

Mercedes-Benz Certified Pre-Owned Limited Warranty Service and Warranty Information



Mercedes-Benz **Certified**
Pre-Owned Vehicles

March 2020

Dear Mercedes-Benz Owner:

As an authorized Mercedes-Benz Dealer, we are dedicated to providing you with an ownership experience that exceeds your expectations.

This Service and Warranty booklet is designed to help you understand your vehicle's Mercedes-Benz Certified Pre-Owned (MBCPO) Limited Warranty. Please contact us if you have any questions about the details of your vehicle's warranty.

Service and Warranty

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Service and Warranty

To the Owner

General

The following pages of this Service and Warranty Information booklet describe your vehicle's Mercedes-Benz Certified Pre-Owned Limited Warranty and some service requirements needed to maintain warranty coverage.

Please note:

- When you took delivery of your MBCPO vehicle, it had remaining New Vehicle Limited Warranty. Please see page 6 for details on your warranty.
- When you took delivery of your MBCPO vehicle, its New Vehicle Limited Warranty had expired. Please see page 7 for details on your warranty.
- If you purchased an MBCPO Extended Limited Warranty to extend the time duration of your warranty, please see page 8 for additional information.

- If you purchased your MBCPO vehicle before the expiration of the Emission System, Emission Performance, or California or Massachusetts Emission Control System warranties, you are entitled to any unexpired portion of the warranty. For information on Emission Control System Maintenance, please consult page 17 of this booklet.

We Need to Be Able to Contact You

The National Traffic & Motor Vehicle Safety Act of 1966 requires Mercedes-Benz USA, LLC, to be in a position to contact Mercedes-Benz owners if a correction of a product defect becomes necessary. It is, therefore, important that we be able to contact you.

Should your address change, or if the vehicle is resold, please notify Mercedes-Benz USA, LLC by visiting www.mbusa.com/updatesmyinfo.

If You Wish to Contact Us

If you have any questions concerning the details of your vehicle's warranty, please consult your authorized Mercedes-Benz Dealership or contact Mercedes-Benz USA, LLC:

Mercedes-Benz USA, LLC
Customer Assistance Center
One Mercedes-Benz Drive
Sandy Springs, GA 30328
1-800-FOR-MERCEDES (1-800-367-6372)

Address Change or Change of Ownership

Should your address change, or if the vehicle is resold, please notify Mercedes-Benz USA, LLC by visiting www.mbusa.com/updatesmyinfo.

Throughout this booklet, the phrase "Mercedes-Benz Certified Pre-Owned" is occasionally abbreviated as "MBCPO," "Mercedes-Benz USA, LLC" as "MBUSA," and "authorized Mercedes-Benz Passenger Car and Light Truck Dealer" as "authorized Mercedes-Benz Dealer."

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – General Provisions

Agreement Geographic Territory, Terms, and Mileage Expiration

For Vehicles with Remaining New Vehicle Limited Warranty at the Time of Delivery

This Mercedes-Benz Certified Pre-Owned Limited Warranty only applies to covered repairs to the vehicle occurring within the United States and Puerto Rico. If the New Vehicle Warranty on your MBCPO vehicle was still in effect when you took delivery of the vehicle, the MBCPO Limited Warranty on your vehicle begins and ends as follows:

- The New Vehicle Limited Warranty remains in effect for its original term (four years or 50,000 total vehicle accumulated miles, whichever occurs first).

- MBCPO Limited Warranty coverage begins after the expiration of the New Vehicle Limited Warranty.

- MBCPO Limited Warranty coverage expires five (5) years after the New Vehicle Limited Warranty start date.

- If you purchased an MBCPO Extended Limited Warranty, please refer to page 7 of this booklet for additional information.

Agreement Geographic Territory, Terms, and Mileage Expiration

For Vehicles without Remaining New Vehicle Limited Warranty at the Time of Delivery

This Mercedes-Benz Certified Pre-Owned Limited Warranty only applies to the vehicle occurring within the United States and Puerto Rico. MBCPO Limited Warranty coverage is for 12 months from MBCPO delivery date.

If you purchased an MBCPO Extended Limited Warranty, please refer to page 8 of this booklet for additional information.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – General Provisions

Geographic Territory, Terms, and Mileage
Expiration

For Vehicles with an Optional Extended Limited
Warranty

This Extended Limited Warranty only applies to
covered repairs to the vehicle occurring within the
United States and Puerto Rico.

