commercial Vehicle, as applicable) of the purchaser's choice will, without charge, perform warranty repairs or replacements. The purchaser must return the defective part or accessory with proof of purchase to the dealer's place of business during normal service hours. A reasonable time should be allowed for performance of the repair after taking the part to the Mercedes-Benz Center.

### WARRANTY PERIOD:

- This warranty is for 24 months, unlimited mileage, from date of purchase.
- Transmissions are warranted for 24 months or 24,000 miles, whichever comes first, from date of purchase.
- Engines and long blocks are warranted for 48 months or 50,000 miles (36 months or 36,000 miles for Sprinter), whichever comes first, from date of installation.
- StarParts warranty is for 12 months, from date of purchase.
- Trailers, hitches, carriers, wind deflectors, grille guards, step bars, fender flares, running boards, spoilers, and fog lights are warranted for 48 months or 50,000 miles, whichever occurs first, if installed prior to or at retail delivery of a new Mercedes-Benz vehicle. This warranty will only be for the remaining portion of the New Vehicle Limited Warranty or 12 months with unlimited mileage, whichever is longer from the date of purchase, if these accessories are installed after retail delivery of a new Mercedes-Benz vehicle. This warranty applies only if the accessories listed above are installed by MBUSA or an authorized Mercedes-Benz Center. If these accessories are installed after expiration of the New Vehicle Limited Warranty or are sold over-the-counter, the 12 months/unlimited mileage warranty from date of purchase applies.
- Remote key replacement batteries are covered for 90 days from the battery purchase date.
- Warranty Starts: The warranty period starts from the date of purchase of the part or accessory. The dealer (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable) must be furnished

with the customer's copy of the original sales receipt on counter sales or the customer's copy of the repair order on dealer installations to validate the date of purchase.

- No Charge: Warranty repair will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable).

THIS LIMITED WARRANTY DOES NOT COVER:

- Tires: Replacement tires are warranted by the tire manufacturer.
- Damage Due to Accidents, Misuse, or Negligence: Parts damaged due to abuse, misuse, neglect, alteration, or accident, or which have been improperly installed, repaired, lubricated, or used in applications for which they were either not designed or approved by MBUSA.
- Defects or damage from improper testing, operation, maintenance, adjustment, or alteration or modification of any kind.
- Normal Maintenance Is at Owner's Expense: The expense for cleaning, adjusting, or replacing parts, such as air, oil, and fuel filters, windshield wiper blades, light bulbs, distributor points, or condensers, in the course of normal maintenance is the owner's responsibility. The expense for replacing spark plugs that are oil- or lead-fouled or which fail due to the use of low-grade fuel, improper selection of heat range, or misapplication is the owner's responsibility.
- Damage Caused by Repair Parts: Malfunctions caused by the use of other than original Mercedes-Benz service parts and accessories.
- Damage from the Environment: Parts made from cloth or leather (upholstery, convertible tops, trim items) wood, paint, or chrome which have been affected by airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm, or other environmental factors.
- Damage caused by an act of God, including without limitation earthquakes, fires, floods, storms, or other acts of nature.
- Damage to Glass: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing defect can be established.
- Non-Mercedes-Benz Center Installation: Labor for removal and replacement of defective parts and accessories sold by an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable), if the subsequent repair is performed by a non-authorized repair facility. Labor charges shall be paid only for services provided by an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable).
- Non-Defective Parts: All parts, including parts sold over-the-counter (non-Mercedes-Benz Center installation) are subject to warranty parts testing. If a warranty part test result shows "No trouble found," MBUSA will debit the dealer for the entire claim. For parts sold over-the-counter, the dealer is entitled to recover any expenses from the installer.

- Transferred Parts: Service parts equipment and accessories transferred between vehicles after installation are no longer covered by this warranty.
- Extra Expenses: This warranty does not cover payment for loss of use of the vehicle during warranty repairs nor lodging bills, substitute transportation, rentals, other travel costs, towing, telephone calls, loss of pay, or any other indirect or consequential damage.

