



# European Delivery Customer Workbook 2017

Mercedes-Benz  
The best or nothing.





### Emergency Phone Number

- From US phones: 01 149 6995307399
- From European phones: 00 1496995307399



### European Road Insurance Incident - Insurance

- Tel.: 0049 221 148-25294
- In extreme emergencies Tel.: 0800-292 0333
- Email [annedoris.korallus@mbusa.com](mailto:annedoris.korallus@mbusa.com)



### Delivery Center, Sindelfingen

- Tel.: 00-49-703 1-90-81085

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## Chapter 1: Overview and Formalities





## Program overview

Destination charge is waived

Savings of up to 7%

One night in a luxurious hotel

Breakfast or lunch at the Delivery Center

Taxi credit

Full tank

15 days European Road Insurance

11 European Drop-off points

Delta air line voucher \$200

Vehicle Preparation Center

Zero deductible insurance

Marine Insurance

Ocean Freight to U.S. Port



*\*Additional information is available at [www.MBUSA.com](http://www.MBUSA.com) or by dialing 1-800-MERCEDES.*

# European Delivery Program Customer Process



## 1. Submission of an Order

Entered by your dealership

You receive an email from the European Delivery Department

Any changes must be made through the dealership



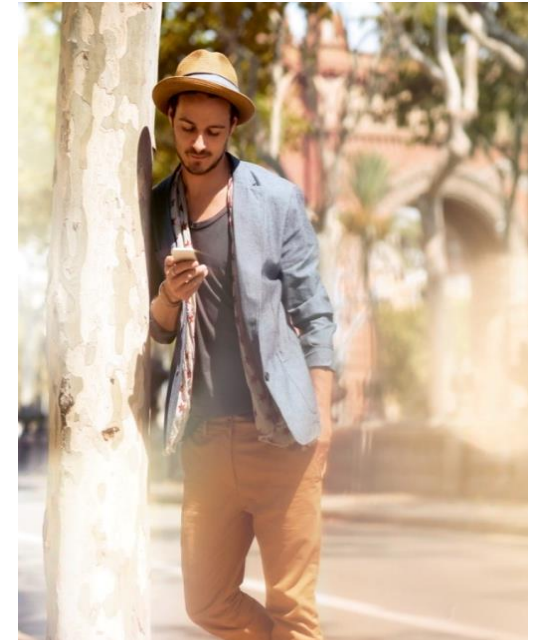
## 2. Confirmation of Order/Payment:

Payment has to be fulfilled

Please print/ save the confirmation of Order

You receive the Confirmation of Order by the dealership

Make sure that the confirmation reflects your actual delivery date



Please visit following link for further information's and video material:

[http://www.mbusa.com/mercedes/european\\_delivery\\_program](http://www.mbusa.com/mercedes/european_delivery_program)





## Chapter 2: Plan your Journey with your new Mercedes



# Your journey starts with two simple steps.

*BE A PART OF THE MERCEDES-BENZ STORY.*



## **Choose your new Mercedes-Benz.**

Many of our models are available\*, so your most difficult decision is which model to choose. You can start the ordering process online at [www.MBUSA.com](http://www.MBUSA.com) or with the assistance of your local dealer.

*\*See your authorized Mercedes-Benz dealer or visit the website at [www.mbusa.com/edp](http://www.mbusa.com/edp) for exact savings information and model availability.*

## **Schedule your delivery date.**

Place your order at least three months before you plan to travel to ensure you get the vehicle you want with all the options you desire.

*(We can accommodate short-notice orders with as little as three weeks' notice.)*





# Where do you want to go?

*YOUR MERCEDES-BENZ CAN TAKE YOU THERE.*

Make the most of your vacation and explore Europe's most famous cities in your new car. History, culture, natural wonders and more are mere hours away.

## Travel Packages:

As of August 21, 2017, European Delivery Program will offer travel packages through HRG in order to enable customers to extend their trips for 4-6 nights in Europe for an extra charge of \$2,000 per package, ordered through the dealership.

