

Mercedes-Benz European Delivery



Workbook for Dealers - 2014

This workbook is a guide and subject to change without advance notice.

For complete information please always check with MBUSA European Delivery Department. Please consult the Dealer Ordering Guide and Netstar. 1

For confidential and internal use only.



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How to contact us

European Delivery Department:

Anne Doris Korallus

The fastest way to reach AnneDoris is via email

Email: annedoris.korallus@mbusa.com

Toll free number: **1-800-243-3876**

Direct phone: 201-573-4764

Hours of Operation: Monday – Friday, 9:00 am – 5 pm EST

MBUSA Travel Department:

Travel # - 800-243-3876 x2.

For AirFare please call 800-495-6262 ex 2

Please contact: Lori Fichter (lori.fichter@mbusa.com) or EuroDelTravel@mbusa.com

The travel department hours are 9:00am until 5:00pm Monday through Friday.

Please only phone Travel after you have placed the European Delivery order and have an order number.

The 2 - 1 Program with Lufthansa has expired on December 31, 2012. As of January 1, 2013, the program with Lufthansa will offer tickets at a discounted rate based on the published fares. For more specific information you can call our travel agents directly at 800-495-6262. We will be more than happy to assist your European Delivery customer.

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

Acceptance of an order by MBUSA shall be made in the form of a Confirmation of Order in writing.



European Delivery Program over view

Our Program allows you to enjoy driving your new Mercedes-Benz while vacationing in Europe, while saving 7% off the total vehicle MSRP on many models at the same time.

Mercedes-Benz USA, LLC offers an all-inclusive program:

- One night accommodation in one of our luxurious hotels in Stuttgart
 - Breakfast or lunch at the Delivery Center
 - Two taxi coupons for ride from airport or main railroad station to the Delivery Center or hotel
 - 15 days European Road Insurance
 - Full tank of fuel
 - Conveyance from eleven European Drop-off Points to port of shipment
 - Ocean Freight to U.S. Port
 - Marine Insurance
 - Vehicle Preparation Center Processing
 - Transportation to the selling/delivering dealer
 - Destination charge is waived
-
- Optional Black Forest Alps Rally Package, and Alps Castle Route Package



European Delivery Program Process:

Our customer will receive an email from MBUSA European Delivery Department when the order is entered by the dealership in NETSTAR (and dealership will be copied) Email attachments and providing:

- Important information sheet
- Insurance package
- Information on European drop-off locations (Home Shipment)
- Public Holidays in Europe
- Hotline Phone numbers
- Information letter giving details regarding:
 - Taxi transfer
 - Delivery hours
 - Breakfast or lunch at the factory
 - Subsequent installations
 - Time limitations of international registration
 - Change of insurance coverage
 - Extension of registration and insurance
 - German Road Tax
 - Home Shipment

Vouchers: Approximately, two weeks prior to customer delivery date, the travel department will send the vouchers in a portfolio:

- Yellow certificate for breakfast or lunch at the European Delivery Center
- Two Blue Certificates for taxi transfers

Confirmation of Order/Payment: Once the dealership has been paid by the customer, the dealership should provide the customer with the Confirmation of Order which is printed from Netstar. It is the Invoice for European Delivery. . The terms and conditions need to be signed by dealership and customer, and kept in customer folder @ the dealership. Please make sure you have signature of customer and dealership representative for audit purposes. Do not send it to MBUSA.

Billing: The process of billing dealers for European Delivery orders has changed. On the day the customer picks up the car from Germany, the payment for the order will be drafted less the dealer's commission. This will allow the dealer to receive the commission payment at the time of delivery while being drafted for the payment to MBUSA in the same way as all other wholesales. The net amount will appear on the dealer's bank statement. The Dealer Commission is 10% of the total vehicle price. (European Road Insurance, Black Forest Alps Package, Gas Guzzler tax are not subject to commission.) Dealers are paid 10% commission off the total price of their order less additional insurance, BFA and gas guzzler add ons. Therefore, for example, if the bill to the customer was \$43,562 but \$354 of that was additional insurance, their commission would have been paid on \$43,208 (\$43,562 - \$354).

Travel

For Travel Information:

The dealership should fill out a Hotel Application Form on behalf of the customer then fax to the Travel Department:

(Fax:201-572-2266)

The customer is responsible for their own air travel.

All hotel requests must be in writing from the dealership.

- Please contact our European Delivery Travel Coordinator: Lori Fichter @ EuroDelTravel@mbusa.com

Phone: 1800-243-3876 ex 2

- **No reservations please until the order is confirmed in writing.**



Option One we offer one standard night in Stuttgart and two special packages:

Please contact: EuroDelTravel@mbusa.com



Mercedes-Benz

EUROPEAN DELIVERY HOTEL APPLICATION

For EDP purposes only:	
Access _____	Portfolio _____
Rumba _____	

Tourist Order No: _____		Car Delivery Date: _____	
Purchaser: _____		Dealership: _____	Salesperson: _____
Names of Travelers: _____			
ADDRESS WHERE TO RECEIVE TRAVEL DOCUMENTS: _____			
Contact phone # _____		Email address: _____	
<input type="checkbox"/> Smoking		<input type="checkbox"/> Non-Smoking	<input type="checkbox"/> King bed
			<input type="checkbox"/> Twin beds

Please choose one of the three options below:

STANDARD PACKAGE (NO ADDITIONAL COST)

One (1) night in Stuttgart, Germany (for one or two persons, with breakfast). Additional nights will be guaranteed to your credit card

	Arrival Date	Departure Date	Total Nights
Graf Zeppelin Hotel Stuttgart	_____	_____	_____
Or			
Hotel am Schlossgarten Stuttgart	_____	_____	_____

BLACK FOREST ALPS RALLY PACKAGE (\$1800)

Five (5) nights total (two persons, with breakfast) Hotels marked with an asterisk* also include dinner. You may choose any combination of the hotels listed below to total five nights, maximum two (2) nights at each hotel. This replaces Standard Package. (Hotels listed in driving order / do not need consecutive dates)

	Arrival Date	Departure Date	Total Nights
Graf Zeppelin Hotel Stuttgart	_____	_____	_____
Hotel Traube Tonbach *	_____	_____	_____
Baiersbrunn	_____	_____	_____
Parkhotel Adler*	_____	_____	_____
Black Forest	_____	_____	_____
Hotel Villino Lindau	_____	_____	_____
Hotel Mueller Hohenschwangau	_____	_____	_____
Hotel Goldener Hirsch Salzburg	_____	_____	_____
Interlpen Hotel* Telfs, Austria	_____	_____	_____
Hotel Bayerischer Hof Muenich	_____	_____	_____
TOTAL			5

All hotels based on availability, additional nights will be guaranteed to your credit card. Payment of the packages must be made directly to dealership

Alpen Route Package (\$750)

Three (3) nights total (two persons with breakfast). List dates for check in:

	Arrival Date	Departure Date	Total Nights
Graf Zeppelin Hotel Stuttgart	_____	_____	_____
Hotel Mueller Hohenschwangau	_____	_____	_____
Hotel Villino Lindau	_____	_____	_____

All hotels based on availability, choose one night at each hotel
Payment of the packages must be made directly to dealership

Additional nights, rooms, and/or guests can be accommodated for all packages, for additional expense. Festivals/holiday periods will incur additional cost. December 19 - January 15, 2015 hotels have limited availability. Credit card information is for hotel guarantee purposes, and all incidentals to be paid upon check out. Parking for hotels is additional cost, payable to the hotel upon check out.

Credit Card _____ Exp. _____ Please indicate age of children: _____
Please complete this application and return to European Delivery Travel Dept: email EuroDelTravel@mbusa.com or fax (201) 573-2266

Mail: Mercedes-Benz USA, LLC; European Delivery Travel, One Mercedes Drive, Montvale, NJ 07645
Hotel reservations will be made through the European Delivery Travel Department. The travel department will send hotel vouchers for each night once written confirmation from the hotel and full payment (of package) have been received. This voucher must be presented to respective hotel at time of check-in.
Any subsequent changes and/or travel cancellations must be submitted in writing to the European Delivery Travel Department: EuroDelTravel@mbusa.com

ALL RESERVATIONS MUST COINCIDE WITH CAR DELIVERY DATE. ROOMS ARE SUBJECT TO AVAILABILITY
The above is subject to change without notice. Cancellations of travel and hotels may result in non-refundable fees, depending on circumstances. It is expressly understood and agreed that Mercedes-Benz USA and its parent company and affiliates are not responsible for the negligence or intentional misconduct of the airlines, hotels, or any third parties providing services to you in conjunction with your air travel arrangements, accommodation, meals, etc...

SIGNATURE OF CR PURCHASER: _____ DATE: _____

Please no travel reservations until you have a confirmation of order

We offer two travel packages:

Black Forest Alps for \$1,800

Alpen Route for \$750

BLACK FOREST ALPS RALLY PACKAGE (\$1800)

Five (5) nights total (two persons, with breakfast) Hotels marked with an asterisk* also include dinner. You may choose any combination of the hotels listed below to total five nights, **maximum two (2) nights at each hotel**. This replaces Standard Package. (Hotels listed in driving order / do not need consecutive dates)

	Arrival Date	Departure Date	Total Nights
Graf Zeppelin Hotel Stuttgart	_____	_____	_____
Hotel Traube Tonbach * Baierbronn	_____	_____	_____
Parkhotel Adler* Black Forest	_____	_____	_____
Hotel Villino Lindau	_____	_____	_____
Hotel Mueller Hohenschwangau	_____	_____	_____
Hotel Goldener Hirsch Salzburg	_____	_____	_____
Interalpen Hotel* Telfs, Austria	_____	_____	_____
Hotel Bayerischer Hof München	_____	_____	_____
		TOTAL	5

All hotels based on availability, additional nights will be guaranteed to your credit card. Payment of the packages must be made directly to dealership

Alpen Route Package (\$750)

Three (3) nights total (two persons with breakfast). List dates for check in:

	Arrival	Departure	Total Nights
Graf Zeppelin Hotel Stuttgart	_____	_____	_____
Hotel Mueller Hohenschwangau	_____	_____	_____
Hotel Villino Lindau	_____	_____	_____

All hotels based on availability, choose one night at each hotel
 Payment of the packages must be made directly to dealership



Available Models – Model Year 2014

ALL 2014 MODELS ARE SUBJECT TO AVAILABILITY

We suggest you allow a three-four month lead time to enter orders.

AVAILABLE WITH A 7% DISCOUNT SAVINGS OFF THE TOTAL MSRP			
C250W	E350W	E350S4	S550V
C300W4	E350W4	E350C4	S550V4
C350W	E350C		
C250C	E400H	CLS550C	
C350C	E350A	CLS550C4	SL550
C350C4	E350 BTC	CL550-4M	SL63
C63	E550W4		
C63C	E550C	SLK55	GLK2504MBTC
	E550A	SLK250	GLK350W2
	E250 BTC	SLK350	GLK350W4
	E2504MBTC		

AVAILABLE WITH A 5% DISCOUNT	
CLA250/CLA250-4M/ CLA45-4M	E63

**C Class Sedan 2015
not available**

NOT AVAILABLE UNDER EUROPEAN DELIVERY PROGRAM			
M-CLASS	R-CLASS	G-CLASS	GL-CLASS

S63, S65, CL600, CL63 and CL65, CLS63 are available at MSRP. Dealer must provide unit from their Allocation/ market manager approval. Manual diversion is done.



SHORT TERM ORDERS

When you enter your order via NETSTAR order process for short term orders, a list of available units will appear:

Warning: Configuration changes no longer allowed.