Optional Mercedes-Benz Certified Pre-Owned
Extended Limited Warranty coverage is for:

- 1 year/Unlimited Mileage
- 2 years/Unlimited Mileage

beyond the time duration of the Mercedes-Benz
Certified Pre-Owned Limited Warranty.

If you purchased a Mercedes-Benz Certified Pre-Owned
Extended Limited Warranty, please consult your copy of
the Mercedes-Benz Certified Pre-Owned Extended Limited
Warranty Agreement for an explanation of warranty
coverage and limitations under that agreement.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Item Coverage

Items Covered Under This Warranty

During the specified warranty period, all necessary repairs or replacements of the parts listed below will be made by any authorized Mercedes-Benz Dealer (as applicable) at no charge* to you or any eligible subsequent Private Party Purchaser**, to correct defects in material or workmanship in covered vehicle parts and/or systems of a Mercedes-Benz Certified Pre-Owned vehicle. Items covered below must have been installed prior to or at MBCPO retail delivery.

Definition of Terms

***No Charge:** Mercedes-Benz Certified Pre-Owned Limited Warranty repairs and replacements will be made at no charge for parts or labor as well as those diagnostic operations that are directly related to the warranty repairs.

****Private Party Purchaser:** Any purchaser of the vehicle other than a motor vehicle dealer, an authorized Mercedes-Benz Dealer or a person engaged in the business of buying, selling, or exchanging vehicles.

Any repairs will be made as determined by Mercedes-Benz USA, LLC, using new or remanufactured Genuine Mercedes-Benz Parts at its discretion.

If a Part Is Not Listed, It Is Not Covered

1. **Engine:** Engine block, cylinder head(s), cylinder head gasket(s), all internally lubricated parts, including internally lubricated seals and gaskets, intake and exhaust manifolds, timing chain cover, flywheel, flex-plate, vibration damper (harmonic balancer), coolant pump, turbocharger, supercharger, belt tensioners, injection pump, control module, and motor mounts.

2. **Transmission:** Transmission case, control module, all internally lubricated parts, including internally lubricated seals and gaskets, valve body, automatic transmission metal lines, torque converter, modulator control valve, control pressure cable, shift linkage(s), clutch hydraulic cylinders, clutch disc, pressure plate, clutch release bearing and fork for vehicles equipped with a manual transmission.

3. **Rear Axel:** Center section/rear axle and all internally lubricated parts, including internally lubricated seals and gasket, axle side shafts, drive shaft, drive shaft center bearing, drive shaft flex-disc assembly, rear axle shaft bearings and hubs.

4. **Electronic Stability Program (ESP):** Control module, wheel speed sensors, hydraulic pump and electric motor, all hydraulic lines and lateral acceleration sensors.

5. **Automatic Slip Differential (ASD):** All hydraulic system components including pump, pressure lines, solenoid/valves and control module.

6. **Electronic Traction System (ETS):** Hydraulic unit (ABS/ETS), charging pump, pressure reservoir, control module, vehicle speed sensors.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Item Coverage, continued

7. **Acceleration Slip Regulation (ASR):**

Hydraulic unit (ABS/ASR), charging pump, pressure reservoir and control module.

8. **4Matic Models Only:** Transfer case, front axle, center section and all internally lubricated parts, including internally lubricated seals and gaskets, front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.

9. **G-Class Models Only:** Transfer case, transfer case shift motor, front axle, including seals and gaskets, front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.

10. **Cooling System:** Thermostat, radiator, fan clutch, engine fan (including electronic fan), coolant expansion tank, transmission and engine oil coolers as well as the metal lines and fittings.

11. **Fuel Injection System:** Vacuum shutoff, vacuum control valve, ALDA/ BCAPA (barometric pressure-charge air compensation) unit, fuel pump, cold start valve, fuel pressure regulator, fuel injectors (gas and diesel), fuel injector holders, all metal high-pressure fuel injection lines and return lines, warm-up regulator, fuel accumulator, fuel distributor, mass/volume air flow sensor, primary pressure regulator, engine idle speed control valve, fuel heater (diesel only), throttle linkage assembly, fuel tank and expansion tank.

12. **Steering System:** Power steering gear box including PML control valve, pump, pump pulley, ignition lock including cylinder/tumblers, drag link, steering shock absorber, steering knuckle, tie rods, idler arm and idler arm bushing.

13. **Suspension:** Coil springs, anti-sway torsion bar as well as associated linkage and brackets, ADS pump (where applicable), reservoir, valves, accumulators, valve linkage, suspension pressure reservoir, gas spring reservoir, oil reservoir and cover, oil level sending unit, high-pressure oil hose, distribution valve, switch level adjustment, solenoid locking valve, suspension acceleration sensor, body acceleration sensor, switch load sensor, upper and lower control arms, as well as all suspension links and bushings, ball joints, wheel bearings, wheel bearing seals and air suspension struts.

