



This warranty handbook is available in large print,
audio and Braille.

Please phone 0345 641 9778. We will be pleased to
organise an alternative for you.

Mercedes-Benz Approved Used Warranty Handbook

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Important Information

Important Telephone Numbers	
Roadside Assistance	0800 1 777 777
Warranty Administration	0345 641 9778
Warranty Claims	0345 641 9794

Mercedes-Benz Warranty has been designed to help ensure that **you** derive maximum pleasure from, and help protect **your** investment in, the vehicle **you** have purchased. As part of this programme **you** will receive the benefits of a Mercedes-Benz Warranty. This service is only available through authorised Mercedes-Benz repairers and is fully backed by Mercedes-Benz Cars UK Ltd.

This handbook sets out details of **your** warranty and MOT Test Failure Cover and clearly explains the terms and conditions that apply. Please take time to read this document and if **you** have any questions **you** can contact **your** local repairer or Mercedes-Benz Warranty Services on (0345 641 9778) who will be pleased to assist.

This cover applies only to the vehicle described in the confirmation of cover letter that **we** sent to **you** with this handbook.

Data Protection

Information about **your** Mercedes-Benz Warranty will be shared between Mercedes-Benz Cars UK Ltd and the providers of the Mercedes-Benz Warranty for administration purposes.

You should understand that the information **you** provide will be used by these representatives, insurers and industry governing bodies and regulators to process **your** cover, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). **We** have taken steps to ensure **your** information is held securely.

Mercedes-Benz Warranty is administered on behalf of Mercedes-Benz Companies by the Allianz Group and **your** information may be used by Mercedes-Benz Companies and shared with the Allianz Group for marketing, research and to inform **you** from time to time about special promotions, new products or services.

If **you** do not want to receive marketing information please write to:

Mercedes-Benz Warranty Services
PO Box 1183
Croydon
CR9 1HR

You have the right to access **your** personal records should **you** wish to do so.

Definition Of Words

When the following words or phrases appear in this document or **your** confirmation of cover letter, they have the specific meanings given below.

Beneficiary, beneficiaries

You or any other driver of the vehicle using the vehicle with **your** permission and any passenger of the vehicle at the moment a **breakdown/immobilisation** occurs up to the maximum number of people legally permitted in the vehicle.

Breakdown/immobilisation

Electrical or mechanical **breakdown**, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the insured vehicle to be immobilised.

Geographical Limits

United Kingdom, UK

Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

Europe

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal (but not Madeira and Azores), Romania, Russia*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

*Cover in Russia is limited to a 31 mile radius from the external ring of the following Cities; St Petersburg, Moscow, Rostov On Don, Togliatti and Perm.

Limits of liability

The amount payable in respect of parts and labour (including VAT) for all **mechanical and electrical failures** occurring during the **period of cover** shall not exceed the purchase price paid for the covered vehicle. (See Section 2 for **limits of liability** in respect of additional benefits.)

Mechanical or electrical failure

The complete operational failure or internal damage caused by the actual breaking of any manufacturer-fitted parts other than those specifically excluded.

Owner

The customer named on the confirmation of cover letter.

Period of cover

The period shown on **your** confirmation of cover letter.

Wear and tear

The gradual deterioration caused by the effects of age and/or mileage under normal use.

We, our, us

Mercedes-Benz Warranty Services.

You, your

The customer named on the confirmation of cover letter.

Section 1 - Warranty

Vehicles over 2 years old at date of purchase.

What Is Covered?

This warranty covers all factory-fitted mechanical (excluding electric drive lithium ion battery, pack, cells, charging equipment or cabling and wiring, connection blocks, terminals and fuses) and electrical parts (including labour to fit them) of the covered vehicle against sudden **mechanical or electrical failure** or **wear and tear** (up to 100,000 miles) resulting in the part not working. Includes consequential damage to covered parts, exhausts and main vehicle batteries.

Also included are:

Oil seals

Crankshaft front seal, camshaft oil seal, auxiliary shaft oil seal, gearbox rear output seal, drive shaft[s] seals, differential pinion seal and any oil seal or gasket where removal of the engine, gearbox or differential/drive unit is essential in order to effect repair.

In-car entertainment

Factory-fitted radio cassette player or CD player, or repairer-fitted, where the fitment of that item was part of the standard specification of the vehicle at the time of first registration. Includes COMAND, Becker Map Pilot, telephone equipment (excluding handsets) and satellite navigation.