For our customers who are interested in participating in the European Delivery Program and in order to obtain information about and register for their travel related

Online Website: <https://starciteap.smarteventscloud.com/event/m9896ce-11JIFW5Y19DUA>

Email Address: [MBUSAEDP.na@hrgworldwide.com](mailto:MBUSAEDP.na@hrgworldwide.com)

Telephone Number: 1-800-243-3876, Option#2 or 1-888-965-0760

The Mercedes-Benz travel group at HRG will provide support whether in the U.S.A. or abroad. Our clients can feel comfortable knowing we will look out for their needs – regardless of time zones. Our emergency support international number for the MBUSA travelers in the event that they need to contact HRG while overseas is: +01 704-503-8418.

Default Pick-Up:

**Mercedes-Benz Stuttgart Delivery Center**

Käsbrunnlestraße, 71063 Sindelfingen

Tel: 0049-703 1-90-81085

Upon special request:

**Mercedes-Benz Bremen Delivery Center**

Im Holter Feld, 28309 Bremen

Tel: 0049-421 419 5350



# European Delivery Program Standard Package



Sample Itinerary: Day 1



1. Arrive in Stuttgart the day before delivery date
2. Visit Museum

Please contact HRG at 1-888-965-0760 to book your travel and HRG will apply the \$200 Delta voucher



European Delivery offers a \$100 taxi credit

Sample Itinerary: Day 2



1. Go to the Delivery Center
2. Factory Tour
3. Lunch at Delivery Center restaurant
5. Walking Tour

Monday to Friday  
10.30am-12.30pm  
1.30pm-3.30pm  
Reservations are not necessary



Factory Tour

Enjoy a one-night stay for your choice of a selected hotel



In Stuttgart or upon special request in Bremen

Monday to Friday  
8.00am - 4.15pm  
Voucher is printed from the confirmation of order



Mercedes-Benz Delivery Center Restaurant lunch voucher

Please book online:

<https://starciteap.smarteventsclooud.com/event/m9896ce-11JIFW5Y19DUA>



Please do not make any travel reservations until you have a confirmation of order from MBUSA.

Tuesday- Sunday  
9.00AM-6.00PM  
Mercedes-Benz Museum  
Mercedesstraße 100  
70372 Stuttgart



Mercedes-Benz Museum tickets



## Chapter 3: Closing of your European Delivery Program





## Drop-Off Points

Please contact the drop off points by email about a week prior to drop off.

**Your confirmation of order (provided by the dealership) is required when dropping off.** This should please be handled by the customer directly in the event there are changes of your plans in Europe

Drop off in London, Madrid, Italy and Koper are an extra charge payable by customer in advance.





## Berlin

- BLG Industrielogistik GmbH & Co. KG
- Chemnitzer Str.22, 14612 Falkensee
- Tel.: +49 (0) 3322 / 4227760
- Fax: +49 (0) 3322 / 4227719
- E-Mail: [leitstand\\_lu\\_zoll@blg.de](mailto:leitstand_lu_zoll@blg.de)
- E-Mail: [Thorsten.Kutzera@blg.de](mailto:Thorsten.Kutzera@blg.de)
- Open : 7.00 AM - 3.00 PM Mon - Fri

## Bremerhaven

- BLG AutoTransport GmbH & Co. KG
- Grauwalling 2, 27580 Bremerhaven
- Tel.:+49 471/48295 671
- Fax: +49 471/48295 688
- [Andrea.Pelz@blg.de](mailto:Andrea.Pelz@blg.de)
- [Regine.Plettenberg@blg.de](mailto:Regine.Plettenberg@blg.de)
- Open: 9.00 AM - 4.00 PM Mon-Fri