14. **Brake System:** Master cylinder, brake booster, Brake Operating Unit including BOU sensors, vacuum pump, hydraulic unit (ABS or ABS/ETS/ASR/ ESP/SBS) wheel speed sensors, brake calipers, proportioning valve, metal and composite hydraulic lines and fittings.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Item Coverage, continued

15. **Electrical System:** Ignition coils and secondary wiring, starter system components, as well as all electrical motors, wiring harnesses and connectors, starter lockout switch, sending units, sensors, switches, fuse boxes, relay modules, control modules, transmitters, instrument panel, gauges, rheostats, potentiometers, blower motor series resistors, alternator pulley, voltage regulator, diodes, buzzers, horns, actuators, timers, electro-mechanical valves, solenoids, as well as air bag contact plate (located in steering wheel), heated seat elements, and global positioning system (GPS).

16. **Climate Control:** All electrical components noted above, as well as the A/C compressor and clutch, receiver/ drier bottle, refrigerant hoses and connections, evaporator, expansion valve, condenser, rear vent control cables, vacuum actuators, all vacuum valves and elements, auxiliary cooling pump, cold engine lock-out switch, temperature selector wheel, servo unit, mono valve, dual valve, switchover valve, heater core and heater housing assembly.

17. **Body:** Window regulators, sunroof cables, front and rear windshield wiper linkages, power seat drive cables and seat belt assemblies.

18. **Central Locking System:** Actuator/element, pneumatic check valve, switches and linkages.

19. **Towing:** In the event of a mechanical breakdown due to a covered part during the term of this Limited Warranty, and if the towing charges are reasonable and competitive, the cost of towing the vehicle to the nearest authorized Mercedes-Benz Dealer is covered.

Additional charges not covered by this Limited Warranty may be applicable for a breakdown location that is not a reasonably accessible roadside location, as determined by the authorized Mercedes-Benz Dealer Technician or tow service provider.

20. **Remote Central Locking:** Transmitters (excluding batteries) and receivers.*

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Item Coverage, continued

21. **Closing Assist:** Actuators, switches, and supply pump.*

22. **Soft top/Retractable Hardtop:**

Mechanical linkages, hydraulic unit, valves/solenoids, switches and sensors.*

23. **Roll Bar System:** Roll bar mechanism or complete assembly; roll bar, hydraulic cylinders, hydraulic unit, valves/solenoids, actuators, and switches.*

24. **Audio Systems:** Head unit radio, speakers, audio amplification system, CD/DVD player, changer and antennae system. Associated electrical wiring, instrument, fleetboard, and navigation systems installed by factory or authorized Mercedes-Benz Dealer using approved Mercedes-Benz components.

25. **Satellite Radio System:** All components of satellite radios are covered under this warranty if they have been installed at the factory or by an authorized Mercedes-Benz Dealer using approved components.

26. **Navigation System:** DVD drive/ hard drive, control module, antenna system.

27. **Optical Network:** Fiber optics and connectors associated with optical componentry.

28. **Comand:** Control display unit, central processor, steering wheel control system, integrated CD/DVD drive, integrated navigation processor, GPS antenna system and navigation DVD drive/hard drive.

29. **Hybrid Vehicles:** High-Voltage Battery coolant system, Electric Drive motors, Regenerative Braking System components.*

*MBCPO Limited Warranty coverage applies to vehicles bearing these items as original equipment only.

If you have any questions regarding the coverage of this Mercedes-Benz Certified Pre-Owned Limited Warranty, please consult your authorized Mercedes-Benz Dealership or contact MBUSA at 1-800-FOR-MERCEDES (1-800-367-6372).

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Exclusions

Items Excluded From This Warranty

1. Vehicle batteries
2. Shock Absorbers/Suspension Struts
3. Phone
4. Soft top, including:
 - Fabric top
 - Rear glass/plastic window
 - Headliner
5. Glass
6. Vehicle paint and trim
7. Damage caused by outside influences:
Resultant Damage from factors such as:
 - Fuel
 - Fluid contamination
 - Improper fuel usage
 - Improper adjustments
 - Corrosion and algae

8. Damage due to accidents, fraud, negligence, misuse, improper adjustments, modification, alterations, disconnection, or tampering. Damage due to accidents or acts of nature of other events beyond the control of MBUSA; damage from objects striking the vehicle. Misuse of the vehicle, such as, but not limited to:

- Driving over curbs
- Overloading
- Improper operation
- Operating without regard to vehicle warning lights
- Storage or transport

(Proper vehicle use is described in the *Operator's Manual*.)