Catalytic converters

Catalytic converters and diesel particulate filters are covered for **mechanical failures**. This does not include the cleaning of fuel lines, filters, carburettors, pumps and the replacement of catalytic converters damaged from the use of contaminated or incorrect fuel, or accidental damage.

Seals (convertible roof)

Seals only relating to the folding roof operation are covered.

- We will pay for damage caused to a covered part if caused by another covered part.
- We will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.

Casings

Will only be covered if any of the covered parts fail and cause damage to the casings, otherwise casings are excluded.

Working materials

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part which is covered under this warranty.

Alarm systems

Factory-fitted alarms, or alarm systems fitted according to the manufacturer's specification at the time of new car registration.

What Is Not Covered?

Claims for **mechanical or electrical failure** of covered parts due to **wear and tear** will be declined if the mileage has exceeded 100,000 miles.

Bodywork, body seals [see note relating to convertible roof above] (including boot, sunroof, doors etc.), fixings and fastenings: nuts/bolts/brackets/studs/clips and springs (other than suspension springs), glass, interior/exterior trim, interior panels (unless interior door handle failure), paint, lamp units (except headlamps) and wheels.

Any failure attributable to the effects of overheating is not regarded as a **mechanical failure** under the terms of this warranty.

Normal service replacement items and other parts subject to routine maintenance, periodic repair or replacement are specifically excluded as follows:

- Air cleaners;
- Any seal or gasket which is not specifically included within the "What Is Covered" section;
- Auxiliary belts;
- Bonnet, boot and fuel flap release cables;
- Brake friction material and discs/drums;
- Brake pipes and brake hoses;
- Clutch assemblies;
- Core plugs and blanking plugs;
- Distributor caps;
- Drive shaft and steering rack gaiters;
- Electrical connection blocks, terminals and fuses;
- Electric vehicle batteries, packs, equipment, cables and wires;
- Fuel filters;
- Gearbox, axle and drive line mountings;
- Handbrake/parking brake cables;
- All hinges;
- HT leads;
- Light bulbs and LED bulbs (except Xenon bulbs);
- Non-metal hoses, hose clips and connectors;
- Oil filters and gaskets;
- PAS high pressure hose/pipes;
- Pollen/odour filters;
- Reprogramming or software updates (unless required as part of a replacement part repair or remedies the complaint/fault, maximum one hour);
- Rotor arms;
- Spark plugs;
- Sunroof cables, convertible cables and convertible roof material and straps;
- Tyres;
- Wheels;
- Wiper blades;
- Wiring and wiring looms.

Section 2 - Other Entitlements

Vehicle Replacement

Mercedes-Benz Warranty Services will pay up to £100 a day (including VAT), for up to a maximum of 7 days in a 12 month period, towards the cost of a replacement vehicle. **You** can only have a replacement vehicle if **your** vehicle is being repaired under this warranty and is off the road as a result of the warranty repair.

Exclusions

- a) The first 24 hours of any rental period is not covered.
- b) **You** will have to pay for fuel and insurance for the replacement vehicle.

Driving Abroad

The warranty is valid for up to 60 days per annum [pro rata] for driving in **Europe**. Mercedes-Benz Warranty Services will not pay more than the equivalent **UK** cost for parts and labour.

Overnight Accommodation In The UK

Mercedes-Benz Warranty Services will pay up to £100 (including VAT) towards overnight accommodation if the vehicle breaks down and **you** are unable to return home. **You** will need to send Mercedes-Benz Warranty Services a receipt. **You** cannot claim for the cost of meals and drinks. **NB:** these benefits will not be provided if the failure is not covered by this warranty. Payments will be limited to those levels outlined.

Section 3 - MOT Test Failure Cover

The cost of repair or replacement of the parts listed in this section which require replacement due to the covered vehicle failing its MOT test within 30 days of its due date and not beyond the expiry date of the warranty. Claims will only be accepted where an MOT Failure Document (VT30) is issued during the **period of cover**.

NB: MOT Test Failure Cover only applies once for every 12 months of cover.

MOT Test Failure – Parts Covered

Lighting equipment: headlamps, front, rear and side lamps, number plate illumination lamp, stop lamps, rear reflectors, rear fog lamps, hazard warning lamps and control, direction indicator control, fog lamp on/off indicator.