## Frankfurt

- BLG AutoTransport GmbH & Co. KG
- Hugo-Junkers-Str. 7, 60386 Frankfurt
- Tel.: +49 69 - 426908 -125
- Fax: +49 69 - 426908 -130
- [Suan.Tan-Jahnke@blg.de](mailto:Suan.Tan-Jahnke@blg.de)
- [Karin.Anding-Nelke@blg.de](mailto:Karin.Anding-Nelke@blg.de)
- Open: 8.30 AM - 4.00 PM Mon-Fri

## Hamburg

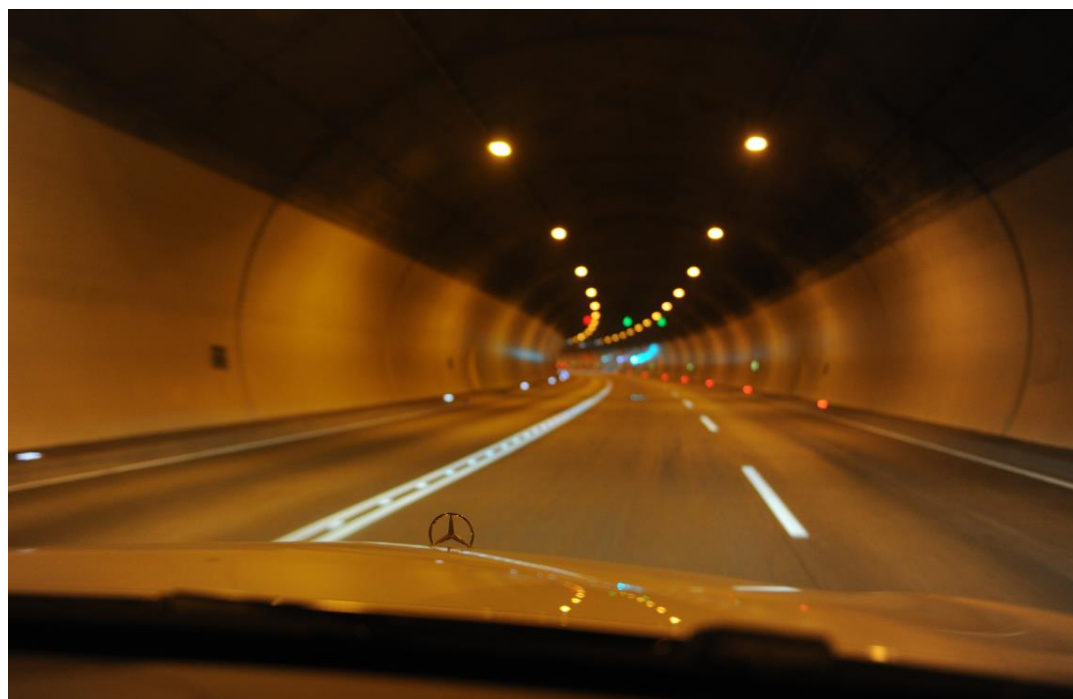
- BLG AutoTerminal Deutschland GmbH & Co. KG
- Kattwykweg , 21107 Hamburg
- Tel.: +49-40-75 27 97 162
- Fax: +49-40-75 27 97 162
- [Alexander.Bulwan@blg.de](mailto:Alexander.Bulwan@blg.de)
- [Markus.Baeuerle@blg.de](mailto:Markus.Baeuerle@blg.de)
- Open: 9.00 AM - 3.30 PM Mon-Thru
- 9.00 AM - 3.00 PM Fri.