Year	Model	Paint	Uph.	Options
2014	E350W	799	274	H09,P01,R02,072,076,104,137,218,287,
2014	E350W	799	274	H09,P01,R02,072,076,104,137,218,287,
2014	E350W	040	111	H14,P01,R02,02R,072,093,810,873,07...
2014	E350W	040	115	H14,P01,R02,02R,072,093,810,873,07...
2014	E350W	040	111	H14,P01,R02,072,076,137,218,277,321,
2014	E350W	149	115	993,55U,795,810,873,H14,P01,R02,07...
2014	E350W	040	111	873,993,H14,P01,R02,02R,072,076,13...
2014	E350W	149	115	873,993,H14,P01,R02,02R,072,076,13...
2014	E350W	792	111	H14,P01,R02,R38,072,076,137,218,32...
2014	E350W	755	118	P01,R02,072,076,104,137,218,287,314...
2014	E350W	149	115	873,993,218,389,55U,810,H14,P01,R0...
2014	E350W	040	115	873,993,H14,P01,R02,02R,072,076,13...



How long can the Automobile be driven in Europe?

1. The vehicle must be returned to the United States within twelve months from date of delivery.
2. Leased vehicles may stay in Europe for one month only.
3. Insurance and registration is only available through MBUSA (we do not accept other policies)



Sample Itinerary:

Day One

- Arrive in Stuttgart the day before delivery date
- Do walking Tour of Stuttgart
- Visit Museum (Tues – Fridays)

Day Two

- Go to the Delivery Center first thing in the morning
- Factory Tour at 10:30 am or 12:30 pm
- Lunch at Delivery Center restaurant
- Museum (Tues – Sundays)
- Walking Tour





Mercedes-Benz Delivery Center



Delivery Center Address is:

Daimler AG

Mercedes-Benz Kundencenter Sindelfingen

Käsbrünnelestraße

71063 Sindelfingen

Mercedes-Benz Delivery Center Hours of operation:

Monday – Friday, from 8:00 am to 3:00 pm.

Deliveries on Saturdays, Sundays and German public holidays are not possible.

The latest time a customer should arrive at the Delivery Center is 2:30 pm.

Delivery Center, Sindelfingen.....Tel: 00-49-7031-90-81085*



Factory Tour Information

- Factory Tours: (English speaking)
- We now offer two daily tours (Monday through Friday) in English for customers:
 - 10:30 Tour - 1 hours and 15 minutes and it visits assembly of vehicles.
 - 12:30 Tour – 2 hours and it visits two areas (robot assembly and production assembly).
 - No reservations are necessary. The tours are automatically available to our customers picking up their vehicles.
 - The minimum age for visitors is 6 years.
 - **The restaurant at Delivery Center is open until 16:00**

Note:

We highly recommend that the customer arrives in Stuttgart the night before delivery. This way the customer can spend the night at the hotel, wake up refreshed to go to Delivery Center in early morning, then do the Factory Tour, have a delightful lunch at the Delivery Center (which is next to the Factory) and then go on to the museum or travel in Europe.



RESTAURANT MERCEDES – BENZ FACTORY/DELIVERY CENTER

- Enjoy your gourmet lunch after the factory tour right in the Delivery Center.
- Open from Monday to Friday, from **8.00 am to 4.15 pm**.



Swabian beef steak with fried onions, red wine sauce, seasonal vegetables and Spaetzle (local egg noodles)



Mercedes Benz Museum

We provide two museum tickets for our European delivery customers upon their arrival at the Delivery Center.

Opening hours:

Tuesday to Sunday from 9 a.m. to 6 p.m. –

ticket desk closes at 5 p.m.

Closed on Mondays.

Address:

Mercedes-Benz Museum

Mercedesstraße 100

70372 Stuttgart, Germany

Further information:

- mercedes-benz-classic.com/museum
- facebook.com/mercedesbenzmuseum



Celebrate a birthday!





How to enter a European Delivery order through Netstar:

Please allow a three month lead time.

Go to Netstar SALES and launch Vehicle Information & Tracking
Go to the ORDER Function and select the European Delivery tab

1. Start by selecting the Model Year and Model to be picked up at the Sindelfingen Delivery Center
2. Configure vehicle (Packages, Paint, Upholstery, Options)
3. Complete the following information, Pick Up Date, Drop Off Date, Drop Off
4. Location, European Road Insurance
5. Select transaction type: Cash, Finance or Lease
6. Select Dealer Representative
7. Complete Customer Passport Details
8. Complete Customer Data
9. Click the submit button
10. Configuration changes may be required
11. Click yes to process order
12. Tourist order number is generated
13. Two copies of Confirmation of Order and Invoice (One to dealer and one to customer)
14. Please allow a three month lead time yet we usually can meet an earlier date .

No reservations please until you have an order number



How to enter if you have trouble entering the order?

If you are unable to enter the vehicle for the time period you want, here is the procedure we suggest you follow :

1. You need to enter the order directly into NETSTAR in the European Delivery system as per NETSTAR guidelines **for a later date (whatever the system accepts).**
2. Then provide MBUSA with the European Delivery order number that the system generates.
3. Then once you provide us with that order number, we will try and change the options **if needed.**
4. Then we will try and change the delivery date.

No reservations should be made and no obligation to customer until the order is confirmed by MBUSA.

The NETSTAR Help Desk phone number is: 888-9-NETSTAR

If we are unsuccessful in meeting your customer request, we will cancel your order without cancellation fee or penalty.



How to change your order?

- Go to Euro Del Update Screen

netstar - Mercedes-Benz, USA, LLC.

Inventory Locate Order Configure Retail

90330 European Delivery Order Update

VII MCR Invoice DDR Order Update Euro Del Update As Dealer VISTA Back to Inventory

Inquiry By

PO Number Plant/Serial

PO 0470700547 Find

Vehicle

Model E550W4 MY 2014-1 Baumuster 212091 Eng

VIN 000000 Paint 2

Factory



How to print a confirmation of order in Netstar/ Terms and Conditions

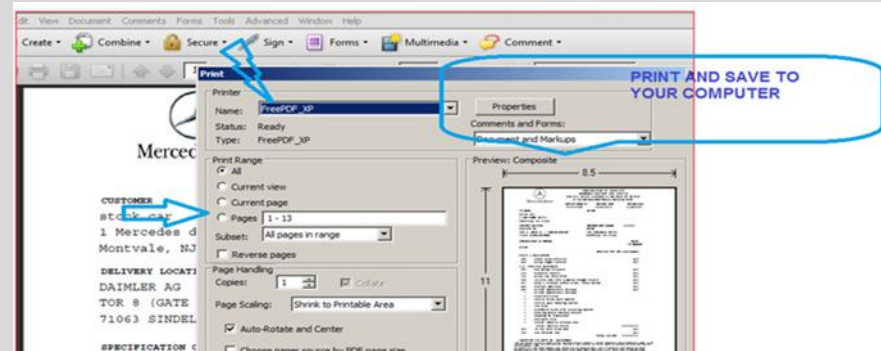
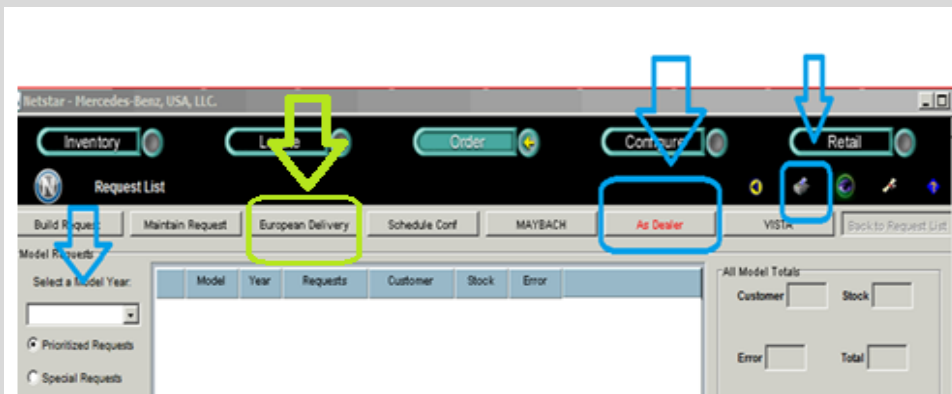
Please print the confirmation of order and send it to your customer.

- Confirmation of Order : This confirmation of order that you print from NETSTAR will be accepted at the Delivery Center together with the customer's passport and any other necessary supporting legal documents. Please make sure you give your customer a confirmation with the correct port and correct pricing.
- Terms and Conditions: The customer's signature is required on the European Delivery form (Terms and Conditions and Application for German Export Registration Plates) and must be retained at the dealership for compliance and audit purposes. Do not send to MBUSA.

Please make sure you give your customer a confirmation with the correct port ;and the correct delivery date!

HOW TO PRINT A CONFIRMATION OF ORDER IN NETSTAR:

Go to Inventory screen, select Euro Del Update tab, type Tourist Order number, and click on Print icon located on upper right-hand side (in black shaded area). Help Desk for Netstar: 1888-963 8782



The confirmation of order/invoice prints the Terms and Conditions/ Application for German Export Paperwork (available for review in Netstar under forms section) must be signed and kept in your files at the dealership.

MERCEDES-BENZ USA, LLC
Terms and Conditions

1. OFFER AND ACCEPTANCE

This Order shall constitute an irrevocable offer by the undersigned Purchaser/Lessor (hereinafter referred to as "Purchaser/Lessor") to the Purchaser/Lessee (hereinafter referred to as "Customer") for a period of (6) weeks from the date of receipt by Mercedes-Benz USA, LLC (hereinafter referred to as "MBUSA").

- (A) Acceptance by MBUSA shall be by a Confirmation of Order (hereinafter referred to as "Confirmation") in writing, which may be revised by MBUSA from time to time in its sole discretion.
- (B) In the event of a variance between this Order and the Confirmation, the terms of acceptance contained in the Confirmation shall govern unless the Customer rejects the Confirmation in writing and delivers same to MBUSA within fifteen calendar (15) days after the Customer's receipt of the Confirmation.

2. PRICES

- (A) Prices are subject to change without notice and the price charged notwithstanding the Confirmation shall be the price valid at the date of delivery. If the price is increased, the Customer has the right to cancel this Order in accordance with paragraph 1 (B) above, in which event the sum paid by the Customer will be returned without interest.
- (B) Final payment must be made thirty calendar (30) days prior to the confirmed date of delivery. **ONLY AUTHORIZED MERCEDES-BENZ DEALERS ARE AUTHORIZED TO ACCEPT PAYMENT FOR THIS ORDER.**

3. ACCEPTANCE AND DELIVERY

- (A) The Customer shall be entitled to examine the vehicle to be delivered, and acceptance of the vehicle at the place of delivery shall constitute an acknowledgement by the Customer that the vehicle has been received in good physical and mechanical condition. The Customer agrees to waive all claims regarding any variation or deviation from the specifications or design of the vehicle as specified in the Confirmation.
- (B) Acceptance of the vehicle must be made within two weeks from the date of its offer for delivery via the Customer's physical possession of the vehicle, or, if the current regulations of the Mercedes-Benz European Delivery Program so permit, by delivery to MBUSA of the Customer's written instructions for the delivery and shipment of the vehicle for the Customer's account.
- (C) All delivery dates, although quoted in good faith, are approximate.
- (D) Delivery is at the manufacturer in Germany, and title and risk of loss pass to the Customer upon such delivery.

4. HOME SHIPMENT

- (A) Home shipment from a European drop-off point to a designated Authorized Mercedes-Benz Dealer in the United States is included in the price of standard features.
- (B) MBUSA makes no representations or warranties regarding home shipment dates, or arrival dates at the designated Authorized Mercedes-Benz Dealer.
- (C) During home shipment, the vehicle is covered by a marine insurance policy issued on the Customer's behalf. In consideration of repair of marine damages, if any, to be performed by MBUSA, the interests under the insurance contract have been assigned to MBUSA.
- (D) Customer agrees to abide by the Owner's Manual and use only unleaded gasoline when refueling the gasoline-powered vehicle and agrees to use only diesel fuel when refueling a diesel-powered vehicle.