Steering and suspension: steering control, steering mechanism and system, power steering, transmission shafts, wheel bearings, front and rear suspension and shock absorbers, suspension drag link, track rod ends, suspension springs, wishbones, swivel joints, suspension mountings.

Brakes: master cylinder, wheel cylinders, callipers, discs/drums, load compensator, ABS modulator/sensors, electronic control unit, brake pipes, hoses and cables.

Seatbelts: all seatbelts and seat mounting(s).

General: carburettor, fuel injection, ECU or sensor replacement directly as a result of calibration failure to meet MOT exhaust gas emission standards, horn, speedometer and speed limiter, windscreen wiper and washers (excluding wiper blades and rubbers).

NB: tuning and adjustments only if necessary to meet MOT exhaust gas emission standards.

Exclusions

The cost of the MOT test and re-test, accident or structural damage, rust or corrosion, windscreen, exhaust system and catalytic converter, adjustments, wheel alignment, brake friction material, items subject to fair **wear and tear** such as tyres, brake pads and consumable items. Friction materials are excluded where condition relates to **wear and tear**, discs/drums, driveshaft and steering rack gaiters. Any defect noted prior to the submission of the vehicle for an MOT.

This MOT Test Failure Cover does not pay the cost of repair and/or replacement and/or alteration to the vehicle where:

1. The conditions of this cover have not been complied with.
2. Parts have:
 - Been improperly repaired or modified from the manufacturer's specifications.
 - Not been fitted originally whether they are a manufacturer's genuine part or have been approved by the vehicle manufacturer.
 - Cited as advisory on the 'Notification of refusal to issue an MOT Certificate' (VT30).
 - Failed as a result of corrosion.
3. The fault caused by **mechanical or electrical failure** (cited on the Notification refusal to issue an MOT Certificate' (VT30) arises directly or indirectly from or is contributed to or by: misuse, any type of accident, or is the subject of a manufacturer's safety recall.
4. The vehicle has been used for competition, racing, pacemaking, hire & reward, or off road use.
5. Claims for repair, replacements or alterations are not in accordance with the claims procedure outlined.
6. Any item not listed is not covered.

Section 4 - Roadside Assistance

Eligibility

A vehicle is eligible if:

- It is new enough not to have required an MOT Certificate when the cover commences or the vehicle has a valid MOT Certificate (VT20).

Claims Procedure

Please take **your** vehicle back to any authorised Mercedes-Benz repairer when it is necessary to have the MOT test. Claims will only be accepted where an MOT failure document (VT30) is issued during the **period of cover**. **You** can make a claim on this cover by adhering to the following steps:

1. Check that the part which has failed is listed in the 'What Is Covered?' section of this document.
2. Give the authorised Mercedes-Benz repairer **your** permission to carry out any fault/findings/diagnosis or dismantling necessary.

3. **You** agree that **you** will pay the costs of dismantling and repairing the vehicle if the cause of the failure is not covered by the warranty. **You** are also responsible for paying for any other work **you** ask the repairer to carry out.
4. The authorised Mercedes-Benz repairer must then submit an electronic claim.
5. **Your** authorised Mercedes-Benz repairer will inform **you** of how much will be paid under this cover. **You** are responsible for paying any amount over and above the maximum claims limit.
6. If **you** are VAT registered the VAT element will not form any part of the claim.

Mercedes-Benz Roadside Assistance is on hand 24 hours a day, 7 days a week to provide **you** with assistance. There are three comprehensive programmes available dependent on **your** vehicle's age and make.

Please follow the appropriate advice below to ensure **we** can efficiently facilitate assistance for **you**.

Mercedes-Benz Vehicles Registered On Or After 28th October 1998

If **your** vehicle was registered on or after 28th October 1998, and has had its most recent service completed by an official Mercedes-Benz passenger car retailer, it will continue to benefit from Mercedes-Benz Mobilo or MobiloLife Cover. **You** should refer to the MB Mobilo or Mobilolife handbook.

Mercedes-Benz Vehicles Registered Prior To 28th October 1998

If **your** vehicle was registered prior to 28th October 1998, **you** are entitled to assistance for the duration of the warranty cover as part of **your** Approved Used Car purchase from an official Mercedes-Benz retailer.