## München

- LOG IN OUT GmbH
- Airport Munich, Terminal Strasse Mitte 18- 20, 85356 Oberding
- Tel.: +49 -89 - 416 114 600
- Fax:+49 -89 - 416 114 609
- [drop-off-munich@loginout.de](mailto:drop-off-munich@loginout.de)
- Open: 8.30 AM - 4.00 PM Mon - Fri
- Sat: Extra charge payable by customer

## Sindelfingen

- Simovic-Car-Service
- Am Hirnach 6, 71065 Sindelfingen
- Tel.: +49-(0)7031-866 161-0
- Fax: +49-70-31-875081
- [s.simovic@simovic-car-service.de](mailto:s.simovic@simovic-car-service.de)
- Open: 9.00 AM - 4.00 PM Mon-Fri





## Nice

- TT Car Transit
- Nice Airport, Terminal 2
- 06281 Nice cedex 3
- Tel.: +33-4-93 21 59 26
- [infonice@ttroissy.net](mailto:infonice@ttroissy.net)
- Open: 8.00 M - 5.00 PM Mon-Fri

## Paris

- TT Car Transit
- Rue Eugène POUBELLE, 77990 Le Mesnil-Amelot
- Tel.: +33-1-48 62 37 53
- Fax: +33-1-48 62 19 73
- [infocdg@ttroissy.net](mailto:infocdg@ttroissy.net)
- Open: 8.00 M - 5.00 PM Mon-Fri

## Amsterdam

- USA-United Stevedores Amsterdam
- Ruijgoordweg 80, Havennummer: 7989
- 1047 HM Amsterdam
- Tel.: +31-20 611 6688
- Email: [operations@usaterminals.com](mailto:operations@usaterminals.com)
- Open: 7.00 AM - 3.00 PM

## Madrid

- ATI (Auto Touristica Iberica)
- Calle Lola Flores, 16, 28022 Madrid
- Tel.: +34-91-32 92 911
- Fax: +34-91-32 93 980
- [info@autoturistica.com](mailto:info@autoturistica.com)
- Open 9.00 AM - 5.00 PM Mon-Fri
- This location is only available for an extra charge payable by customer in advance.

## Koper

- BLG CarShipping Koper d.o.o
- Ankaranska cesta 5b, 6000 Koper, Slovenia
- Tel.: 00386 5 936 6135
- Fax: 00386 5 6393 434
- [koper.office@blg.si](mailto:koper.office@blg.si)
- Open: 8.00 AM - 5.00 PM Mon - Fri
- This location is only available for an extra charge payable by customer in advance.

## London

- Rental UK
- Unit 6 Sovereign Court, 633 Sipson Road, West Drayton, Middlesex, UB7 OJE
- Tel.: +44 (0) 208 759 4004
- [ukrental@ukcarandvanrental.co.uk](mailto:ukrental@ukcarandvanrental.co.uk)
- Open: 7.00 AM - 4.00 PM Mon - Fri
- This location is only available for an extra charge payable by customer in advance.

## Zurich

- **Gondrand International AG**
- Riedmattstr.9, 8153 Rümlang
- Tel. :+41 44 828 68 78
- Fax: +41 44 828 68 20
- [philipp.schuetz@gondrand-logistics.com](mailto:philipp.schuetz@gondrand-logistics.com)
- Open: 8.30 AM - 11.30 AM Mon-Fri

## Geneva

- Ritschard S.A.
- Voie-des-Traz 20, Aircargo Building, Entrance no. 1, Office no. E173
- Tel.: +41 22-79 877 00
- Fax: +41 22-79 86 778
- [zenhausern@ritschard.ch](mailto:zenhausern@ritschard.ch)
- Open: 8.30 AM - 11.30 AM 1.30 PM - 4.00 PM Mon-Thu
- 8.30 AM - 12.00 AM Fri

# Customer Checklist



- Passport
- Drivers License
- Tourist Confirmation of Order
- Hotel confirmation – provided by HRG
- Taxi credit of \$100 – provided by the dealership / provided as a credit in the confirmation of order.
- Lunch voucher is attached to the confirmation of order.
- Power of Attorney (if applicable)

In order **to prevent** unnecessary **delays** for the pick up of your car: Please make sure that you arrive at the Delivery Center **with the confirmation of order** and valid **passport** and, if necessary, any **other legal supporting documents** required, such as the lease status binder or letter of authorization/ third party pick up forms.