THINGS YOU SHOULD KNOW ABOUT THE MERCEDES-BENZ VEHICLE SERVICE PARTS AND ACCESSORIES LIMITED WARRANTY:

- General: Our intention is to repair under warranty, without charge to you, anything which is our fault that goes wrong with an original Mercedes-Benz service part or accessory that you purchased from and had installed by an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable). All we ask is that you properly maintain and care for the part or accessory and that you have warranty repairs performed by the applicable authorized Mercedes-Benz Center. Please note the difference between "defects" and "damage" as used in the warranty. Defects are covered since we, the distributor, are responsible. Conversely, we have no control over damage caused by such things as, but not limited to, collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty.
- Maintenance Services: These are not covered by the warranty, since it is the owner's responsibility to maintain the vehicle according to the maintenance requirements provided.
- Customer Repair Order: Your servicing Mercedes-Benz Center will give you a copy of the repair order on all warranty repairs performed. Please keep this copy with your vehicle records.

WHAT TO DO IF THERE IS A QUESTION REGARDING THE LIMITED WARRANTY:

The satisfaction and goodwill of Mercedes-Benz owners is a primary concern to Mercedes-Benz Passenger Car, Light Truck or Sprinter / Commercial Vehicle dealers and MBUSA. In the event a warranty matter is not handled to your satisfaction, the following steps are suggested:

**FIRST** - Discuss the problem with your Mercedes-Benz Center's management. Talk to the Service Manager, then, if you still have questions, discuss them with the Mercedes-Benz Center's owner.

**THEN** - If unanswered questions remain, contact Mercedes-Benz USA, LLC, Customer Assistance Center, One Mercedes-Benz Drive Sandy Springs, GA 30328 or call 1-800-FOR-MERCEDES to request clarification.

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle.
2. Vehicle Identification Number (VIN) stamped on windshield tag.
3. Date part was purchased.
4. Your Mercedes-Benz Passenger Car, Light Truck or Sprinter / Commercial Vehicle Center's name.
5. Nature of problem.

Distributor in the United States:

**MERCEDES-BENZ USA, LLC.**

One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
www.MBUSA.com

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. DAIMLERCHRYSLER AG, MERCEDES-BENZ U.S. INTERNATIONAL, INC., MERCEDES-BENZ USA, LLC, MERCEDES-BENZ SERVICE CORPORATION OR THE MERCEDES-BENZ CENTER (PASSENGER CAR, LIGHT TRUCK OR SPRINTER / COMMERCIAL, AS APPLICABLE) NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

## Mercedes-Benz Vehicle Battery Limited Warranty

THIS LIMITED WARRANTY COVERS:

- Defects: Mercedes-Benz USA, LLC (MBUSA) warrants to the original purchaser and each subsequent owner of a Mercedes-Benz original or genuine service replacement battery installed in a Mercedes-Benz vehicle which is operated in the U.S.A. under normal use and service to be free from defects in material and workmanship.
- Any Mercedes-Benz Passenger Car, Light Truck or Sprinter / Commercial Vehicle Dealer: Any authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable) of the purchaser's choice will, without charge, perform warranty repairs or replacements. The purchaser must return the defective battery to the dealer's place of business during normal service hours. A reasonable time should be allowed for analysis of the battery and vehicle charging system after taking the part to the Mercedes-Benz Center for performance of the battery replacement.

WARRANTY PERIOD:

1. Original (Factory-Installed) Battery: The warranty period is for 48 months or 50,000 miles, whichever comes first.
2. Replacement Battery:
  - 2.1 If a replacement battery is installed while the vehicle is under the terms of the Limited Warranty for Original Installed Battery (see 1), the replacement battery is warranted for the remainder of the original

installed battery warranty terms.

2.2 Any replacement battery purchased on or after August 1, 2000 at total customer expense is covered for a warranty period of 24 months, unlimited mileage from the date of purchase. Warrantable repairs will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable).

2.3 If a replacement battery purchased prior to August 1, 2000 at total customer expense becomes defective, it will be replaced free of charge during the first 24 months from the date of purchase. If the replacement battery fails between the 25th and 48th month, an adjustment charge according to the following table is in effect:

<b>Service Customer Pays</b>	<b>% of Months Suggested Retail Price</b>
25-36	50%
37-48	75%

Any service or installation charge will be at the owner's expense, except during the 24-month free-of-charge replacement period. The Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable) must be furnished with the customer's copy of the original sales receipt on counter sales or the customer copy of the repair order on dealer installations to validate the date of purchase.