All Other Makes And Models Of Vehicles Sold Through The Approved Used Car Programme

If **your** vehicle was purchased via the Mercedes-Benz Approved Used Car Programme **you** are entitled to assistance for the duration of the warranty.

Should You Need Assistance

Please call Mercedes-Benz Roadside Assistance on 0800 1777 777*

To assist in a prompt response please ensure **you** have the following information to hand:

- **your** vehicle registration number and exact location;
- a contact telephone number;
- please also quote **your** warranty number.

* If the Freephone number does not work from a mobile phone please call 020 7975 7077.

European Autoroute Restrictions

If assistance is required on a French Autoroute or on certain Autoroutes in **Europe**, **you** must use the official SOS boxes at the side of the road to arrange initial assistance or recovery. As these roads are privatised, neither Mercedes-Benz Roadside Assistance nor any other assistance organisation is allowed to assist **you** on these roads.

Once the covered vehicle has been recovered from the Autoroute, **you** should telephone Mercedes-Benz Roadside Assistance and **we** will make any further arrangements for **you** and inform **you** how to reclaim costs incurred for recovery from the Autoroute.

Mercedes-Benz Roadside Assistance Benefits In The UK

Local recovery or roadside and home assistance
In the event of **mechanical or electrical failure**, Mercedes-Benz Roadside Assistance will organize and pay the costs of taking the covered vehicle to the nearest Mercedes-Benz retailer should a roadside repair prove unsuccessful. If Mercedes-Benz Roadside Assistance are unable to mobilise **your** covered vehicle following local recovery/roadside or home assistance, **you** will be entitled to the following benefits.

Onward Travel Or Hotel Accommodation Or Taxi Or Car Hire

In the event of **mechanical or electrical failure** of the covered vehicle in the **UK** causing it to be immobilised for a period of more than 4 hours, Mercedes-Benz Roadside Assistance will organise and pay for the following:

Standard class rail or plane transport, or equivalent costs of more convenient travel, to enable the beneficiaries to return or continue to any destination of the **beneficiaries'** choice within the **UK** up to a maximum of £350 per **beneficiary**.

Or

Overnight hotel, bed and breakfast accommodation, up to 2 nights and up to £100 per **beneficiary**. Overnight hotel accommodation only applies if the **breakdown/immobilisation** of the covered vehicle occurs more than 30 miles from the home address of any of the **beneficiaries** and only when the **beneficiaries** have to prolong their stay as a direct result of the covered **breakdown/immobilisation**.

Or

In the event of **breakdown/immobilisation** of the covered vehicle **you** may also choose to be transported home by taxi. **We** can transport all **beneficiaries** up to a maximum of 20 miles.

Or

In the event of **breakdown/immobilisation** of the covered vehicle for more than 4 hours, Mercedes-Benz Roadside Assistance will organise and pay for a temporary replacement vehicle, during the time that the vehicle is being repaired, for the duration of repair up to a maximum period of 5 days. The temporary replacement vehicle will only be provided if Mercedes-Benz Roadside Assistance has arranged the recovery of the covered vehicle to an authorised Mercedes-Benz retailer.

The driver must be able to satisfy the requirements of the car rental company and:

- Possess a full valid **UK** or EU driving licence.
- For photo identification licences both parts must be produced.
- A valid credit or debit card.
- For security authorisation to cover excess fuel usage, unauthorised days hire and/or driving offences.
- Due to insurance liability Mercedes-Benz Roadside Assistance will be unable to provide a rental vehicle to drivers under the age of 21.
- Please note that it remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period.

You must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the covered vehicle.

Vehicle Delivery Service

In the event that **your** vehicle is repaired by a Mercedes-Benz retailer and **your** home address is more than 25 miles from the retailer, Mercedes-Benz Roadside Assistance can arrange for the vehicle to be delivered back to **you**.

Mercedes-Benz Roadside Assistance Benefits In Continental Europe

Local recovery or roadside assistance

In the event of **breakdown/immobilisation** in **Europe**, Mercedes-Benz Roadside Assistance will organise and pay for the costs of taking the covered vehicle to the nearest and/or most appropriate Mercedes-Benz retailer should roadside assistance prove unsuccessful.

If Mercedes-Benz Roadside Assistance are unable to mobilise **your** vehicle following local recovery/ roadside assistance in **Europe**, **you** will be entitled to the following benefits.