5. CANCELLATION

- (A) Failure by the Customer to make payment in full in accordance with the Confirmation within the time specified, or failure by the Customer to accept delivery of the vehicle, shall entitle MBUSA to cancel this Order, to divert the vehicle to another order, and to deduct from the sum to be repaid to the Customer a cancellation fee of Two Hundred Dollars (\$200.00).
- (B) If MBUSA has not delivered the vehicle within two weeks following the date indicated in the Confirmation, the Customer shall be entitled to cancel this Order, and MBUSA shall refund to the Customer the amounts paid on account of this Order, together with five percent (5%) interest from the date indicated for delivery and the date of the issuance of the refund, provided, however, that where delivery is delayed for more than one month by reason of causes beyond the control of MBUSA for which MBUSA cannot accept responsibility, the Customer shall be entitled to cancel this Order and MBUSA shall refund the amounts paid on account thereof without any interest.

6. DESIGN CHANGES

In the event the vehicle which is the subject of this Confirmation is discontinued in production or materially altered with respect to its design between the date of the Confirmation and the delivery date, the Customer shall have the option of either accepting delivery of a different vehicle in lieu of the vehicle specified in this Order, provided that such delivery is offered by MBUSA, or accepting a refund without interest of the amounts paid by the Customer in connection with this Order.

7. NO LIABILITY FOR COLLATERAL EXPENSES

MBUSA shall not be liable for any expenses incurred by the Customer in connection with the Customer's Journey to the place

APPLICATION FOR GERMAN EXPORT REGISTRATION PLATES

APPLICATION FOR GERMAN EXPORT REGISTRATION PLATES
 (APPLICABLE FOR ALL MODELS AND YEARS)

Application is hereby made to issue German Export Registration Plates for the Mercedes-Benz vehicle which I ordered from Mercedes-Benz USA, LLC (hereinafter referred to as "MBUSA") as noted on the final Confirmation of Order.

I understand that the validity of these registration Plates is only limited to the period of my insurance coverage as specified on the final Confirmation of Order, however, not exceeding a maximum of twelve (12) months from the date of registration, and that a renewal or extension of these plates beyond the 12 month time limit is not legally possible. Also, the effective date of my insurance and Export Registration cannot be changed unless MBUSA, located in Montvale, New Jersey, is advised of any change in my arrival date in Europe at least 2 weeks prior to the confirmed delivery date. I understand that I cannot use these Export registration Plates in Turkey for a period exceeding (4) months, and not more than (6) months in any country at one time.

I agree to hold harmless Daimler AG, MBUSA, the Mercedes-Benz Tourist Order Agent through whom I placed my order and any of their respective employees and Agents, including my local Agent from any claims, damages or liability of any nature or any expenses incurred (including, but not limited to, import duties and taxes), if I should travel into or take delivery of the vehicle in any country requiring a "Certificat de Passage" at the time I enter such country, or if the vehicle is registered in the European Union on domestic registration plates, diplomatic registration plates, or military registration plates.

I hereby certify that I will not have a Military or Government duty station or any remunerative occupation in the European Union on the date of delivery of my vehicle.

GERMAN VALUE ADDED TAX

I acknowledge and agree that a German Added Value Tax (minimum percent as of 01/01/00) of the total price of the vehicle, in addition to the total price of the vehicle specified in the Confirmation of Order, will be due and payable if the vehicle is not exported from the European Union (EU) within 12 months of the date of registration. I hereby agree that upon my failure to export the vehicle, I shall immediately make full payment of the German Value Added Tax to MBUSA. In the event I fail to make such payment as required, I shall be responsible for any reasonable collection fees incurred by MBUSA including, but not limited to, reasonable attorney's fees, court costs and expenses.

GERMAN MOTOR VEHICLE TAX

I acknowledge and agree that in addition to the total price of the vehicle specified in the accompanying Confirmation of Order, I will pay to Daimler AG or MBUSA, prior to the delivery of the vehicle to me, a German Motor Vehicle Tax ("Tax"), if applicable, which shall be payable by me at such certified funds and/or cash and will at that time be made payable to Daimler AG's favor, an authorization or submission of Motor Vehicle Tax Declaration and authorization for submission of Notice or German Motor Vehicle Tax. The Tax is applicable when the registered total duration of export registration/insurance for the vehicle, as provided in the accompanying Confirmation of Order or as subsequently varied along with the corresponding duration of export registration for the vehicle, is a period in excess of three (3) months, irrespective of the duration of my actual use or the vehicle prior to export of the vehicle from Germany.

IMPORTANT INFORMATION

I understand that if I purchase a gasoline-powered vehicle it will, when delivered to me in Europe, be equipped with an emission control system using a catalytic converter and an oxygen sensor. In order not to damage this equipment, I agree to abide by the Owner's Manual and use only unleaded gasoline when refueling a gasoline-powered vehicle and agree to use only diesel fuel when refueling a diesel-powered vehicle during my travels abroad. I also understand that the engine has been set by the factory to specifications that allow the use of either regular unleaded or premium unleaded gasoline. To assure compliance with U.S. Government laws and regulations, I hereby agree to deliver my vehicle to any of the DGL Logistics USA Inc. agents in Europe for home shipment to the United States. Once the vehicle is imported into the United States, the specifications will be changed by MBUSA during Vehicle Preparation Center Processing such that only premium unleaded fuel can be used, resulting in improved fuel economy.

I have been informed that nearly every fuel station in most European countries offers unleaded fuel, but I have been cautioned that in eastern European countries unleaded fuel may be scarce or available only at fuel stations along major highways and all major cities. I will make my travel plans accordingly.

Upon entry of my vehicle into the United States, I authorize MBUSA, pursuant to United States regulations and the Mercedes-Benz Catalyst Import Program, to perform a test to detect whether the vehicle was misfilled. If I test results indicating that MBUSA must replace the catalytic converter and oxygen sensor at substantial expense, I agree to pay for the cost of this repair prior to its return to me and acknowledge that my vehicle will not be returned to me until I pay for the cost of the repair.

The Customer acknowledges receipt and understanding of these Terms and Conditions for Home Shipment. The undersigned represents that he/she understands and agrees to be bound by the foregoing terms.

 (Date and Place)

 (Date and Place)

 (Name of Dealer/Shipper)

 (Print Name)

 (Dealer Representative)

 (Purchaser/Lessor's Signature)



Power of Attorney (legal) Documents For lease, company sale or 3rd person

Please refer to Netstar => European Delivery => Forms section for blank forms or contact European Delivery(annedoris.korallus@mbusa.com).

If legal documents are needed to complete the order (leased, company sale, or 3rd person pick up):

It is critical that MBUSA receives any required legal documents in advance in pdf format by scanned email.

Each order needs the order number of the vehicle on the document.

1. Company Sale: Letter of Authorization is needed – notarized.
2. Lease: Lease Status binder is needed – notarized
3. Third Person Power of Attorney – notarized

For all of these legal documents we must have them twenty days prior to pick up or there will be delays in

Vehicle pick up.

The customer needs an original copy of these legal documents (if applicable) with them at time of delivery, and in the event that they are stopped by European Authorities and must identify themselves as an authorized party that is allowed to drive their vehicle.



Company Sale

All company orders must have a notarized letter on company letterhead which authorizes the person to take delivery on its behalf.

An officer of the company must sign the letter of authorization. An individual for this company sale cannot pick up the vehicle in Germany without this document. The person picking up the vehicle cannot authorize him/herself without the proper signature and notarization of the company.

A copy must be sent by scanned email to Mercedes-Benz USA as soon as possible, (at least twenty days prior to pick up) and an original notarized copy must be retained

by the person taking delivery. The order number must be on this document. This letter must be presented at time of delivery by the authorized person. The authorized

person must be in possession of this letter of authorization while operating the car in Europe for the purpose of identification if requested by official authorities.

See sample on following page



COMPANY SALE

Company Sale (this is also a dealership sale)

- Please send by email to: europelandelivery@mbusa.com
- Keep original for delivery and driving in Europe.
- Person picking up must have US residency



ORDER NUMBER (REQUIRED): _____

COMPANY AUTHORIZATION

MERCEDES-BENZ USA, LLC- EUROPEAN DELIVERY PROGRAM

SAMPLE GUIDE for "COMPANY AUTHORIZATION" form – Do Not fill this out- Fill out a document in the purchaser's letter head:

This "Sample Guide" is provided to assist you with filling out a document in the purchaser's letterhead. Please see the tips of what needs to be filled out for each field. Please use this SAMPLE GUIDE to assist you. Please add the order number to your letter of authorization. Thank You.

All company orders must have a notarized letter on company letterhead which authorizes the person to take delivery on its behalf. An officer of the company must sign the letter of authorization. An individual picking up the vehicle cannot authorize him/herself without the proper signature and notarization of the company. A copy must be forwarded to MBUSA European Delivery Department by email, and an original notarized copy retained by the person taking delivery. This letter must be presented at time of delivery by the authorized person. The authorized person must be in possession of this letter of authorization while operating the car in Europe for the purpose of identification if requested by police authorities.

Notarized Letter of Authorization

(Company letter head)

(Name of company, address, phone number, date)

To Whom It May Concern:

This letter is to authorize (name of person picking up car in Europe), bearer of passport number _____ to take delivery of a (Model Year) Mercedes-Benz (Model) at the Mercedes-Benz factory in Sindelfingen, Germany on or about (Delivery Date). (Name of person) has authority to sign all papers on our behalf and to drive and use the car.

TO BE NOTARIZED

(Place and Date)

Thomas Smith
President of ABC Corporation

(must be signed by an officer of the corporation)

(Seal and Signature of Notary)

If more than three months European Road insurance is requested, the following paragraph must be included:

Authorization for submission of the motor vehicle tax declaration ("Kraftfahrzeugsteuererklärung") and authorization for receipt of the notice of German motor vehicle tax ("Kraftfahrzeugsteuerbescheid").

MB type _____ Vehicle Identification No. _____ Order No. _____ We hereby authorize DaimlerAG to sign on our behalf the German motor vehicle tax declaration required for the issue of the export registration plates for above vehicle and to submit the same to the German fiscal authorities and also to accept the notice of German motor vehicle tax.

DISTRIBUTION: by email one copy TO MBUSA, ONE ORIGINAL TO AUTHORIZED PERSON, ONE COPY TO DEALER



LEASES

Please refer to Netstar => European Delivery => Forms section for blank forms or contact European Delivery(annedoris.korallus@mbusa.com).

The lease status binder is the only form MBUSA European Delivery department needs for your customer. VIN not needed and customer signature is not required on this document so please submit it immediately to us to avoid delays in process.

Note : The European Delivery addendum form which you can get through MB FINANCE, gives the dealer the ability to sign the contract without the vin and actual dates.

MB Financial Leases:

Please contact MB Finance directly for information on how to process MBFinance paperwork and billing for European Deliveries. MBUSA cannot answer questions on leasing paperwork process.

- Instructions can be found in the Dealer Reference Guide starting on Pg 61 (via MB Advantage.)
- First payment is still due at time of signing at the dealership. The second payment is due 60 days from that point.
- The payment schedule is extended one month to allow 60 days for the second payment.
- **Leased vehicles cannot be insured for more than ONE month total time in Europe.**

If you want to contact MB Financial directly:

Financing or Leasing through Mercedes-Benz Financial Services

Mercedes-Benz Financial Services Business Center

13650 Heritage Parkway

Fort Worth, Texas 76177

Phone: 800-547-4260

It is possible to participate in European Delivery and lease through a different leasing company.



Lease – required document

Please send by email to: europelandelivery@mbusa.com



ORDER NUMBER (REQUIRED): _____

LEASED VEHICLE

MERCEDES-BENZ USA, LLC- EUROPEAN DELIVERY PROGRAM

This is to certify that _____
(Leasing Company / Lessor)
hereby authorizes _____
(Lessee)
bearer of Passport No. _____
issued on _____ in _____

to take delivery of the Mercedes-Benz model _____
ordered from Mercedes-Benz USA, LLC, LLC (MBUSA) under the European Delivery Program,
and to drive and use that vehicle.