9. Damage due to lack of maintenance or lack of proper maintenance or failure to use specified maintenance parts and fluids as described or indicated in the vehicle's *Service Booklet*.

10. Normal maintenance such as:

- Cleaning and polishing
- Lubrication and filter changes as specified
- Engine tune-up
- Wiper blades
- Replacement of worn brake pads and discs

Refer to the *Service Booklet* for details.

11. Damage due to alterations (changes or additions) to the vehicle that adversely affect its performance, reliability, and longevity.

12. Damage Caused By Other Than Original Equipment Parts: Any malfunctions caused by the use of other than Mercedes-Benz original equipment or Mercedes-Benz approved spare parts or accessories.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Exclusions, continued

13. Altered odometer: Any vehicle on which the odometer has been altered and the actual mileage cannot be determined.

14. Consequential damages:

- Primary Loss: This Extended Limited Warranty only covers the primary warranted failed part, as well as damage to other components which are damaged as a direct result of the failed primary warranted part.
- Secondary Loss: Secondary losses are not covered by the Extended Limited Warranty. Examples of Secondary Losses include, but are not limited to, consequential damages, which are damages/expenses incurred subsequent to the primary loss.

15. Repairs at non-authorized dealers: Otherwise covered repairs when the prescribed repair is not performed by an authorized Mercedes-Benz Dealer.

16. Liability from use of the vehicle: Liability for damage to property or injury or death of any person arising out of the operation, maintenance, or use of the vehicle whether or not related to the prescribed repair.

17. Vehicle used “for-hire” purpose or commercial rental: Vehicle cannot be used for commercial purposes.

18. Taxes: Any and all taxes required on this Limited Warranty except where prescribed by law.

19. Extra expenses: This MBCPO Limited Warranty does not cover:

- Loss of the vehicle during warranty repairs
- Lodging bills
- Substitute transportation rentals
- Other travel costs
- Telephone calls
- Loss of pay

20. Items, systems, parts, and accessories not identified as covered: If a system, item, part, or accessory is not listed on pages 9-12 of this document in the section titled “ITEMS COVERED UNDER THIS WARRANTY,” it is not covered by this MBCPO Limited Warranty.

21. Repairs due to normal wear and tear.

If you have any questions regarding the coverage of this Mercedes-Benz Certified Pre-Owned Limited Warranty, please consult your authorized Mercedes-Benz Dealership or contact MBUSA at 1-800-FOR-MERCEDES (1-800-367-6372).

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Limits of Liability

Limits of Liability

The only remedy available under a Mercedes-Benz Certified Pre-Owned Limited Warranty is the prescribed work performed in accordance with the terms of this warranty.

There is no liability for incidental or consequential loss or damage under this warranty including, but not limited to, liability for the following:

- Injury
- Loss of life
- Property damage
- Loss of use
- Loss of time, inconvenience, or commercial loss

Any amount exceeding the actual market value of the vehicle is not the responsibility of MBUSA.

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY AS DEFINED ON PAGES 6, 7, AND 8.

Some states do not permit the exclusions or limitations of implied warranties, so these limitations may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This is the only warranty given with the purchase of an MBCPO vehicle.

NEITHER MERCEDES-BENZ USA, LLC, NOR THE AUTHORIZED MERCEDES-BENZ DEALER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH VEHICLE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Vehicle Service

Conditions and Vehicle Service Requirements for Your Warranty

This Mercedes-Benz Certified Pre-Owned Limited Warranty is applicable only in the United States and Puerto Rico.

Within the scope of this Limited Warranty, any covered defective parts in your vehicle will be exchanged or repaired by your Mercedes-Benz Dealership. Mercedes-Benz recommends Genuine Mercedes-Benz Parts, exchange units, and factory-approved accessories for all of your vehicle's replacement parts. These parts meet the same exacting quality control standards as the original equipment on your vehicle and comply with all applicable federal and state safety regulations.

Repairs covered under Mercedes-Benz warranties must be performed at an authorized Mercedes-Benz Dealership. Any applicable, authorized Mercedes-Benz Dealer of your choice will perform Mercedes-Benz Certified Pre-Owned Limited Warranty repairs or replacements. Please present this booklet to your Mercedes-Benz Service Advisor to speed service order write-ups.