Vehicle Repatriation

In the event of **breakdown/immobilisation** in **Europe** where the covered vehicle cannot be repaired and where the repairs will take longer than 5 days, Mercedes-Benz Roadside Assistance will repatriate the covered vehicle to the nearest authorised Mercedes-Benz retailer or to **your** home address in the **UK**.

Onward Travel Or Hotel Accommodation Or Temporary Replacement Vehicle

In the event of **breakdown/immobilisation** in **Europe** where the covered vehicle cannot be repaired on the same day, Mercedes-Benz Roadside Assistance will organize and pay for standard class rail transport or scheduled air fares (or equivalent costs of more convenient travel), to enable the **beneficiaries** to return to their homes in the **UK** or continue their journey to their original destination within **Europe**. Where appropriate, Mercedes-Benz Roadside Assistance will cover the cost of a standard class rail or scheduled air ticket for **you** to collect the covered vehicle, once repairs have been completed.

Or

In the event of **breakdown/immobilisation** causing the covered vehicle to be immobilised for a period of more than 8 hours, Mercedes-Benz Roadside Assistance will organise and pay for hotel bed and breakfast accommodation as from the first day of such **breakdown/immobilisation**, up to a maximum of 5 nights and up to £100 per **beneficiary** per night.

Or

In the event of **breakdown/immobilisation**, where the covered vehicle cannot be repaired on the same day, Mercedes-Benz Roadside Assistance will pay for the cost of a temporary replacement vehicle, during the time that the covered vehicle remains immobilised, for the duration of repair up to a maximum of 5 days. **You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the covered vehicle.

Parts Procurement

In the event that Mercedes-Benz Roadside Assistance has arranged to take the covered vehicle to an authorised Mercedes-Benz retailer for repairs and any parts essential to the running of the covered vehicle are not available locally, Mercedes-Benz Roadside Assistance will organise and pay for the dispatch of such parts to the repairing Mercedes-Benz retailer.

Assistance Exclusions

Mercedes-Benz Roadside Assistance will not assist or reimburse **you** or the **beneficiaries** in the event of a call for assistance or claim caused by, arising from or in connection with the following:

1. Any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this document.
2. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
3. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
4. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.

Section 5 - Service Standards

5. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
6. Any costs covered under any other warranty, guarantee, insurance or cover.
7. Accident or injury either through voluntary non-observance of the laws of the land in which the **beneficiary** is travelling or the practice of activities not authorised by the local authorities.
8. The cost of replacement parts.
9. Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
10. The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this document without first having authorisation from Mercedes-Benz Roadside Assistance and a file number.
11. Any costs that would have been payable normally by **you** or the **beneficiaries**, such as fuel, congestion or toll charges.
12. Charges for specialist recovery or charges incurred by **us** where the covered vehicle is not being used on a public highway when the **breakdown/immobilisation** occurred where the covered vehicle was not accessible using **our** standard recovery equipment.
13. **Breakdown/immobilisation** which happens outside the area of cover.
14. Faulty repairs, incorrect servicing or failure to have the covered vehicle serviced in accordance with the manufacturer's specification.
15. Vehicles modified in any way from the original manufacturer's specification.

Caravan And Trailers

If the covered vehicle is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, **we** will arrange for **your** caravan or trailer to be taken near to the repairing authorised Mercedes-Benz retailer. **We** will not however be liable for any goods, possessions or livestock being transported.

Adverse Weather Conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the covered vehicle later.

Release Fees

Should the covered vehicle be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before **we** can remove the covered vehicle to an authorised Mercedes-Benz retailer or to **your** home address. Although **we** can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

Specialist Charges

In the event that the recovery of the covered vehicle requires the use of specialist equipment, any such costs in addition to **our** standard recovery services will be payable by **you**.

Lock Out Or Lost Keys

In the event that entry to the covered vehicle is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the covered vehicle, **we** will ask **you** to sign a declaration giving **your** permission for this to take place and stating that any resulting costs will be **your** responsibility.

Servicing Your Mercedes-Benz

Servicing of all vehicles must be carried out in accordance with vehicle manufacturer recommendations. Genuine Mercedes-Benz parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition will result in a warranty claim being rejected.

Your Mercedes-Benz Service Booklet should be stamped, dated and detailed with the correct mileage at the time of service by the servicing repairer or an alternative supplier.