**THIS LIMITED WARRANTY DOES NOT COVER:**

- Discharged batteries that can be recharged and returned to service.
- Broken containers, covers, or terminals.
- Damage due to charging system failure (unless the failed part was covered under the New Vehicle Limited Warranty or Service Parts and Accessories Warranty), negligence, abuse, lack of proper maintenance, accident, fire, improper installation, or jump starting, charging in reverse, or freezing.
- Batteries transferred between vehicles after installation.
- Extra Expenses: This warranty does not cover payment for loss of time, inconvenience, loss of vehicle use, or other incidental or consequential damages, including but not limited to loss of use of the vehicle, lodging bills, substitute transportation rentals, other travel costs, towing, telephone calls, loss of pay, or failures which occur outside of the United States.
- Improper applications, such as batteries of an electrical size (Ah rating) smaller than the one specified by Mercedes-Benz or used in applications for which they were not designed.
- Batteries that failed due to the use of other than original Mercedes-Benz service parts and accessories.
- Normal Maintenance Is Owner's Expense: Checking of electrolyte level as described in the vehicle's Operator Manual and related expenses are the owner's responsibility.
- Non-Mercedes-Benz Center Installation: Labor for removal and replacement of a defective battery sold by an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable), if the subsequent repair is performed by non-authorized repair facility. Labor charges

shall be paid only for services provided by an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable).

- Non-Defective Parts: All parts, including parts sold over-the-counter (non-Mercedes-Benz Center installation) are subject to warranty parts testing. If a warranty part test result shows "No trouble found," MBUSA will debit the dealer for the entire claim. For parts sold over the counter, the dealer is entitled to recover any expenses from the installer.

#### THINGS YOU SHOULD KNOW ABOUT THE MERCEDES-BENZ VEHICLE BATTERY LIMITED WARRANTY:

- General: Our intention is to repair under warranty, without charge to you, anything which is our fault that goes wrong with a Mercedes-Benz battery that you purchased from and had installed by an authorized Mercedes-Benz Center (Passenger Car, Light Truck or Sprinter / Commercial Vehicle, as applicable). All we ask is that you properly maintain and care for the battery and that you have warranty repairs performed by the applicable authorized Mercedes-Benz Center.
- Please note the difference between "defects" and "damage" as used in the warranty. Defects are covered since we, the manufacturer or distributor, are responsible. Conversely, we have no control over damage caused by such things as, but not limited to, collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty. Maintenance services are also not covered by the warranty since it is the owner's responsibility to maintain the vehicle according to the maintenance requirements provided.
- Customer Repair Order: Your servicing Mercedes-Benz Center will give you a copy of the repair order on all warranty repairs performed. Please keep this copy with your vehicle records.

#### WHAT TO DO IF THERE IS A QUESTION REGARDING THE LIMITED WARRANTY:

The satisfaction and goodwill of Mercedes-Benz owners is a primary concern to Mercedes-Benz Passenger Car, Light Truck or Sprinter / Commercial Vehicle dealers and MBUSA. In the event a warranty matter is not handled to your satisfaction, the following steps are suggested:

**FIRST** - Discuss the problem with your Mercedes-Benz Center's management. Talk to the Service Manager, then, if you still have questions, discuss them with the Mercedes-Benz Center's owner.

**THEN** - If unanswered questions remain, contact Mercedes-Benz USA, LLC, Customer Assistance Center, One Mercedes-Benz Drive Sandy Springs, GA 30328 or call 1-800-FOR-MERCEDES to request clarification.

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle.
2. Vehicle Identification Number (VIN) stamped on windshield tag.
3. Date part was purchased.
4. Your Mercedes-Benz Passenger Car, Light Truck or Sprinter / Commercial Vehicle Center's name.
5. Nature of problem.

Distributor in the United States:

**MERCEDES-BENZ USA, LLC.**

One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
www.MBUSA.com

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. DAIMLERCHRYSLER AG, MERCEDES-BENZ U.S. INTERNATIONAL, INC., MERCEDES-BENZ USA, LLC, MERCEDES-BENZ SERVICE CORPORATION OR THE MERCEDES-BENZ CENTER (PASSENGER CAR, LIGHT TRUCK OR SPRINTER /COMMERCIAL VEHICLE, AS APPLICABLE) NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitation may not apply to you.