



Mercedes-Benz

Mercedes-Benz Cars UK Limited
A Daimler Company

Mercedes-Benz Cars UK Limited Plug-in Hybrid and Electric Drive Battery Certificate

This document contains information on the Mercedes-Benz Cars UK Limited Battery Certificate for Plug-in Hybrid and Electric Drive Vehicles (“Battery Certificate”), applicable to both Mercedes-Benz and smart vehicles equipped with High Voltage Batteries (“HVB”).

Mercedes-Benz PHEV (Plug-in Hybrid Electric Vehicles)

The Battery Certificate is valid for up to a maximum distance of 62,000 miles (100,000 km) or up to six (6) years from the date of initial registration whichever comes sooner (“Plug-in Warranty Period”).

The Battery Certificate covers technical malfunctions of the HVB, arising directly from an inherent manufacturing fault. This applies during the Battery Certificate’s Plug-in Warranty Period should the relevant component fail as result of the above.

For the S-Class (Model 222), the Battery Certificate also covers technical malfunctions of the associated Plug-in components (electric machine and power electronics) arising directly from an inherent manufacturing fault.

Mercedes-Benz BEV (Battery Electric Vehicles)

The Battery Certificate is valid for up to a maximum distance of 100,000 miles (160,000 km) or up to eight (8) years from the date of initial registration whichever comes sooner (“Electric Warranty Period”).

The Battery Certificate covers technical malfunctions of the HVB, arising directly from an inherent manufacturing fault.

Additional information and exemptions apply for specific models, which are:

For B-Class (Model 242), Battery Certificate is valid for up to a maximum distance of 62,000 miles (100,000 km) or up to eight (8) years from the date of initial registration whichever comes sooner. The battery can also be replaced during this period if the maximum energy content of the high voltage battery is found to be less than <19.6 kWh.

For EQC (Model 293), the battery can also be replaced during the above periods if the maximum capacity of the high voltage battery is found to be less than <162 Ah.





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Smart Electric Drive

The Battery Certificate is valid for the duration of the Electric Warranty Period. The Battery Certificate covers technical malfunctions of the HVB arising directly from an inherent manufacturing fault.

Additional information and exemptions apply for specific models, which are:

For smart electric drive (Model 453), Battery Certificate is valid for up to a maximum distance of 62,000 miles (100,000 km) or up to eight (8) years from the date of initial registration whichever comes sooner. The battery can also be replaced during this period if the maximum capacity of the high voltage battery is found to be less than <36 Ah.

Rules relating to Plug-in Hybrid and Electric Drive Battery Certificates

Should an inherent technical malfunction of the HVB arise during the Electric Warranty Period/Plug-in Warranty Period, subject to the terms of this certificate, the purchaser is entitled to have the malfunction to the HVB repaired at no cost.

A prerequisite for making a claim under the above warranties is that:

- All maintenance work has been carried out in accordance with Mercedes-Benz Cars UK Limited and Mercedes-Benz AG specifications;
- No subsequent chip tuning or similar measures have been carried out on the vehicle; and
- A full digital service report is required for the assessment of warranty claims.

The benefits to the Purchaser set out in this Battery Certificate shall **not** be applicable if any of the following apply:

- The purchaser was aware of a malfunction or damage and failed to either indicate this as such immediately or to arrange for said malfunction/damage to be rectified;
- Ignoring any instructions in the Owner's Manual or given by a Mercedes-Benz Retailer or Independent workshop;
- The purchased item was handled inappropriately, damaged or subjected to excessive demands (e.g. through use for motor sport competitions, vehicle performance tuning, overloading);
- Parts not approved by the manufacturer were installed or the vehicle was converted in a manner not approved by the manufacturer;
- The purchaser failed to observe instructions for handling, maintenance and care of the vehicle (e.g. the Owner's Manual). This includes using unsuitable lubricants or operating fluids;
- The vehicle was incorrectly repaired and/or repaired at a workshop not authorised by the manufacturer; or
- Failures caused by external influences such as storms or other environmental impacts, or events such as flooding, salt water ingress, accident, vandalism or war.





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Obligations of the Purchaser to grant fulfilment of the benefits under the Plug-in Hybrid and Electric Drive Battery Certificates

The benefits for the Purchaser set out in this Battery Certificate shall **only** be applicable if the purchaser ensures for the life of the Plug-in Hybrid and Electric Drive Battery that:

- The high voltage battery is charged properly, i.e. only the approved/recommended charging cable for the vehicle is used;
- The high voltage battery is used only as intended and be treated with sufficient care and protected from damage;
- The vehicle with a high voltage battery is always stored in accordance with the instructions for battery care in the vehicle Owner's Manual;
- The high voltage battery is, at the latest charged within 14 days after the charge level of the high voltage battery has reached zero (0) according to the charge level display in the vehicle;
- The high voltage battery is used exclusively as energy storage for the electric drive vehicle and not for any other applications; and
- No modifications or improper repairs have been carried out to the high voltage on-board electrical system and its components such as (electric motor, power electronics, charging unit, heating, air conditioning, wiring or the high voltage battery itself).

All repairs covered under the Battery Certificate must be carried out exclusively by a Mercedes-Benz approved repairer. In the event of a request for a repair, Mercedes-Benz Cars UK Limited may, at its own discretion, either replace or repair the defective part. Parts removed/replaced as part of the repair become the property of Mercedes-Benz Cars UK Limited as applicable.

The customer is entitled to make claims under the Battery Certificate until the expiration of the Plug-in Warranty Period and Electric Warranty Period.

This Battery Certificate does not affect your statutory rights.

The terms of this Battery Certificate may be amended at any time by Mercedes-Benz Cars UK Limited without notice.

This version of the Battery Certificate was updated on **22 May 2020**.