# SAMPLE ITINERARY



## Day One:

1. Arrive in Stuttgart the day before delivery date
2. Do walking Tour of Stuttgart
3. Visit Museum (Tuesdays – Fridays)

## Day Two:

- Go to the Delivery Center first thing in the morning
- Please allow the entire day at the Delivery Center on the day of pick up
- There is a variable amount of time required for pickup and you should plan accordingly
- Factory Tour at 10:30 am or 1:30 pm

- Lunch at Delivery Center restaurant
- Museum (Tuesdays – Sundays)
- Walking Tour
- We suggest that you do not schedule out of town plans on day of delivery

Deliveries can be made on working days from 8:00am to 2:30pm (deliveries on weekends and holidays are not possible). During peak travel months, you'll find that the early hours, from 8:00 to 9:30am, are the least busy. Please arrive at the Delivery Center at the latest by 2:30 pm.



# INSURANCE:



Insurance can only be obtained through MBUSA. In order to pick up the vehicle you must insure your vehicle through MBUSA. No exceptions. The amount of insurance must be ordered through the dealership prior to delivery. Once at the Delivery Center, the insurance cannot be changed.

Advance registration and passport are required. The insurance and advance registration go hand in hand. This means that the insurance starts on the delivery date you have provided to the dealership. If there is a delay in your delivery date, the dealership must be advised in advance, and the dealership will advise MBUSA, as your insurance will start running on the established delivery date. Please provide delivery date changes, no later than twenty days prior to delivery.

AXA Corporate Solutions Insurance Information: Enclosed you'll find a brief description of the "AXA Corporate Solutions Insurance Package" including the "General Terms and Claim Procedures," for reference in case of an accident or transportation damage. We suggest that you read it carefully and take it with you on your trip. To operate a vehicle in Europe, it must be properly covered by liability insurance. The International Motor Insurance Card (Green Card) as well as the Insurance Identification (Yellow Document) must be in possession of the driver. DaimlerAG obtains and issues the insurance documents. They are given to you at time of delivery.

A 15 day full coverage, no deductible insurance is automatically issued and included in the base vehicle price. If you require insurance for a period longer than 15 days, coverage can only be purchased in monthly increments. For example, for 45 days of insurance coverage, you would order two month's coverage, which is the actual coverage provided, not one month plus 15 days. The monthly premium has been adjusted for the 15 days premium subvention provided by MBUSA. The context of "Europe" under the Package Policy is to be understood in geographical and not just as a "political / economic" term. Insurance coverage shall apply within the geographical borders of Europe (including the European part of Turkey) and also to the external territories of the European Union.

# Insurance cont'd



Please note: European Insurance Package does not cover a test drive at Nürburgring or any race track.

**If you have an incident while in Europe or you notice damage, please put a note into the glove box and also kindly let the Drop Off location know that repair is needed.**

Leased vehicles cannot be insured for more than one month total time in Europe.

Changes of Insurance Coverage: The Insurance length and International Registration cannot be changed unless Mercedes-Benz USA, European Delivery Department is advised, in writing, at least 2 weeks prior to the confirmed delivery date.

Important: An extension of the International Registration and Insurance beyond its original expiration date is not possible; therefore, it is most important you order exact insurance coverage required.

If you have an accident or road damage:

The general rule is that the vehicles are repaired exclusively at the Vehicle Preparation Center in

The United States and should not be repaired in Europe. Please let the drop off point and your

Sales person know what needs to be repaired. It should be added to the condition report at time of

drop off. This will let MBUSA know to fix it. If you need a loan car while in Europe on your European

Delivery trip due to an accident or break down, please contact MBUSA:

eupeandelivery@mbusa.com and annedoris.korallus@mbusa.com

European Road Insurance Incident – Insurance:

Some hotline phone numbers, in case of need, from anywhere in Europe:

Please provide your vehicle's European Chasis number, which can be found on the Bill of Sale.