Your vehicle should be delivered to the Mercedes-Benz Dealer during normal service hours, and a reasonable time should be allowed for performance of the repair.

Mercedes-Benz requires that you service your vehicle at our specified mileage intervals. Your *Operator's Manual* and your vehicle's *Service Booklet* contain this information. These services help ensure the proper operation of your vehicle. The required service maintenance is available at all authorized Mercedes-Benz Dealerships.

Maintenance service as recommended in your vehicle's *Service Booklet* can be performed by any qualified service outlet. However, we recommend that all maintenance service work be performed by your authorized Mercedes-Benz Dealership, which has the trained personnel, tools, diagnostic instruments, and service reference literature necessary to perform the recommended maintenance correctly and systematically.

Failure to follow the required Mercedes-Benz service maintenance schedule—using specified materials, fluids, and parts, at the specified intervals—could cause vehicle damage not covered by this warranty.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Emission System Warranty and Maintenance

Emission System Warranty and Service Maintenance

Where applicable, your vehicle may qualify for any remaining portion of the Emission Systems, Emission Performance, or California Emission Control System warranties.

The law requires your vehicle to conform to exhaust emission standards. To provide the best vehicle performance and lowest vehicle emissions, you are responsible to see that all recommended maintenance procedures detailed in the vehicle's Service Booklet are performed at the specified times and mileages. The emission control warranty does not cover failures due solely to owner abuse or lack of proper maintenance. (Refer to the original new vehicle Service and Warranty Information booklet for more information regarding coverage.)

More frequent maintenance may be needed for vehicles under severe operating conditions such as dusty areas, very short trip driving, or trailer towing.

Emission system warranty obligations are not dependent upon the use of any particular brand of replacement parts, so you may elect to use non-genuine Mercedes-Benz parts for replacement purposes. We recommend the use of Mercedes-Benz spare parts for service and repairs, however, since they have been made according to manufacturer specifications. It is also important to use only fuels and lubricants meeting factory specifications since the emission systems warranty does not cover the repair or replacement of parts necessitated by failure to use such items.

For detailed information concerning emission control system maintenance, please refer to your *Service Booklet*. If you want additional information concerning tune-up specifications or emission control system maintenance jobs, we recommend a special *Maintenance Manual*, which is available from your authorized Mercedes-Benz Dealership or directly from MBUSA.

Service and Warranty

Mercedes-Benz Certified Pre-Owned Limited Warranty – Transferability

Service Provider Requirements And Recommendations

- Repairs covered under this Extended Limited Warranty must be performed at an authorized Mercedes-Benz Dealership. When you bring your vehicle in for warranty servicing at your authorized Mercedes-Benz Dealership, please present this document to your Service Advisor to speed service order write-ups.
- Maintenance service as recommended in your vehicle's Service Booklet can be performed by any qualified service outlet. However, we recommend that all maintenance service work be performed by your authorized Mercedes-Benz Dealership. Authorized Mercedes-Benz Dealerships have the trained personnel, tools, diagnostic instruments, and service reference literature necessary to perform the recommended maintenance correctly and systematically.

Transferability

To complete the transfer to a Private Party Purchaser:

- Provide the Mercedes-Benz Service Booklet and Mercedes-Benz Service and Warranty Information booklet for the vehicle to the Private Party Purchaser.
- Visit www.mbusa.com/updatemyinfo to update the vehicle ownership and customer contact information.
- Present proof of private purchase to an authorized Mercedes-Benz dealer, who will complete the transfer.

Definition of Terms

***Private Party Purchaser:** Any purchaser of the vehicle other than a motor vehicle dealer, an authorized Mercedes-Benz Dealer or a person engaged in the business of buying, selling, or exchanging vehicles.

Service Excellence

Your authorized Mercedes-Benz Dealership is dedicated to service excellence. Whether your Mercedes-Benz vehicle requires a small adjustment or major service, your Mercedes-Benz Dealership's objective is to get your vehicle back on the road as soon as possible.

For the life of the warranty, you are protected by 24-hour Roadside Assistance throughout the United States. Consult your Roadside Assistance Program literature for details, terms, and limitations on benefits.

For assistance, just call: 1-800-FOR-MERCEDES (1-800-367-6372).

If you have any questions regarding the service requirements of your vehicle, please consult your authorized Mercedes-Benz Dealership or contact MBUSA at 1-800-FOR-MERCEDES (1-800-367-6372). If you lose your vehicle's Service Booklet or Service and Warranty Information booklet(s), please contact your Mercedes-Benz Dealership for a replacement.

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