TO BE NOTARIZED

(Place and Date) _____
(Seal and Signature of Notary) _____

(Signature / Leasing Company / Lessor)

(Address)

IMPORTANT

One copy of this notarized Power of Attorney must be presented by the authorized party, together with his/her passport and the Confirmation of Order, at the time he/she takes delivery of the vehicle, and should be in his/her possession at all times when driving the vehicle to establish his/her legal qualification which may be requested by police authorities in European countries. A copy must be sent to Mercedes-Benz USA prior to pick up.

The undersigned recognizes that it is the general policy of MBUSA, to engage in the sale of vehicles through its authorized Mercedes-Benz Dealers for use in the United States. In consideration of the acceptance of orders by MBUSA from the undersigned for the European delivery of Mercedes-Benz vehicles, the undersigned represent that:

1. The purchase order for the purchase of the Mercedes-Benz, referred to above, is for delivery in Europe to the above designated lessee who shall actually accept delivery of the vehicle in Europe, and who shall be the lessee of such vehicle for operation of the vehicle in the United States for a minimum period of one (1) year from the date of delivery.
2. It is understood that any misrepresentation herein will result in the loss of the privilege of the undersigned to effect lease purchases under the MBUSA European Delivery Program.

(Place and Date) _____ (Signature / Leasing Company / Lessor) _____ (Signature MB Dealer)

DISTRIBUTION: by email one copy scanned TO MBUSA, ONE ORIGINAL TO AUTHORIZED PERSON, ONE COPY TO DEALER



ORDER NUMBER (REQUIRED): _____

LEASED VEHICLE

MERCEDES-BENZ USA, LLC- EUROPEAN DELIVERY PROGRAM

SAMPLE GUIDE for "LEASED VEHICLE" form – Do Not fill this out- Fill out Blank document attached:

This "Sample Guide" is provided to assist you with filling out the "blank" document attached. Please see the tips of what needs to be filled out for each field. Fill in the information on the **BLANK** document and use this **SAMPLE GUIDE** to assist you. Please add the order number to this form. Thank You.

This is to certify that _____
Your Dealership
(Leasing Company / Lessor)
hereby authorizes _____
Lessee's name
(Lessee)
bearer of Passport No. _____
Lessee's passport
issued on _____
Lessee's passport in _____ information

to take delivery of the Mercedes-Benz model _____
Model of car
ordered from Mercedes-Benz USA, LLC, LLC (MBUSA) under the European Delivery Program,
and to drive and use that vehicle.

TO BE NOTARIZED

MUST BE NOTARIZED

(Place and Date) _____
(Seal and Signature of Notary) _____

Sales Representative's Signature

(Signature / Leasing Company / Lessor)

Address of Dealership

(Address)

IMPORTANT

One copy of this notarized Power of Attorney must be presented by the authorized party, together with his/her passport and the Confirmation of Order, at the time he/she takes delivery of the vehicle, and should be in his/her possession at all times when driving the vehicle to establish his/her legal qualification which may be requested by police authorities in European countries. A copy must be sent to Mercedes-Benz USA prior to pick up.

The undersigned recognizes that it is the general policy of MBUSA, to engage in the sale of vehicles through its authorized Mercedes-Benz Dealers for use in the United States. In consideration of the acceptance of orders by MBUSA from the undersigned for the European delivery of Mercedes-Benz vehicles, the undersigned represent that:

1. The purchase order for the purchase of the Mercedes-Benz, referred to above, is for delivery in Europe to the above designated lessee who shall actually accept delivery of the vehicle in Europe, and who shall be the lessee of such vehicle for operation of the vehicle in the United States for a minimum period of one (1) year from the date of delivery.
2. It is understood that any misrepresentation herein will result in the loss of the privilege of the undersigned to effect lease purchases under the MBUSA European Delivery Program.

(Place and Date)

Sales Representative's signature
(Signature / Leasing Company / Lessor)

Sales Representative's
(Signature MB Dealer)

DISTRIBUTION: by email one copy scanned TO MBUSA, ONE ORIGINAL TO AUTHORIZED PERSON, ONE COPY TO DEALER



POWER OF ATTORNEY for Third Person Pick Up

Please refer to Netstar => European Delivery => Forms section for blank forms or contact European Delivery(annedoris.korallus@mbusa.com)

This form is only required if the Customer cannot go to Europe to take delivery of the car and wishes one of the following members of his/her immediate family, who are the only persons authorized, to take possession on his/her behalf: Husband, wife, son, daughter, mother, father, brother or sister, having permanent residence in the United States.

Scan the power of attorney and please email it to MBUSA European Delivery Department as soon as possible and at least twenty days prior to the delivery date.

Note: The order number must be on the document.

IMPORTANT: One copy of this notarized Power of Attorney must be presented by the authorized party, together with his/her passport and the confirmation of order, at the time he/she takes delivery of the car, and should be in his/her possession at all times when using the car to establish his/her legal qualification which may be requested by police. Please note that this document must be notarized to be valid.

Third Party Power of Attorney form

Note: We have been advised that we need the attached form as well as a complete scan of the passport for the third person power of attorney orders in addition to the third person power of attorney form.
See samples on following page.



Power of Attorney for Third Party

Please refer to Netstar => European Delivery => Forms section for blank forms or contact European Delivery(annedoris.korallus@mbusa.com). We also need a copy of the actual passport of the person picking up.

TOURIST ORDER NUMBER: _____



MERCEDES-BENZ USA, LLC - EUROPEAN DELIVERY PROGRAM POWER OF ATTORNEY FOR THIRD PARTY

This form is only required if the Customer cannot go to Europe to take delivery of the car and wishes one of the following members of his/her immediate family, who are the only persons authorized, to take possession on his/her behalf: Husband, wife, son, daughter, mother, father, brother or sister, having permanent residence in the United States. EMAIL A COPY TO MRUSA European Delivery Department. Please note that this document must be notarized to be valid.

IMPORTANT: One copy of this notarized Power of Attorney must be presented by the authorized party, together with his/her passport and the confirmation of order, at the time he/she takes delivery of the car, and should be in his/her possession at all times when using the car to establish his/her legal qualifications which may be required by local authorities in European countries.

This is to certify that I, _____ (Name)
residing at _____ (Street) _____ (City)
in the State of _____, U.S.A. (State)
bearer of Passport No. _____ Issued on _____ in _____ (City)
(No.) (Date) (City)
hereby authorize my _____ Mr./Mrs. _____ (Name)
(Relationship to Purchaser) _____ (Name)
residing at _____ (Street) _____ (City) _____ (State)
bearer of Passport No. _____ Issued on _____ in _____ (City) _____ (State)
(No.) (Date) (City)
to take delivery, on my behalf, of my new Mercedes-Benz vehicle, Model _____ ordered from Mercedes-Benz USA, LLC, under the European Delivery Program, and to drive and use my vehicle.

Complete only if Export Registration/European Road Insurance exceeding 3 months is requested.
Authorization for submission of the motor vehicle tax ("Kraftfahrzeugsteuererklärung") and authorization for receipt of the notice of German motor vehicle tax ("Kraftfahrzeugsteuerbescheid").
MB type _____ Vehicle I.D. No. _____
Order No. _____ I herewith authorize Daimler AG (DAG) to sign on my behalf the German motor vehicle tax declaration required for the issue of export registration plates for above vehicle and to submit the same to the German fiscal authorities and also to accept the notice of German motor vehicle tax.
(Payment to be made directly to DAG at time of delivery of vehicle.)

TO BE NOTARIZED

(Place and Date)

(Seal and Signature of Notary)

(Signature of Purchaser)

(Address)

DISTRIBUTION: ONE COPY BY EMAIL TO MRUSA, ONE ORIGINAL TO CUSTOMER, ONE COPY TO DEALER

Please fill out the form as per instructions below:

VOLLMACHT

Hiermit bevollmächtige ich die Firma SCHILDER SCHWAB GmbH & Co. KG bzw. den Überbringer dieser Vollmacht die Zulassung in meinem Namen zu tätigen und die Zulassungsbescheinigung Teil II wieder in Empfang zu nehmen.

ZULASSUNGORT:

B BL CW PF RT S St.



ZULASSUNGSDIENST

SCHILDER SCHWAB
GMBH & CO. KG

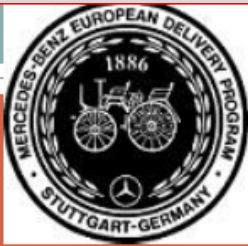
SERVIÜR of birth
DAMI AG
KUNDEN &
SIND IINGEN

TEL 0 70 31-90 34 59
FAX 0 70 31-90 83 08 4

FAHRZEUGHALTER:

Name _____ Vorname _____ Geburtsdatum _____
Maiden name if applicable _____ Place of birth _____ Nationality _____
evtl. Geburtsname _____ Geburtsort _____ Nationalität _____
Street address _____ Residence - city _____
Straße, Hausnummer _____ PLZ, Wohnort _____
UNTERSCHRIFT: _____ place and date
Mit meiner Unterschrift erkläre ich die Richtigkeit und Vollständigkeit meiner Angaben.
Ich bin mit der elektronischen Datenübermittlung einverstanden.
Ich gebe hiermit meine schriftliche Einverständnis, dass im Falle einer Bevollmächtigung der Bevollmächtigte von meinen evtl. noch ausstehenden Gebühren und Auslagen in Kenntnis gesetzt werden kann.
Signature of customer _____
Ort, Datum _____ Unterschrift des Fahrzeughalters _____

unserer Firma ist nicht für Personalausweis oder Reisepass mit Nebenbestätigung.



Front and back bumpers are drilled at the Factory

The size of the license plates fitted at the Customer Center is 35 cm x 11 cm.



1. By German law in the region of Stuttgart: license plates have to be mounted in the front and in the back for all vehicles leaving the factory - all cars on European roads have to have two license plates. The plates have to be mounted firmly, so that they can only be removed with tools. The mentioned VELCRO mounting version is not legally allowed (Urteil OLG Köln VRS 57/314). It is German law that license plate is also in the front of car.
2. All European Delivery cars must be built with the standard code for the US code 820 , which means the front bumpers are produced with holes so that license plates or license-plate-frames can be attached. The cars are assembled accordingly due to certification.



Delivery Date change:

- If your customer would like a delivery date change, the dealership (not the customer) should contact MBUSA by email. The sales person is the point person for all changes. Please add your order number to the subject line and request the delivery date change in writing.
- It is critical you inform MBUSA of the delivery date change as the vehicle is brought up to the delivery hall for the delivery date date in NETSTAR.



Dealership advantage to Euro Delivery

“customers are buying a heritage”

We believe Mercedes-Benz USA’s European Delivery Program (EDP) provides our mutual customers an entire experience and a unique perspective of the Brand that supports their ownership and forges a bond with our products, our organization and its heritage. Customers are buying a heritage when they pick up their vehicle on European Delivery.

- Dealerships will continue to earn retail PPV credit for every European Delivery sale.
- European Delivery vehicles are not charged against dealer’s allocation
- Dealerships have the opportunity to order four cars per calendar year on an open Certificate of Origin in the dealership’s name, for promotional activities, during Quality by Design trip, or employee recognition (with the exception all AMG vehicles).
- One person per vehicle per trip please! **Person picking up the vehicle must have US residency.**
- All EDP sales provide a dealership commission of 10% of the EDP price – more than most showroom grosses!
- And, an ideal opportunity to reward your well-deserving employees with a trip to the factory, which educates and rewards them at the same time.

On the day the customer picks up the car from Germany, the payment for the order will be drafted less the dealer's commission. This will allow the dealer to receive the commission payment at the time of delivery while being drafted for the payment to MBUSA in the same way as all other wholesales.



EUROPEAN NAVIGATION

European Navigation package works for all Model Year 2014 classes offered on European Delivery Program.

Upon the vehicle's return to the United States, the US data is entered into the navigation system by our Vehicle Preparation Center.