Delivery Center, Sindelfingen.....Tel:00-49-703 1-90-81085\*

Emergency Phone Number.....Tel: 00800 1 777 7777 places within Europe.

For telephone calls placed outside of Germany (US cell phones while in Europe)

From US phones: 01149 6995307399

From European phones: 001496995307399

European Road Insurance Incident - Insurance:

Please contact Mrs. Berndt: Claudia.Berndt@axa.de.....Tel: 0049 221 148-25294

In extreme emergencies, you may reach AXA Versicherung AG after regular business

hours at 0800-292 0333 for telephone calls placed within Germany.

For telephone calls placed from outside Germany: dial +49-800-292 0333.

\*from within Germany eliminate 00-49, add "0" before the area code.

# Winter Travel:



MBUSA does not have a winter tire exchange program due to legal and logistical issues. We do not recommend driving in winter conditions ●

In Europe, vehicles must have winter tires in wintry weather. Cars with “R02 code” All Season Tires (M+S marked on the side of the tire ) meet the winter tire laws in Germany and Austria.

Due to Customs regulations, the vehicle must return to the States with the original tires from the factory.

\*While traveling in Europe during the months of November through April, it is the responsibility of the car owner/driver to adhere to local traffic regulations, which require that a vehicle must have winter tires in winter driving conditions, and take appropriate measures for travel in prevailing weather conditions.

As stated in the Operator's Manual for your vehicle, always use winter tires at temperatures below 45 degrees F

(7degrees C) and whenever wintry road conditions prevail. See your Operator's Manual for specific details concerning

operation of your vehicle, including information concerning tires and snow chains for winter driving conditions.

While traveling in Austria during winter months of November through April, you must have winter tires.

If you disregard this, you can be assessed with a fine of up to € 5.000. Austria & Switzerland:

If you travel through Austria, and/or Switzerland an International Driver's License is needed. It can be obtained from

any AAA location in the U.S., and its cost varies. The vehicle must also have a sticker for travel on the roadways,

which can be purchased at gasoline stations (Germany and Austria) and at the borders. Authorities in both countries

fine heavily for non-compliance with these regulations. These additional costs are the responsibility of the customer.

Cars with “R02 code” All Season Tires (M+S marked on the side of the tire ) meet the winter tire laws in

Germany and Austria. *While traveling in Austria during winter months of November through April, you must have winter tires. If you disregard this, you may be assessed with a fine of up to € 5.000.*

# WARRANTY & REPAIRS



While the car is in Europe the European Warranty applies – which is 24 months. As soon as the car arrives in the States, the U.S. warranty is applicable (48 months or 50,000 miles).

## REPAIRS ON VEHICLES:

All repairs are done at the Vehicle Preparation Center upon the car return from Europe. Please let the drop off point know if you have any repairs that are needed. Any repairs should be added to the condition report at time of drop off. This will let MBUSA know to fix your vehicle.

See insurance section below



# International Driver's License and Tolls:

If you travel through Austria, Switzerland & Italy an International Driver's License is needed. It can be obtained from any AAA location in the U.S., and its cost varies. The vehicle must also have a sticker for travel on the roadways, which can be purchased at gasoline stations (Germany and Austria) and at the borders. Toll stickers are also required on all vehicles on Austria, Switzerland, and Italy's highways. They can be purchased at gasoline stations (Germany, Switzerland & Italy) and at the borders. Authorities in both countries fine heavily for non-compliance with these regulations. "Vignetta" in Italian, a "Vignetten" in German. Austria requires that you have a reflective vest in the trunk of your vehicle, and the delivery center provides one vest in the trunk. Additional vests can be purchased at the Sindelfingen Delivery Center shop. For further information on tolls: <http://www.tolls.eu/europe> and [http://www.theaa.com/allaboutcars/overseas/european\\_tolls\\_select.jsp](http://www.theaa.com/allaboutcars/overseas/european_tolls_select.jsp)