A maximum allowance of 1,000 miles or 4 weeks is allowed either side of the stipulated service schedule.

Servicing A Non Mercedes-Benz Vehicle

Vehicles must be serviced in accordance with the service schedule recommended by the manufacturer of the covered vehicle. Servicing of all vehicles must be carried out in accordance with vehicle manufacturer recommendations. Genuine parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used.

Failure to comply with this condition will result in a warranty claim being rejected.

The Manufacturer's Service Booklet should be stamped, dated and detailed with the correct mileage at the time of service by the servicing repairer or an alternative supplier.

A maximum allowance of 1,000 miles or 4 weeks is allowed either side of the stipulated service schedule.

General Terms & Conditions

- **You** must take all reasonable steps to safeguard **your** vehicle against **mechanical or electrical failure**. **Your** warranty will be invalidated if **you** continue to drive when a fault becomes apparent.
- Reasonable diagnostic charges associated with covered parts only will be accepted as part of a claim.
- **Mercedes-Benz Warranty Services** reserve the right to inspect the vehicle and examine damaged parts.
- The quality of the warranty repairs will be the responsibility of the repairing repairer.
- Maximum claim liability covered by the Mercedes-Benz Warranty is an unlimited number of claims up to the purchase price paid for the vehicle.
- If any part or accessory is not available the most **we** will pay for that part will be the cost shown in the manufacturer's last **United Kingdom** price list, plus a reasonable fitting cost. If the part is not listed in the manufacturers last **United Kingdom** price list **we** will pay the cost of an equivalent part plus the reasonable fitting cost. If no equivalent part is listed the most **we** will pay is £250.

Salvage

If **we** are going to settle **your** claim by replacing **your** vehicle or by paying **you** the purchase price, **your** vehicle will become **our** property. If **your** vehicle has a personalised registration **you** may retain this subject to DVLA rules and regulations.

Exclusions

This warranty does not apply and benefits will not be paid where:

- Losses arise from manufacturing defects, faulty design and recall campaigns.
- The vehicle has been modified or altered from the manufacturer's standard specifications.
- The vehicle has been used for competitions of any kind, racing, pacemaking, rallies, off road use including track days, and usage for or by driving schools.
- Mercedes-Benz Warranty Services are unable to verify the actual mileage of the vehicle at the time of the claim/sale or if odometer consistency cannot be verified.
- Damage/failure is caused by an excluded part.
- Repairs/replacements are necessitated as a result of **wear and tear** on vehicles over 100,000 elapsed miles or for routine maintenance operations and/or adjustments of any parts.
- Any damage which has occurred as a result of accidental damage or impact of whatever nature to either the covered vehicle, **you** or **your** passengers.
- **You** submit or make a claim knowing it to be false or fraudulent in any respect. In this case, the warranty shall become void and all benefits forfeited.
- Damage or loss has occurred which is recoverable under any other warranty or insurance.

- **Mechanical or electrical failure** or damage has been caused or contributed to by:
 - Water ingress, frost, corrosion, flooding, impact, fire, abuse, neglect or material becoming porous and leaking.
 - A defect which existed, or is likely to have existed, prior to start of cover.
 - Lack of anti-freeze, lubricants or hydraulic fluids.
 - Incorrect servicing or faulty repairs.
 - Ingress of foreign matter into the fuel, oil or Failures due to oil degradation or carbon/soot build-up to a component's operating function.
 - A grade of oil, fuel, lubricants, hydraulic fluids or any additives not recommended by the manufacturer of the covered vehicle.
- **We** will pay for damage caused to a covered part if caused by another covered part.
- **We** will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.
- **We** will not pay for any depreciation to **your** vehicle, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
- As **your** warranty is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the warranty terms and conditions. For example, **your** warranty may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your** vehicle is being repaired.

- Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustment or repairs.
- **You** should check whether **you** have any other warranties or insurance policies that may cover additional damage or related costs or losses not covered by this warranty.
- This warranty will not cover any loss, damage or failure caused wholly or partially from lack of maintenance, abuse or neglect or as a result of accident. It will not cover pre-existing faults or a gradual reduction in operating performance that is commensurate with the age and mileage of the vehicle.
- Any vehicle which is owned by a business formed for the purposes of selling, hiring or servicing motor vehicles.
- Claims outside the **geographical limits**.
- Continental use:
 - Any repair carried outside the **United Kingdom** (as defined on page 5) can be authorised by the warranty holder as long as they accept the following:
 - Monies for valid claims will be paid in pounds sterling at the rate of exchange for the relevant currency at the time of failure.
 - A detailed receipt must be provided.
- Acts of war or terrorism (nuclear, biological, chemical), radiation, explosions, fire and falling objects.