BECKER PILOT MAPS will not work in Europe, and if you have ordered code 001, the Vehicle Preparation Center will include the part in the US before delivery to the dealer.

If requested, while in Europe, the Delivery Center will provide a portable navigation system at no additional cost to European Delivery orders. The portable unit must be returned at time of drop off. The customer will be required to provide a credit card in the event the portable navigation unit is lost, stolen, damaged, or otherwise not returned.



Holidays 2014

European Delivery Calendar - 2014 (Factory meetings subject to unscheduled changes / TBD)																							
Public Holidays: Factory Closed dates - Bridge Holidays 2014				Public Holidays: Factory Closed dates - Bridge Holidays 2014				Public Holidays: Factory Closed dates - Bridge Holidays 2014				Public Holidays: Factory Closed dates - Bridge Holidays 2014				Tentative 2015							
JAN	FEB		MAR		APR	MAY		JUNE		JULY		AUG		SEPT	OCT	NOV	DEC	JAN'15					
Tue	1	Sat	1	Sat	1	Tue	1	Thurs	1	Sat	1	Tue	1	Fri	1	Mon	1	Wed	1	Thurs	1	1	
Thurs	2	Sun	2	Sun	2	Wed	2	Fri	2	Mon	2	Wed	2	Sat	2	Tue	2	Thurs	2	Sun	2	Fri	2
Fri	3	Mon	3	Mon	3	Thurs	3	Sat	3	Tue	3	Thurs	3	Sun	3	Wed	3	Fri	3	Mon	3	Wed	3
Sat	4	Tue	4	Tue	4	Fri	4	Sun	4	Wed	4	Fri	4	Mon	4	Thurs	4	Sat	4	Tue	4	Thurs	4
Sun	5	Wed	5	Wed	5	Sat	5	Mon	5	Thurs	5	Sat	5	Tue	5	Fri	5	Sun	5	Wed	5	Fri	5
Mon	6	Thurs	6	Thurs	6	Sun	6	Tue	6	Fri	6	Sun	6	Wed	6	Sat	6	Mon	6	Thurs	6	Sat	6
Tue	7	Fri	7	Fri	7	Mon	7	Wed	7	Sat	7	Mon	7	Thurs	7	Sun	7	Tue	7	Fri	7	Sun	7
Wed	8	Sat	8	Sat	8	Tue	8	Thurs	8	Sun	8	Tue	8	Fri	8	Mon	8	Wed	8	Sat	8	Mon	8
Thurs	9	Sun	9	Sun	9	Wed	9	Fri	9	Mon	9	Wed	9	Sat	9	Tue	9	Thurs	9	Sun	9	Tue	9
Fri	10	Mon	10	Mon	10	Thurs	10	Sat	10	Tue	10	Thurs	10	Sun	10	Wed	10	Fri	10	Mon	10	Wed	10
Sat	11	Tue	11	Tue	11	Fri	11	Sun	11	Wed	11	Fri	11	Mon	11	Thurs	11	Sat	11	Tue	11	Thurs	11
Sun	12	Wed	12	Wed	12	Sat	12	Mon	12	Thurs	12	Sat	12	Tue	12	Fri	12	Sun	12	Wed	12	Fri	12
Mon	13	Thurs	13	Thurs	13	Sun	13	Tue	13	Fri	13	Sun	13	Wed	13	Mon	13	Thurs	13	Sat	13	Tue	13
Tue	14	Fri	14	Fri	14	Mon	14	Wed	14	Sat	14	Mon	14	Thurs	14	Sun	14	Tue	14	Fri	14	Sun	14
Wed	15	Sat	15	Sat	15	Tue	15	Thurs	15	Sun	15	Tue	15	Fri	15	Mon	15	Wed	15	Sat	15	Mon	15
Thurs	16	Sun	16	Sun	16	Wed	16	Fri	16	Mon	16	Wed	16	Sat	16	Tue	16	Thurs	16	Sun	16	Tue	16
Fri	17	Mon	17	Mon	17	Thurs	17	Sat	17	Thurs	17	Thurs	17	Sun	17	Wed	17	Fri	17	Mon	17	Wed	17
Sat	18	Tue	18	Tue	18	Wed	18	Sun	18	Wed	18	Fri	18	Mon	18	Thurs	18	Sat	18	Tue	18	Thurs	18
Sun	19	Wed	19	Wed	19	Sat	19	Mon	19	Thurs	19	Sat	19	Tue	19	Fri	19	Sun	19	Wed	19	Fri	19
Mon	20	Thurs	20	Thurs	20	Sun	20	Tue	20	Fri	20	Sun	20	Wed	20	Sat	20	Mon	20	Thurs	20	Sat	20
Tue	21	Fri	21	Fri	21	Mon	21	Wed	21	Sat	21	Mon	21	Thurs	21	Sun	21	Tue	21	Fri	21	Sun	21
Wed	22	Sat	22	Sat	22	Tue	22	Thurs	22	Sun	22	Tue	22	Fri	22	Mon	22	Wed	22	Sat	22	Mon	22
Thurs	23	Sun	23	Sun	23	Wed	23	Fri	23	Mon	23	Wed	23	Sat	23	Tue	23	Thurs	23	Sun	23	Thurs	23
Fri	24	Mon	24	Mon	24	Thurs	24	Sat	24	Tue	24	Thurs	24	Sun	24	Wed	24	Fri	24	Mon	24	Wed	24
Sat	25	Tue	25	Tue	25	Fri	25	Sun	25	Wed	25	Fri	25	Mon	25	Thurs	25	Sat	25	Tue	25	Thurs	25
Sun	26	Wed	26	Wed	26	Sat	26	Mon	26	Thurs	26	Sat	26	Tue	26	Fri	26	Sun	26	Wed	26	Fri	26
Mon	27	Thurs	27	Thurs	27	Sun	27	Tue	27	Fri	27	Sun	27	Wed	27	Sat	27	Mon	27	Thurs	27	Sat	27
Tue	28	Fri	28	Fri	28	Mon	28	Wed	28	Sat	28	Mon	28	Thurs	28	Sun	28	Tue	28	Fri	28	Sun	28
Wed	29	Sat	29	Sat	29	Tue	29	Thurs	29	Sun	29	Tue	29	Fri	29	Mon	29	Wed	29	Sat	29	Mon	29
Thurs	30	Sun	30	Sun	30	Wed	30	Fri	30	Mon	30	Wed	30	Sat	30	Tue	30	Thurs	30	Sun	30	Tue	30
Fri	31	Mon	31	Mon	31	Thurs	31	Sat	31	Tue	31	Thurs	31	Sun	31	Wed	31	Mon	31	Thurs	31	Fri	31

SUBJECT
TO
CHANGE

	Holidays:	No tours	No Deliveries
	Weekend:	No tours	No Deliveries
	Factory holidays:	No tours	Deliveries Possible

These dates are subject to change. Please check with European Delivery for questions.



Commission and billing

As of January 1, 2013, the process of billing dealers for European Delivery orders has changed. On the day the customer picks up the car from Germany, the payment for the order will be drafted less the dealer's commission. This will allow the dealer to receive the commission payment at the time of delivery while being drafted for the payment to MBUSA in the same way as all other wholesales. The net amount will appear on the dealer's bank statement.

The Dealer Commission is 10% of the total vehicle price. (European Road Insurance, Black Forest Alps Package, Gas Guzzler tax are not subject to commission.)

Dealers are paid 10% commission off the total price of their order less additional insurance, BFA and gas guzzler add ons. Therefore, for example, if the bill to the customer was \$43,562 but \$354 of that was additional insurance, their commission would have been paid on \$43,208 (\$43,562 - \$354).



Trip Check List for customer for picking up the vehicle

- Passport
- Drivers License
- **Tourist Confirmation of Order (you need to print it for the customer) if you need assistance please let us know.**
- Hotel Confirmation
- Taxi Vouchers
- Lunch Vouchers
- Power of Attorney (if applicable)

Reminder:

In order to prevent unnecessary delays for the pick up of the customer's car: Please make sure that your customer arrives at the Delivery Center with the confirmation of order and their 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.

Please make sure that the amount of insurance is established with the dealership before the date of pick up.

The insurance and registration of the car go hand in hand. Kindly make sure that the customer has the correct amount of insurance. Please note that the insurance starts at 12 midnight the night before the car is picked up and you count the days starting from the date of pick up.

Trip Check list for dealership

Final Preparations:

1. Please make sure to confirm/compare the delivery date in Netstar and specifications.
 2. Then kindly print and send the confirmation of order to your customer to take to Europe.
 3. The terms and conditions should be signed by customer and retained in the jacket file at the dealership.
- **Make sure that the customer has the Important Information, the Drop off Points, Hotel Application, and the insurance information. That has been sent already to you and the customer in the original confirmation when the order was entered.**
 - **Confirmation of Order:** The confirmation the dealership prints from NETSTAR will be accepted at the Delivery Center together with customer passport (see important information sheet). It is required at the drop off point. Please note a travel portfolio will be sent by mail with restaurant, taxi and travel vouchers from the Travel department before this trip. **We will not be sending the confirmation in the mail and this confirmation should be saved for the delivery and drop off. If you need assistance in printing please contact MBUSA (annedoris.korallus@mbusa.com)**
 - The museum tickets are provided at the Delivery Center.
 - **Travel:** Please make sure that the customer has contacted our Travel Department, Lori Fichter (lori.fichter@mbusa.com) after you have filled out the Hotel Application with the new order number. Please send the hotel application via email attachment directly to Lori Fichter or by fax at 201-573-2266. Do not send the travel form to European Delivery annedoris.korallus@mbusa.com please. The travel department phone number is 1-800-243-3876 ex 2.
 - **Drop off:** Please ask the customer to contact the drop off points about a week prior to drop off.
 - This should please be handled by customer directly in the event there are changes of plans in Europe. If there are changes in the drop off, MBUSA does not need to be informed. Please inform MBUSA only if the amount of insurance is changed. No changes allowed to the US port of entry for home shipment once the vehicle has been delivered in Germany.
 - **Financed:** If the vehicle is financed, we need power of attorney for endorsement of vehicle document. See attached.
 - **Leased:** If the vehicle is leased, we need the lease status binder. See attached sample.
 - **Company Sale:** If the vehicle is a company sale, we need a letter of authorization.

We wish a safe and joyful European Delivery!



Hotline Phone Numbers

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

- Please provide you vehicle's European Chassis number, which can be found on the Bill of Sale.
- **Delivery Center, Sindelfingen.....Tel: 00-49-7031-90-81085***
- **Emergency Phone Number.....Tel: 00800 1 777 7777** places within Europe.
- For telephone calls placed from outside Germany (US cells phones while in Europe)
- From US phones: 011496995307399
- From European phones: 001496995307399
-
- **European Road Insurance Incident – Insurance:**
- Please contact Mrs. Dietrich: Beate.Dietrich@axa.de..... **Tel: 0049 221 148-25049**
- In extreme emergencies, you may reach AXA Versicherung AG **after regular business**
- **hours at 01803-556622 for telephone calls** placed within Germany.
- For telephone calls placed from **outside Germany, dial +49-1803-556622.**
- *from within Germany eliminate 00-49, add "0" before the area code



INSURANCE

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

If you have an accident or 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. A condition report will be added to the glove compartment at time of drop off, and we ask that you contact us to notify us if there is damage so we can alert the Vehicle Preparation Center. (annedoris.korallus@mbusa.com)

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. 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.

INSURANCE cont'd:

AXA Corporate Solutions Insurance Information: The insurance package is available on Netstar, European Delivery under Insurance.

We ask that you refer to "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. The insurance includes comprehensive coverage (fire, theft, etc.), collision and vandalism coverage, travel accident medical payment coverage, motorist aid coverage and legal liability (including legal defense and claim support). The insurance and registration of the vehicle go hand in hand (Note: the insurance starts at midnight on the date of pick up).