# If you have an accident or road damage:



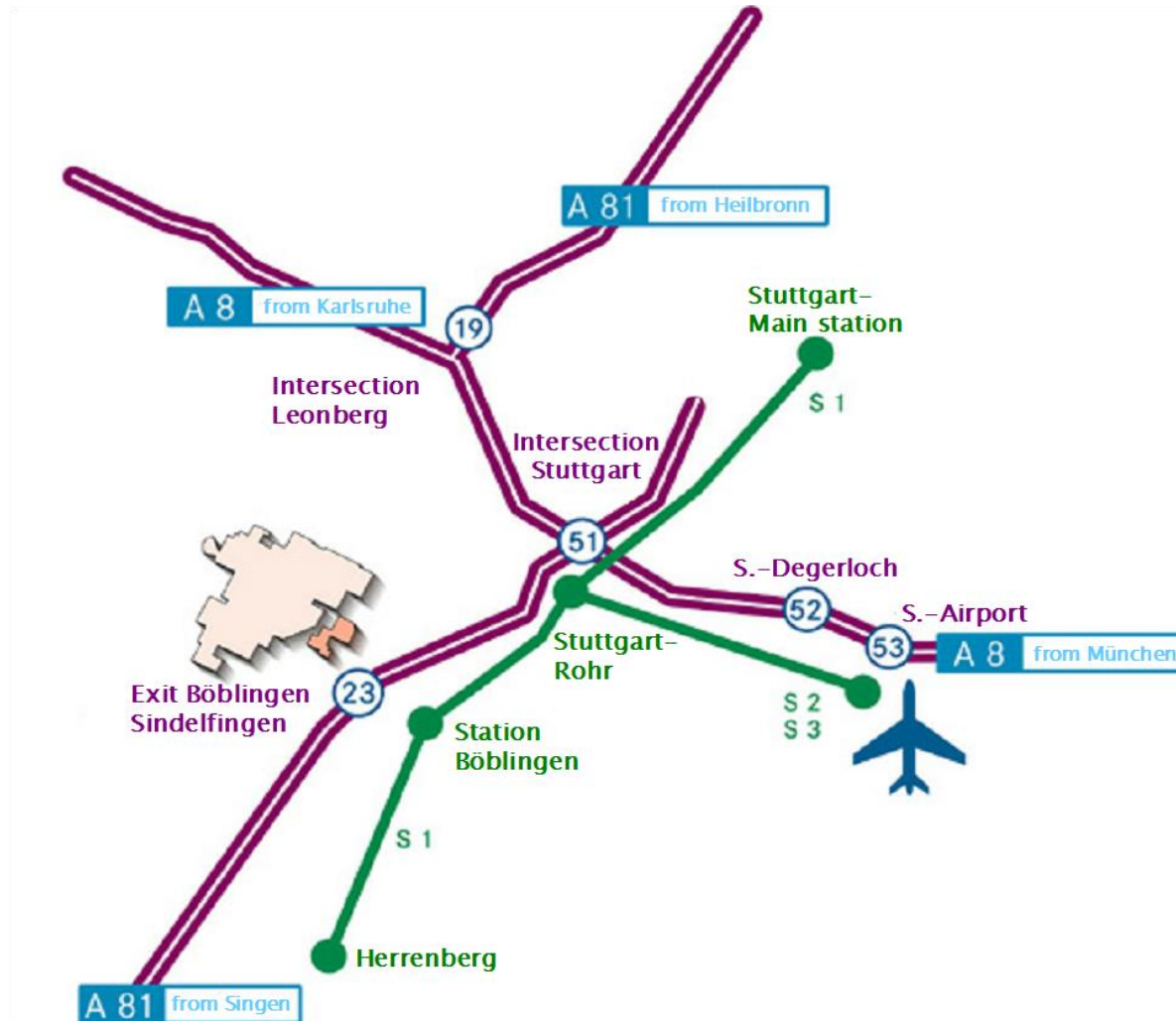
The general rule is that the vehicles are repaired exclusively at the Vehicle Preparation Center in The United States and should not be repaired in Europe. Please let the drop off point and your Sales person know what needs to be repaired. It should be added to the condition report at time of drop off. This will let MBUSA know to fix it.

