



## TradePartner

GenuineParts. Quality guarantees reliability.

# Parts Warranty – Retailer Site.

### What's covered?

If a GenuinePart which has been purchased from an approved Mercedes-Benz Retailer proves to be defective due to faulty material or manufacture, within two-years (unlimited mileage) of date of purchase, this will be replaced and fitted by an approved Mercedes-Benz Retailer free of charge.

Where a defective part has been replaced as part of the vehicle's warranty (i.e. paid for by Mercedes-Benz), the warranty period for the part replaced will expire when the vehicle warranty expires.

**NOTE:** Mercedes-Benz Genuine Batteries come with a three-year unlimited mileage warranty.

Any defect must not result from fair wear and tear, improper operation, overloading, accident, neglect or alteration after leaving our factory or arising as a result of the fitting of a part and/or equipment which has not received the approval of Mercedes-Benz UK Ltd.

### Requirements to process your warranty claim:

You will need to supply a copy of your approved Mercedes-Benz Retailer invoice as proof of purchase of the defective part. We will also need to know the model of the vehicle, its registration, VIN number, current mileage and the mileage at the point where the part became faulty.

For the replacement of certain components it may be necessary to perform a diagnostic check on the vehicle in order to confirm that this particular part is at fault.

Any labour costs for fitting a replacement part can only be claimed where the warranty replacement part has been fitted by an approved Mercedes-Benz Retailer.

## Replacement Part Cash Sale – Installation by IMT/Customer

Should the customer/IMT present a complaint concerning a replacement part or major assembly acquired through a replacement part cash sale, he/she shall be entitled to implied warranty coverage for material and wages insofar as the repair/exchange of the replacement part that has again become defective is performed at an authorised service partner/company-owned sales and service outlet. In this case the exact complaint which resulted in a renewed removal of the subject replacement part must be established, or it must be determined through inspection of the vehicle with the subject part installed, and this information documented in a tamperproof manner.

The customer has two possibilities to claim from the Mercedes-Benz Retailer:

- Customer brings vehicle to Mercedes-Benz Retailer/ Authorised Repairer/Service Partner who fits the part free of charge. The Mercedes-Benz Retailer/Authorised Repairer/Service Partner claims labour and parts
- Customer brings part to Mercedes-Benz Retailer/ Authorised Repairer/Service Partner who gives a replacement part to the customer free of charge. The Mercedes-Benz Retailer/Authorised Repairer/Service Partner claims part only. The customer fits part to vehicle with no labour costs/reimbursement

If the cause of the damage is directly related to the installation service or to improper handling of the replacement part, then warranty will be excluded.

The customer must be able to submit an invoice which verifies that the replacement part or replacement major assembly was procured through Daimler. The invoice must state the following information:

- Customer name
- Address
- Vehicle model
- Vehicle identification number (if possible/if any)
- Part designation/replacement part number
- Serial or equipment number (if possible/if any)

A copy of the sales invoice for the damaged replacement part must be filed by the workshop in a tamperproof manner. Processing is carried out via W&G claim. The replacement part data on the W&G claim must be completed in full for such complaints. If the vehicle identification number cannot

be determined, proceed in accordance with Article “WR 02-01-110 Replacement part cash sale – Installation in other make vehicle.”

Audit note:

If proof of installation/purchase for the replacement part in question cannot be furnished (e.g in the form of a repair/replacement part invoice), or if the service operation derives any financial benefit from inaccurate replacement data, the entire claim will be charged back.

## Replacement part cash sale – Installation in other marques

In the event of complaints concerning parts that were sold by replacement part cash sale for use in non-Mercedes-Benz vehicles, or where the vehicle they were used for cannot be ascertained, the following information must be noted on the warranty/goodwill claim:

- Claimant
- Dealer number
- Claim number
- Sales designation/model
- Damage before initial registration
- Fictitious vehicle identification number
- Repair date
- Replacement part number and designation

Damage ID “1” must be entered. Because the warranty and goodwill systems only process Maybach, Mercedes-Benz, smart or SETRA vehicle identification numbers, the following fictitious vehicle identification numbers are to be used in accordance with the product classification:

Plant Identifier	Fictitious VIN	Product Classification
10 + 50	000 010 00 000001	Passenger cars including smart, M-Class, cross country vehicles
28	000 020 00 000001	Buses
30	000 030 00 000001	UNIMOG
34	000 034 00 000001	IMO