The insurance and registration of the vehicle go hand in hand (Note: the insurance starts at midnight on the date of pick up).

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" terms. 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. 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.

Please note: European Insurance Package does not cover a test drive at Nürburgring.

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.

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.

If you have an accident or 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.**

European Road Insurance Incident – Insurance:

Please contact Mrs. Dietrich: Beate.Dietrich@axa.de..... **Tel: 0049 221 148-25049**

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

hours at 01803-556622 for telephone calls placed within Germany.

For telephone calls placed from **outside Germany, dial +49-1803-556622.**

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

Insurance Rates:

MERCEDES-BENZ USA, LLC
European Delivery Program
Insurance Rates

MODEL YEAR 2014

A 15 day full coverage, no deductible insurance is automatically issued and included in the base vehicle price. If your customer requires 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.

Period	Code	CLA250																			CLS63 AMG						
		C250W	C350W	C300W4	C63AMG	C250C	C350C	C350C4	C63C	CLA250	4matic	CLA45	SL550	SL63AMG	SL65AMG	CLS550	CLS550C4	CLS63 AMG	Sport	CLS504M	CL600BTC	E63					
15 Day	n/a																										
1 mth	A01	\$316	\$316	\$316	\$369	\$248	\$316	\$316	\$376	\$273	\$273	TBD	\$338	\$359	\$465	\$366	\$366	\$413	\$413	\$484	\$484	\$406					
2 mth	A02	\$670	\$670	\$670	\$778	\$523	\$670	\$670	\$793	\$574	\$574	TBD	\$713	\$755	\$961	\$775	\$775	\$873	\$873	\$1,024	\$1,024	\$860					
3 mth	A03	\$848	\$848	\$848	\$983	\$660	\$848	\$848	\$1,001	\$724	\$724	TBD	\$900	\$954	\$1,214	\$979	\$979	\$1,101	\$1,101	\$1,293	\$1,293	\$1,085					
4 mth	A04	\$1,200	\$1,200	\$1,200	\$1,391	\$935	\$1,200	\$1,200	\$1,419	\$1,025	\$1,025	TBD	\$1,275	\$1,351	\$1,720	\$1,386	\$1,386	\$1,560	\$1,560	\$1,830	\$1,830	\$1,536					
5 mth	A05	\$1,554	\$1,554	\$1,554	\$1,801	\$1,211	\$1,554	\$1,554	\$1,838	\$1,329	\$1,329	TBD	\$1,651	\$1,750	\$2,228	\$1,796	\$1,796	\$2,021	\$2,021	\$2,371	\$2,371	\$1,990					
6 mth	A06	\$1,940	\$1,940	\$1,940	\$2,244	\$1,519	\$1,940	\$1,940	\$2,288	\$1,664	\$1,664	TBD	\$2,060	\$2,180	\$2,766	\$2,239	\$2,239	\$2,515	\$2,515	\$2,945	\$2,945	\$2,478					
7 mth	A07	\$2,293	\$2,293	\$2,293	\$2,653	\$1,794	\$2,293	\$2,293	\$2,705	\$1,965	\$1,965	TBD	\$2,435	\$2,578	\$3,273	\$2,646	\$2,646	\$2,974	\$2,974	\$3,483	\$3,483	\$2,929					
8 mth	A08	\$2,470	\$2,470	\$2,470	\$2,858	\$1,931	\$2,470	\$2,470	\$2,914	\$2,115	\$2,115	TBD	\$2,623	\$2,776	\$3,525	\$2,850	\$2,850	\$3,203	\$3,203	\$3,753	\$3,753	\$3,155					
9 mth	A09	\$2,646	\$2,646	\$2,646	\$3,063	\$2,069	\$2,646	\$2,646	\$3,123	\$2,266	\$2,266	TBD	\$2,810	\$2,975	\$3,779	\$3,054	\$3,054	\$3,431	\$3,431	\$4,021	\$4,021	\$3,380					
10 mth	A10	\$3,000	\$3,000	\$3,000	\$3,471	\$2,344	\$3,000	\$3,000	\$3,539	\$2,568	\$2,568	TBD	\$3,185	\$3,371	\$4,284	\$3,463	\$3,463	\$3,891	\$3,891	\$4,560	\$4,560	\$3,833					
11&12mth	A11&A12	\$3,353	\$3,353	\$3,353	\$3,880	\$2,619	\$3,353	\$3,353	\$3,956	\$2,869	\$2,869	TBD	\$3,560	\$3,769	\$4,790	\$3,870	\$3,870	\$4,350	\$4,350	\$5,099	\$5,099	\$4,285					

Period	Code	E-CLASS																									
		E350C/C4	E550C	E350A	E550A	E250BTC	E250BTC4	E350BTC	E350W	E350W4	E350S4	E400H	E550W4	GLK250AMG BTC	GLK350W2	GLK350W4	SLK250	SLK350	SLK55 AMG	S550V	S550V4	S63AMG					
15 Day	n/a	n/c																									
1 mth	A01	\$316	\$326	\$316	\$335	\$348	\$348	\$348	\$338	\$338	\$355	\$338	\$360	\$273	\$304	\$304	\$263	\$305	\$355	\$366	\$366	\$473					
2 mth	A02	\$670	\$689	\$670	\$710	\$738	\$738	\$738	\$713	\$713	\$750	\$713	\$763	\$574	\$644	\$644	\$555	\$644	\$749	\$775	\$775	\$999					
3 mth	A03	\$848	\$871	\$848	\$898	\$931	\$931	\$931	\$901	\$901	\$948	\$901	\$963	\$724	\$813	\$813	\$701	\$813	\$945	\$979	\$979	\$1,261					
4 mth	A04	\$1,200	\$1,233	\$1,200	\$1,270	\$1,318	\$1,318	\$1,318	\$1,275	\$1,275	\$1,343	\$1,275	\$1,363	\$1,025	\$1,150	\$1,150	\$993	\$1,150	\$1,339	\$1,386	\$1,386	\$1,788					
5 mth	A05	\$1,554	\$1,596	\$1,554	\$1,645	\$1,708	\$1,708	\$1,708	\$1,651	\$1,651	\$1,739	\$1,651	\$1,765	\$1,329	\$1,490	\$1,490	\$1,286	\$1,490	\$1,734	\$1,796	\$1,796	\$2,315					
6 mth	A06	\$1,940	\$1,993	\$1,940	\$2,053	\$2,130	\$2,130	\$2,130	\$2,060	\$2,060	\$2,168	\$2,060	\$2,201	\$1,664	\$1,863	\$1,863	\$1,611	\$1,863	\$2,161	\$2,239	\$2,239	\$2,874					
7 mth	A07	\$2,293	\$2,355	\$2,293	\$2,426	\$2,518	\$2,518	\$2,518	\$2,435	\$2,435	\$2,563	\$2,435	\$2,601	\$1,965	\$2,200	\$2,200	\$1,903	\$2,200	\$2,555	\$2,646	\$2,646	\$3,400					
8 mth	A08	\$2,470	\$2,536	\$2,470	\$2,613	\$2,711	\$2,711	\$2,711	\$2,623	\$2,623	\$2,760	\$2,623	\$2,803	\$2,115	\$2,370	\$2,370	\$2,049	\$2,370	\$2,753	\$2,850	\$2,850	\$3,663					
9 mth	A09	\$2,646	\$2,718	\$2,646	\$2,800	\$2,905	\$2,905	\$2,905	\$2,810	\$2,810	\$2,958	\$2,810	\$3,003	\$2,266	\$2,539	\$2,539	\$2,194	\$2,539	\$2,949	\$3,054	\$3,054	\$3,926					
10 mth	A10	\$3,000	\$3,081	\$3,000	\$3,175	\$3,294	\$3,294	\$3,294	\$3,186	\$3,186	\$3,353	\$3,186	\$3,404	\$2,568	\$2,878	\$2,878	\$2,488	\$2,878	\$3,343	\$3,463	\$3,463	\$4,451					
11&12 mth	A11&A12	\$3,353	\$3,443	\$3,353	\$3,548	\$3,681	\$3,681	\$3,681	\$3,560	\$3,560	\$3,748	\$3,560	\$3,805	\$2,869	\$3,216	\$3,216	\$2,779	\$3,215	\$3,736	\$3,870	\$3,870	\$4,978					



International Driver's License, Stickers Misc etc etc...

Austria and 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 at the borders. Authorities in both countries fine heavily for non-compliance with these regulations. These additional costs are the responsibility of the customer.

Country of Origin Sticker:

The sticker displaying the letter "D" (D for Deutschland/Germany) must be visibly displayed on the car at all times while driving in Europe outside of Germany . Failure to do so will result in fines.

OPTIONS installed at Vehicle Preparation Center:

Any Vehicle Preparation Center option will not be on the car when it is picked up in Germany. They will be installed in the States upon the vehicle's return to the USA.

MBrace and Sirius Trial period:

MBrace and Sirius do not work in Europe. Your customer 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.

Tires: Request for brand specific tires: MBUSA cannot request specific brand tires from the factory. We do not offer a Winter tire exchange program.



Winter Travel

- We do not have a winter tire exchange program do to legal and logistical issues.
- We do not recommend driving in wintry conditions.
- In Europe, vehicles must have winter tires in wintry weather.
- Vehicles with “R02 code” All Season Tires (M+S marked on the side of the tire meet the requirements) 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 and Switzerland 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.

Here are a few links with more information on the winter tires laws:

<http://www.adac.de/infotestrat/reifen/winterreifen/default.aspx?ComponentId=32880&SourcePageId=31821>

<http://www.warum-winterreifen.de/winterreifenpflicht/rechtslage-winterreifenpflicht/index.php>



Terms and Conditions

Please print and send the confirmation of order to your customer to take to Europe.
The terms and conditions should be signed by customer and retained in the jacket file at the dealership.

Please refer to the terms and conditions. In addition: The customer must agree by his/her signature to confirmation/terms and conditions to (The terms and conditions should be signed by customer and retained in the jacket file at the dealership:

GERMAN VALUE ADDED TAX:

“ acknowledge and agree that a German Added Value Tax (nineteen percent) of the total price of the vehicle, in addition to the total price of the vehicle specified in the Confirmation of Order, will be due and payable if the vehicle is not exported from the European Union (EU)* within 12 months of the date of registration. I hereby agree that upon my failure to export the vehicle, I shall immediately make full payment of the German Value Added Tax to MBUSA. In the event I fail to make such payment as required, I shall be responsible for any reasonable collection fees incurred by MBUSA including, but not limited to, reasonable attorney’s fees, court costs and expenses.”

EXPORT:

“The Customer agrees to export the vehicle from the European Union no later than twelve (12) months from the date of registration and agrees to import the vehicle to the United States of America and 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. The Customer understands that most European countries prohibit the operation of vehicles on German export registration plates for a period in excess of 6 months without complying with the registration provisions of the particular country. The Customer appoints BLG Logistics USA, Inc. and/or its agent, as a true and lawful agent and Attorney with full power and authority to do and perform every lawful act necessary to provide customs clearance service for and on the Customer’s behalf as fully as the Customer could do if present and acting.”



Center of Excellence Deliveries for S Class, CLS, SL, E63 & AMG vehicles

(three course lunch and special presentation at no extra charge for two persons// subject to C of E availability)

There is no charge to you for this exclusive experience. *

If you would like this delivery for your customer, please contact annedoris.korallus@mbusa.com



** This is offered at no cost to customer yet we reserve right of a \$200 cancellation fee for no-shows*



Insurance what is covered?

- Legal liability (including legal defense and claim support)
- Comprehensive coverage (fire and theft)
- Collision and vandalism coverage
- Travel accident medical payment coverage
- Motorist aid coverage



Can duration of insurance be extended?

- Yes customer can purchase additional insurance time up to 12 months. The same coverage as during the first 15 days will continue.
- A 15 day full coverage, no deductible insurance is automatically issued and included in the base vehicle price. If your customer requires 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.