If you need a loan car while in Europe on your European Delivery trip due to an accident or break down, please contact MBUSA: [europeandelivery@mbusa.com](mailto:europeandelivery@mbusa.com) and [annedoris.korallus@mbusa.com](mailto:annedoris.korallus@mbusa.com)

## European Road Insurance Incident – Insurance:

Some hotline phone numbers, in case of need, from anywhere in Europe:  
Please provide your vehicle's European Chassis number, which can be found on the Bill of Sale.  
**Delivery Center, Sindelfingen.....Tel:00-49-703 1-90-81085\***  
**Emergency Phone Number.....Tel: 00800 1 777 7777** places within Europe.  
For telephone calls placed outside of Germany (US cell phones while in Europe)  
From US phones: 01149 6995307399  
From European phones: 001496995307399  
**European Road Insurance Incident - Insurance:**  
Please contact Mrs. Berndt: [Claudia.Berndt@axa.de](mailto:Claudia.Berndt@axa.de).....**Tel: 0049 221 148-25294**  
In extreme emergencies, you may reach AXA Versicherung AG **after regular business hours at 0800-292 0333 for telephone calls** placed within Germany.  
For telephone calls placed from **outside Germany: dial +49-800-292 0333.**  
\*from within Germany eliminate 00-49, add "0" before the area code.

# Mercedes-Benz Customer Center Sindelfingen





Due to jurisdictional changes regarding the German Road Tax collection, you might receive a note from German customs office stating the amount of the incurred German Road Tax. This note is solely informational. The German Road Tax has been paid on your behalf by Daimler at time of delivery in the Mercedes-Benz Customer Center in Sindelfingen.





# MISCELLANEOUS INFORMATION



## **OPTIONS installed at Vehicle Preparation Center:**

Please check with your dealership as any options that are installed at the Vehicle Preparation Center will not be on your car when you pick up in Germany. They will be installed in the States upon the vehicle's return to the USA.

**IPOD CABLES:** These cables are installed at the Vehicle Preparation Center upon the vehicle's return to the USA.

**MBrace and Sirius Trial period:** You will receive the full trial period upon vehicle's return to the States and it will start with time of pick up from the dealership.

If you have any issues please contact [annedoris.korallus@mbusa.com](mailto:annedoris.korallus@mbusa.com) and we will make sure your trial period is provided to you.

**Subsequent optional equipment Installation:** Please note that the Sindelfingen Delivery Center is not equipped for installation of optional equipment or the sale of spare parts.

**Child's safety seat:** German law requires the use of a child safety seat for any child less than 12 years of age and/or less than 150 cm (4' 10") tall. If you should travel with a child fitting these criteria, please bring a child safety seat.



# Program Agreement

The European Delivery customers agree to:

IMPORT THE VEHICLE TO THE UNITED STATES OF AMERICA within twelve months.

NOT LICENSE OR REGISTER THE VEHICLE PERMANENTLY IN ANY COUNTRY OTHER THAN THE UNITED STATES OF AMERICA EXCEPT WITH THE TEMPORARY GERMAN EXPORT REGISTRATION PLATE WHICH WILL BE PROVIDED WHEN DELIVERY IS MADE

We suggest you visit our website for European Delivery

[http://www.mbusa.com/mercedes/european\\_delivery\\_program](http://www.mbusa.com/mercedes/european_delivery_program)

You can also find the dealership most convenient to you by checking our website: [www.mbusa.com](http://www.mbusa.com)

***Das Beste oder Nichts. The best or nothing.***

**This is a story only Mercedes-Benz can tell.**



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