How To Make A Claim

Contact **your** nearest authorised Mercedes-Benz repairer and advise them that **your** vehicle is protected by Mercedes-Benz Warranty. The Mercedes-Benz repairer will handle any necessary claim on **your** behalf. It is **your** responsibility to authorise any dismantling of the vehicle.

Claiming While Outside The United Kingdom

All repairs and costs are the responsibility of the warranty holder while in countries outside the UK. Please contact Mercedes-Benz Warranty Services at the address shown below within 30 days of any repair and **you** will be advised if repairs completed are covered under this warranty.

Mercedes-Benz Warranty Services
Claims Department
PO Box 1183
Croydon
CR9 1HR

For any enquiries, please call: 0345 641 9794.

When submitting **your** claim please ensure that **you** include a detailed repair invoice along with the following original documentation:

- job card;
- diagnostic print-outs (star test);
- receipt;
- roadside assistance paperwork (where applicable).

Complaints & Arbitration

We aim to provide **you** with a first class warranty and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance, please contact:

By post -
Customer Services
Mercedes-Benz Warranty Services
PO Box 1183
Croydon
CR9 1HR

By email -
customersupport@allianz-assistance.co.uk

By phone -
020 8603 9853

Please supply **us** with **your** name, address, vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.

If **you** are not happy with **our** final response, **you** can refer the matter to The Motor Ombudsman who self-regulate the automotive industry through the Chartered Trading Standards Institute approved Codes of Practice.

This Mercedes-Benz Approved Used Car Warranty conforms to the Motor Industry Code of Practice for vehicle warranty products. For more information on the Code and what it means for **you** or to contact The Motor Ombudsman please visit: www.motorindustrycodes.co.uk



The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN

Transfer Of Ownership Form

Vehicle details:

Registration Number: _____

Chassis Number (VIN): _____

Current Mileage: _____

Price Paid By _____

New Owner: _____

Current owner declaration:

I (name) _____

hereby give notice that I wish to transfer the balance of my Mercedes-Benz Warranty to the new, private, owner detailed below.

Signature: _____

New owner details:

Title: Mr/Mrs/Miss/Ms/other _____ Initials: _____

Surname: _____

House Name/Number: _____

Street: _____

Town: _____

County: _____ Post Code: _____

Tel. Mobile: _____

Tel. Home: _____

Email: _____

If **your** car is sold privately, the remaining cover may be transferred to the new private owner providing that the registration fee of £25 is paid. Cover will not be transferred until payment have been made. Please note that this form must be signed by the existing warranty holder named on the confirmation of cover letter.

As soon as possible after the date of sale, please complete the form at the back of this document, attach a cheque for the transfer fee of £25 and send it to:

Mercedes-Benz Warranty Services, PO Box 1183, Croydon, CR9 1HR.

Please make cheques payable to Mercedes-Benz Warranty Services.

This warranty is only transferable directly from the named warranty holder to the new warranty holder. The Mercedes-Benz Approved Used Car Warranty is not transferable to any other vehicle other than that shown on the confirmation of cover letter. Any vehicle which is owned by a business formed for the purposes of selling, hiring or servicing motor vehicles is excluded.

Change Of Address Form

Vehicle details:

Registration Number: _____

Chassis Number (VIN): _____

Driver details:

Title: Mr/Mrs/Miss/Ms/Other _____ Initials: _____

Surname: _____

House Name/Number: _____

Street: _____

Town: _____

County: _____ Post Code: _____

Tel. Mobile: _____

Tel. Home: _____

Email: _____

Company details: (Please complete this section for a company vehicle only)

Company Name _____

Address: _____

Town: _____

County: _____

Post Code: _____

Please complete the details on this form and send to.

Mercedes-Benz Warranty Services

PO Box 1183

Croydon

CR9 1HR

Alternatively, **you** can email **us** at mercedesbenzapprovedused@allianz-assistance.co.uk