Warranty // Non-US specification vehicles

Warranty:

1. The warranty starts at time of delivery.
2. 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).
3. All repairs are done at the Vehicle Preparation Center upon the car return from Europe.

Non-US specification vehicles:

1. MBUSA can only process orders for US specification vehicles. Non-US specification vehicles are not available.



What can be left in the car for ocean shipment?

1. Marine insurance only covers the equipment as listed on the confirmation of order.
2. No other accessories or personal effects are covered during transportation.
3. Neither the shipping company nor US Customs allow other items than listed on the confirmation of order
4. **Any other items will be removed by Customs.**



Drop Off - Home Shipment

Mercedes-Benz customers can choose from 11 drop-off locations at no additional charge :

- **Please schedule an appointment with your intended drop-off location prior to dropping off your vehicle. This will help avoid any problems with returning your car.**
- Drop-offs on public holidays are not possible. Some offices accept cars on weekends for an additional fee and an appointment. You must have an appointment.
- The approximate transport time from drop-off within Germany to the US port on East Coast is 6-8 weeks; To the US port on West Coast is 8-10 weeks. **Drop-offs outside of Germany require additional three weeks shipping time.** Please allow additional time for customs clearance (approximately a week) and Vehicle Process Center (ten working days), processing once vehicle has arrived at US port. Therefore allow for return shipment from time of drop off: East Coast will take approximately 11 weeks and to the West Coast approximately 13 weeks before the vehicle arrives at the dealership.
- Drop off in Italy, London and Madrid for an extra charge paid by customer in advance of drop off.
- Please do not leave any personal effects in the vehicle. MBUSA or the shipper/transporter will NOT be responsible for such items and will NOT protect them in any way from loss, theft, or damage.
- The existence and/or notice of such items shall in no way attach liability for loss or destruction.
- The presence of personal effects in a vehicle may delay the shipment of your vehicle as some items may be prohibited by Customs.
- License plate must remain on vehicle.



Drop Off Locations

Drop off locations:

- **Germany:** Hamburg, Berlin, Bremerhaven, Frankfurt, Munich, Sindelfingen
- **France:** Nice, Paris
- **Switzerland:** Geneva, Zurich
- **Spain:** Madrid (not free of charge)
- **UK:** London (not free of charge)
- **The Netherlands:** Amsterdam
- **Italy:** Milan, Rome, Florence, and other selected cities (not free of charge)
- Some Drop off locations have changed for 2013. Please check drop off sheet on Netstar!

- The drop-off places in **Italy, London and Madrid** are **not free of charge to the Customer. These locations are offered as special request only and for an additional fee. Please refer to the forms on Netstar => European Delivery => Drop Off section.**

- Vehicle drop off in selected cities in Italy is still possible subject to prior arrangements and at an additional charge. Rate information is available upon request. The vehicle is driven by a professional driver to Munich, Germany. Therefore, the car must have five days of valid road insurance remaining to cover this transfer period..
- ***Please ask your customer to contact Drop off points directly to make arrangements. This listing is on Netstar and has been provided to customer at time of order entry.***
- ***The transfer of the vehicle is from the client personally and directly to BLG at a pre-arranged time at the designated hotel.***



Drop Off Locations:

the customer should contact

the drop off location to make an appointment ahead of drop off.

Allow 11 Weeks for East Coast and 13 weeks for West Coast Return Shipment time.

Drop off outside of Germany takes an extra 3 weeks

City	Agent	Address
Amsterdam	USA-United Stevedoring Amsterdam ** Appointment Requested** Email: usa.desk@usamsterdam.com	Ruijgoordweg 80 1047 HM Amsterdam Havennummer 7989
Berlin	BLG Automotive Logistics GmbH & Co. KG Email: anschaefer@BLG.de ; falk.hoffmann@blg.de	Brandenburgische Str. 51-53 14974 Ludwigsfelde
Bremerhaven	BLG CarShipping GmbH & Co. KG Email: a.pelz@blg.de , r.plettenberg@blg.de	Grauwalling 2 27580 Bremerhaven
Frankfurt	BLG AutoTransport GmbH & Co. KG Email: s.tan-jahnke@blg.de , a.nelke@blg.de	New location is: Hugo-Junkers-Str. 7, 60386 Frankfurt.
Geneva	Ritschard S.A. ** Appointment requested Email: zenhausern@ritschard.ch ; berduraz@ritschard.ch	Voie-des-Traz 20 Air cargo Building Entrance no. 1, Office no. E173 1211 Geneva 5 Aeroport
Hamburg	BLG AutoTerminal Hamburg GmbH & Co. KG Email: F.Schulze@blg.de , D.Roman@blg.de	Kattwykweg 7 21107 Hamburg
Munich	LOG IN OUT GmbH ** Appointment Requested** Email: drop-off-munich@loginout.de	Airport Munich Terminal Strasse Mitte 20 (next to Hotel Kempinski) 85356 Oberding
Nice	TT Car Transit ** Appointment requested Email: info@ttnice.com	Aéroport Nice Cote d'azur Terminal 1 / 060000Nice 06200 Nice
Paris	TT Car Transit ** Appointment requested Email: infocdg@troissy.net	Airport Roissy CDG TT Car Transit Parking TT CAR / Terminal 3 B.P. 30008 95 716 Roissy CDG 2
Sindelfingen	Simovic Car Service Email: s.simovic@simovic-car-service.de , t.hanna@simovic-car-service.de	Am Hirnach 6 71065 Sindelfingen
Zurich	Gondrand Ltd. ** Appointment requested Email: Christian.Tintori@gondrand-logistics.com	Industriestrasse 10 8152 Glattbrugg

London and Madrid and Italy are available for an extra cost payable by customer . Check on Netstar or with European Delivery for the costs.



Return Shipment

Our Return Shipment program has been changed to BLG Logistics USA and BLG partners with IFF (International Freight Forwarders) for their brokerage and clearance process.

Please contact Emily Deck, of IFF, with any questions or concerns

toll free at 1-800-288-7139 Ext. 131 or via e-mail at mercedes@iffusa.com. When you contact Emily, please provide the VIN Number, the customer name, and drop off point if possible. See return shipment process below.

Return shipment from time of drop off: East Coast will take approximately 11 weeks and to the West Coast approximately 13 weeks before the vehicle arrives at the dealership. If your vehicle is dropped off outside of Germany, please allow an additional three weeks return shipment time. Once the vehicle arrives at the port please allow at least 4-5 weeks before it arrives at the dealership.

Please note: US Customs authorities require photo copy of passport or driver's license.

The forwarder is required to provide the U.S. customs broker with a copy of same.

Therefore, it is necessary your customer presents his/her passport to the forwarder at time of car drop-off.

Customer US Address, US phone number, email and **Social Security Number are required for Customs entry.**

For drop off, we ask Customers to bring their passport and all documents provided by delivery center including the Confirmation of Order which is provided by the dealership (see how to print the confirmation on page 21 of workbook.



Return Shipment

Our Return Shipment program is handled by BLG Logistics. They partner with IFF (International Freight Forwarders) for their brokerage and clearance process.

Please contact Emily Deck (emily.deck@iffusa.com) for all questions on the return shipment. Please contact her with any questions or concerns toll free at 1-800-288-7139 Ext. 131 or via e-mail at mercedes@iffusa.com

Please provide the customer name, order number and VIN number when making an inquiry.

Going forward, all the information regarding your shipment will be available at the IFF Tracking & Tracing.

Once logged on to IFF T&T, you will be able to:

- Check your vehicle transit status
- Check the customs clearance status
- Receive and print your vehicle's clearance documents.

After the vehicle arrives at the port and is cleared by Customs, please allow 4-5 weeks before it arrives at the dealership.

Once the vehicle arrives at one of our ports of entry (Baltimore, Brunswick or Los Angeles), it is customs cleared as a **privately** owned car. This process will take up to a week. After customs clearance, the vehicle is conveyed to the Mercedes-Benz Vehicle Preparation Center (VPC), to go through a comprehensive quality control check. It is evaluated for any damages that might have occurred while traveling in Europe or in transit. Also, the European Warning Triangle and First Aid Kit will be removed since these items do not meet U.S. Requirements. A U.S. version of the First Aid Kit will be put in the trunk of your car. **These comprehensive procedures require an average of 10 to 20 business days.** However, if considerable damage is found, the delivery of your vehicle to dealership may be delayed. Transportation time to delivering dealership may vary depending on dealership's location. Your dealership can track this vehicle once it is at the Vehicle Preparation Center.

Check the status of vehicle at VPC through VII screen in NETSTAR

56106 Vehicle Information

VII | **MSRP** | Invoice | DDR | Order Update | Euro Del Update | As Dealer | VISTA

inquiry By

PO Number PO Find

Plant/Serial

Vehicle

Model MY Baumuster Eng VIN A

Paint 1 Uph Factory

Paint 2

Optional Accessories

- A15 15 Day Euro Road Ins
- DSL Ultralow-sulfur fuel required. Biodiesel approved with maximum 5%
- F01 Premium Package
- 076 Factory Code
- 104 Rear Deck Spoiler
- 137 Comfort Box
- 218 Rearview Camera
- 287 Split-Folding Rear Seats
- 321 Sport Package
- 389 KEYLESS-GO Package
- 58U Grey Roof Liner
- 736 Black Ash Wood Trim
- 810 harman/kardon LOGIC7 Surround Sound System
- 820 Factory delivery
- 873 Heated Front Seats
- 993 Lane Tracking Package

Shipment

Number ETA Ship Date

Vessel VPC Port

Dealer

Name Phone

Status

Current Status TOURIST RETAIL Load No.

Dealer ETA Prod. date

Decade Planned Decade Scheduled

Events

- D3T 02/07/2014 VPC PROCESSING
- D3T 02/07/2014 VPC PROCESSING
- D3T 02/07/2014 VPC PROCESSING
- D3T 02/06/2014 VPC PROCESSING
- D3T 02/05/2014 VPC PROCESSING
- D3T 02/05/2014 VPC PROCESSING
- D20 02/05/2014 VPC SURVEYED
- D1T 02/05/2014 IN CUSTOMS CLEARANCE

Return shipment from time of drop off to dealership in USA: East Coast will take a total of approximately 11 weeks and to the West Coast approximately 13 weeks before the vehicle arrives at the dealership. If your vehicle is dropped off outside of Germany, please allow an additional three weeks return shipment time. If your vehicle is dropped off outside of Germany, please allow an additional three weeks return shipment time. Note: Once the vehicle arrives at one of our ports of entry (Baltimore, Brunswick or Los Angeles), it is customs cleared as a privately owned car. This process may take up to a week or more. After customs clearance, the vehicle is conveyed to the Mercedes-Benz Vehicle Preparation Center (VPC), to go through a comprehensive quality control check. It is evaluated for any damages that might have occurred while traveling in Europe or in transit. These comprehensive procedures require an average of 10 to 20 business days. However, if considerable damage is found, the delivery of your vehicle to dealership may be delayed. Transportation time to delivering dealership may vary depending on dealership's location. Your dealership can track this vehicle once it is at the Vehicle Preparation Center. Therefore, once the vehicle arrives at the port, please allow at least 5-6 weeks before it arrives at your dealership.



German Road Tax

German Road Tax: The German Road Tax is applicable on all European Delivery Orders and it is paid by Mercedes-Benz on your behalf for the first three months. After three months of insurance, the customer will be responsible to pay the additional tax at the Delivery Center, at time of delivery. The cost will be based on the length of time the vehicle remains in Europe. The prices below are in Euro €.

Model Name	1 Monat	2 Monate	3 Monate	4 Monate	5 Monate	6 Monate	7 Monate	8 Monate	9 Monate	10 Monate	11 Monate	12 Monate
CLA 250	9	18	26	35	44	52	61	70	78	87	96	104
CLA 250 4MATIC	11	22	32	43	54	64	75	86	96	107	118	128
CLA 45 AMG	12	24	36	48	60	71	83	95	107	119	131	142
SLK 250	9	18	26	35	44	52	61	70	78	87	96	104
SLK 350	16	31	46	62	77	92	108	123	138	154	169	184
SLK 55 AMG	24	47	70	94	117	140	164	187	210	234	257	280
C 250	10	20	29	39	49	58	68	78	87	97	107	116
C 350	14	28	42	56	70	84	98	112	126	140	154	168
C 63 AMG	39	78	117	155	194	233	272	310	349	388	427	465
C 300 4MATIC	16	34	51	68	86	103	120	138	154	171	188	206
C 250	10	20	30	40	50	60	70	80	90	100	110	120
C 350	14	28	42	56	70	84	98	112	126	140	154	168
C 63 AMG	39	78	117	155	194	233	272	310	349	388	427	465
C 350 4MATIC	30	61	92	122	153	183	214	245	273	304	334	366
GLK 250 4MATIC BLUETEC	26	52	78	104	130	156	182	208	234	260	286	312
GLK 350	33	66	99	132	165	198	232	262	295	328	361	394
GLK 350 4MATIC	20	40	60	80	100	119	139	159	179	199	219	238
E 350 Coupe	15	29	43	57	71	85	100	114	128	142	156	170
E 550 Coupe	25	49	73	98	122	146	171	195	219	244	268	292
E 350 4MATIC Coupe	24	49	74	98	123	147	172	197	219	244	269	294
E 350 Cabriolet	16	32	47	63	79	94	110	126	141	157	173	188
E 550 Cabriolet	25	50	75	100	125	150	175	200	225	250	275	300
E 250 BLUETEC	22	44	67	89	111	134	155	177	199	222	244	267
E 350	24	48	71	95	119	142	166	190	213	237	261	284
E 350 W	14	28	42	56	70	84	98	112	126	140	154	168
E 63 4MATIC Sport AMG	32	63	94	125	156	187	219	250	281	312	343	374
E 300 W 4M	17	33	50	66	83	99	116	132	149	165	182	198
E 350 4MATIC	17	33	50	66	83	99	116	132	149	165	182	198
E 550 4MATIC	26	52	78	104	130	156	182	208	234	260	286	312
E 63 4MATIC AMG	32	63	94	125	156	187	219	250	281	312	343	374
E 400 Hybrid	13	26	39	53	65	78	91	105	118	131	145	158
E 250 4MATIC BLUETEC	22	45	68	91	115	136	159	182	205	228	251	275
E 63 4MATIC Sport AMG	32	64	96	128	160	191	223	255	287	319	351	382
E 350 4MATIC	19	37	55	73	91	109	128	146	164	182	200	218
E 63S 4M Wagon	32	64	96	128	160	191	223	255	287	319	351	382
CL 63 AMG	32	63	95	126	158	189	221	252	284	315	347	378
CL 600 Bi-T	45	90	134	179	223	268	313	357	402	446	491	535
CL 65 AMG	48	95	142	190	237	284	332	379	426	474	521	568
CL 550 4MATIC	29	58	87	116	145	174	203	232	261	290	319	348
CLS 550	25	49	73	98	122	146	171	195	219	244	268	292
CLS 63 4MATIC AMG	32	63	94	126	157	188	220	251	282	314	345	376
CLS 550 4MATIC	27	54	81	108	135	161	188	215	242	269	296	322
CLS 63 4MATIC Sport AMG	32	63	94	126	157	188	220	251	282	314	345	376
S 550	19	38	57	76	95	114	133	152	171	190	209	228
S 550 4Matic	25	50	74	99	124	148	173	198	222	247	272	296
S 63 4MATIC AMG	32	63	94	125	156	187	219	250	281	312	343	374
S 550	23	46	68	91	114	136	159	182	204	227	250	272
S 550 V 4M	25	50	74	99	124	148	173	198	222	247	272	296
SL 550	25	50	75	100	125	149	174	199	224	249	274	298
SL 63 AMG	30	59	88	118	147	176	206	235	264	294	323	352
SL 65 AMG	37	74	110	147	184	220	257	294	330	367	404	440

Model Year 2015 Tentative release dates

- If an order has been confirmed with a confirmation of order, and we cannot meet the delivery date, we will provide your customer with loan car and direct ship the customer vehicle (with discount) to your dealership. And your customer can continue their vacation plans as scheduled.
- No travel reservations please until the delivery date is confirmed in writing by a confirmation of order
- Subject to change based on the domestic release date.

Class	Model	TENTATIVE RELEASE (subject to availability):
C Coupe	C250C	mid-July
	C350C	mid-July
	C350C4	mid-July
	C63C	mid-July
CLA Class	CLA250	mid-Dec
	CLA250C4	mid-Dec
	CLA45	mid-Dec
CLS Coupe	CLS400	mid-Oct
	CLS400-4M	mid-Oct
	CLS550	mid-Oct
	CLS550-4M	mid-Oct
	CLS63-4M AMG 'P'	mid-Oct
E Coupe/Cab	E400C	early-mid Nov
	E400C-4M	early-mid Nov
	E550C	early-mid Nov
	E400A	early-mid Nov
E Sedan	E550A	early-mid Nov
	E400 Hybrid	early-mid Nov
	E250BTC	early-mid Nov
	E250BTC4	early-mid Nov
	E350W	early-mid Nov
	E350W4	early-mid Nov
	E400W	early-mid Nov
	E400W4	early-mid Nov
E Wagon	E63-4M AMG	early-mid Nov
	E63-4M AMG 'P'	early-mid Nov
GLK Class	E400S-4M	early-mid Nov
	E63S-4M 'P' AMG	early-mid Nov
	GLK250-4M	mid-July
S Class - Sedan	GLK350	mid-June
	GLK350-4M	mid-June
	S500V Hybrid	early-Dec
	S550V	late-May
	S550V-4M	late-May
	S600	late-June
S Class - Coupe	S63-4M AMG	late-June
	S65 AMG	late-June
	S550V-4M	January - very tentative
SL Class	S63-4M AMG	January - very tentative
	S65 AMG	February - very tentative
	SL400	mid-August
	SL500	mid-July
SLK Class	SL63 AMG	mid-July
	SL65 AMG	mid-July
	SLK250	mid-July
	SLK350	mid-July
	SLK55	mid-July

Model Year 2015

Release dates to be announced

The C Class Sedan is no longer available for European Delivery.

Model Year 2015 C-coupes will continue to be built in Bremen, Germany and they can be delivered in Sindelfingen, for European Delivery Program.

Release for the C Coupe Model Year 2015 is late July 2014 for European Delivery:

- **C250C**
- **C350C**
- **C350C4**
- **C63**

US Built:

The new MY15 C-sedan are all being built in Alabama with no US spec cars being built outside of the United States.

- **C300W**
- **C300W4**
- **C400W4**
- **C63**
- **C63P**

Please check with your domestic liaison for release dates for the Alabama builds.

Special Orders/Designo

Special Orders:

The goal of the European Delivery Program is to deliver an experience that offers the un-paralleled experience. In addition, we aim to accommodate the customer's request to elevate the experience. However as it relates to Special orders, and Designo orders we are not able to secure a firm build and delivery date. Also we are unable to build (code PA1) Special Orders unless a unit is provided to us that is from dealer inventory and it already has PA1 the special order code. Once that unit is in production we can transfer it to European Delivery order number. Then we need to work with the Factory to establish a delivery date. We suggest that we have three to six month lead time and added weeks to delivery date.

Designo:

Designo options are accepted on case by case basis for European Delivery orders. You cannot enter designo options directly. You must enter an order as a non-designo unit and then send EuroDelivery an email with the requested designo changes. There can be a delay of up to 6-8 weeks for any designo options on the vehicle. We cannot guarantee the delivery date even when the vehicle is in production.

Let us add a gift for you at the Delivery Center with a card from the Dealership//sales person- please contact European Delivery to order it.

Please choose:

- **Sekt**
- **A Bow**
- **Flowers**
- **Chocolates**



COURTESY DELIVERY: DELIVERING DEALER OTHER THAN SELLING DEALER

There are cases where a Customer would like the car delivered to a Dealership other than to the Dealership with which the order was placed. The Selling dealership sales person should contact the sales manager at the delivering dealership in advance to make all arrangements.

If the Selling Dealer is not to be the Delivering Dealer, the selling dealership must advise the European Delivery Department in writing by email.

The name and address of the Delivering Dealer, including the name of the contact person at the delivering dealership, must be sent to European Delivery Department.

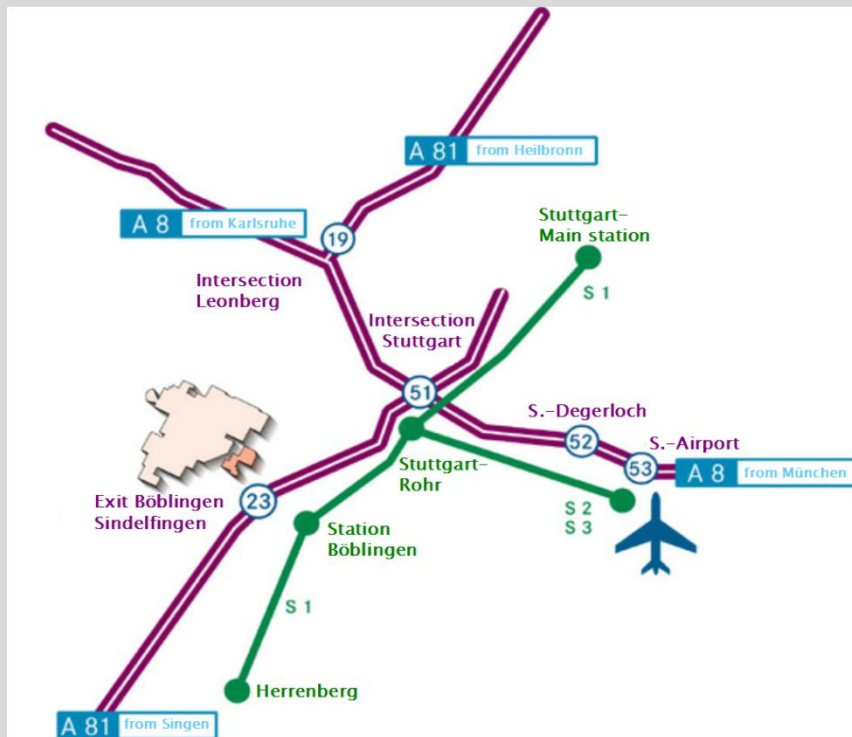
Send by email to: Anne Doris Korallus (annedoris.korallus@mbusa.com). If this is not done, the car will be delivered to the Selling Dealer.

If nothing is indicated to the contrary by the Selling Dealer at the time the order is submitted to MBUSA, the Delivering Dealer will receive 25 percent of the Commission, after delivery stateside, with the Selling Dealer being credited 75 percent of the Commission at the time of final transfer of funds to MBUSA.

If other arrangements have been made between the two parties, the Selling Dealer must so state and the full commission will be credited the Selling Dealer.

How to find the Mercedes-Benz Customer Center Sindelfingen (Kundencenter Gate 8)

We provide two taxi vouchers for our customers.



- By car/bus: We provide two taxi vouchers for our customers.
 - Take the A 81 (Stuttgart-Singen) motorway as far as the Böblingen/Sindelfingen exit no. 23. You cannot fail to reach the „Kundencenter“ if you follow directions for Sindelfingen and signs for „Kundencenter“.
- By rail: At Stuttgart main station, take the S-Bahn „S 1“ as far as Böblingen station. At the bus station, take the free shuttle bus from terminal 19 to the Customer Center or a taxi.
- By plane: After landing in Stuttgart, take the S-Bahn „S 2“ to Stuttgart-Rohr. Here you have to change to the „S 1“ to Böblingen station and finally, either take the free shuttle bus from terminal 19 at the bus station or a taxi.



Mercedes-Benz, Stuttgart - The Birthplace of the Automobile





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