

Vans.

UK Warranty.



Mercedes-Benz





Vito is our light van, with a warranty that's ideal for local distribution and city centre work.



Sprinter is our larger van for higher payloads - but with exactly the same warranty as Vito.



Vario is our specialist high volume van, also featuring a comprehensive warranty.

Van warranties – miles ahead.

Wherever and whenever, we've got you covered.

Because your new Mercedes-Benz Van is one of the most advanced vans on the market today, we will go to great lengths to provide an equally superior warranty.

In any application, our vans are working harder, more efficiently and more productively than ever. In turn, we at Mercedes-Benz have to ensure that our warranties continue to keep pace by meeting our customers' expectations.

For these reasons alone, Mercedes-Benz Van warranties really do go further.

Under our cover, your van is safe and secure.

If you suspect that your vehicle has a warrantable defect, please take it to your nearest Mercedes-Benz Dealer for an inspection. If the vehicle is not drivable, please contact our Service24h Roadside Assistance team, day or night, on freephone number 00800 3777 7777.

Vito & Sprinter.

All Vito vans, Sprinter vans and chassis cabs come with a 24 months unlimited mileage warranty covering the complete vehicle. When supplied through our UK Dealer network, these models also benefit from an enhanced unlimited mileage third year warranty.



The warranty starts when the van is first registered or goes into service. Please see the Terms and Conditions on page 7 under 'When does the warranty start?'

So whatever your type of business – from a city centre florist with a single Vito through to a major rental company or parcel carrier with 500 Sprinters – our warranty really has you covered.

Because our vans get put to so many different uses, Mercedes-Benz warranty is comprehensive, easy to access and long-lasting.

Giving you complete peace of mind.

At a glance

- Three year unlimited mileage warranty for all new UK supplied vehicles
- Easy to access through any Mercedes-Benz UK Dealership

Vario.

Vario is a specialist vehicle, offering outstanding versatility and capability, backed up with a warranty that provides 24 months comprehensive cover with unlimited mileage.



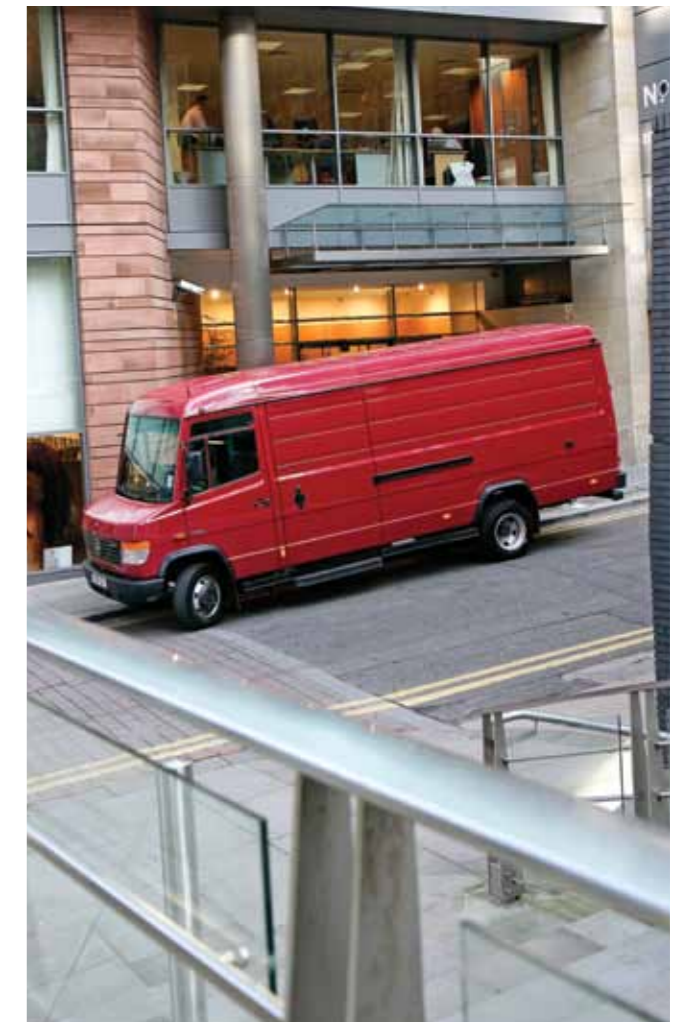
The warranty starts when the vehicle is first registered or goes into service. Please see the Terms and Conditions on page 7 under 'When does the warranty start?'

So whether you are a council or utility using Vario chassis cabs for short distance local work, a market trader using a maximum capacity panel van or even a retailer on high mileage distribution runs, the terms of Vario's warranty are clear and simple.

One less thing to worry about.

At a glance

- 24 months unlimited mileage warranty on the complete vehicle
- A national network of Mercedes-Benz UK Dealerships at your service



Parts warranty.

Just about every vehicle needs a replacement part at some time or another. So naturally, we offer a first class warranty on our parts as well.



Buying van parts from a Mercedes-Benz Dealer means you can buy with confidence.

All individual van parts and major units have a full 24 month warranty on manufacturing defects – with unlimited mileage.

Exclusions will apply. Please refer to page 7.



Terms and conditions.

As warranty often seems to be a complicated subject, we want to explain our terms and conditions clearly and simply. The things you need to know are:

What's the warranty for?

The warranty for your Vito, Sprinter or Vario protects you, our customer, against failures in the vehicle caused by any manufacturing defects that may have occurred when your vehicle was built. It's our way of showing that we're properly supporting you, your vehicle and your business, right from day one.

How long does the warranty last?

Mercedes-Benz Vito, Sprinter and Vario vans are backed by a standard two years unlimited mileage warranty. Vito and Sprinter models supplied through an Authorised UK Mercedes-Benz Dealer also benefit from a third year unlimited mileage local warranty. Replacement parts and major assemblies for Vito, Sprinter and Vario vans are backed by a standard two year unlimited mileage warranty.

When does the warranty start?

The warranty period starts from the date of first registration, or if earlier, the date of sale (except where the sale is made prior to registration to allow for bodywork or equipment installation or approved modifications).

If a vehicle enters operational service in an application where registration is not required, the warranty will start from the date of sale unless the owner advises the 'date into service' in writing to Mercedes-Benz UK Ltd. via the supplying Dealer within one month of the date of sale. In this instance, this will become the warranty start date.

What does the warranty cover?

We'll cover you for any defects in material or workmanship that occur as a result of the vehicle manufacturing process. Whilst glass is not normally covered, warranty would apply in the case of a stress fracture. In this way, we accept responsibility for those items that are ours; but naturally we cannot cover any non-approved modifications, accessories or bodywork applied after the vehicle's manufacture.

...and what does it not cover?

Again, remember that the purpose of any warranty is only to cover defects that may have arisen during the manufacturing process. Therefore, we can't cover problems arising from:

- A failure to follow instructions contained in the vehicle's operating manual or maintenance booklets, or from your Authorised Mercedes-Benz Dealer, Garage or Repairer

- A failure to have the vehicle maintained and serviced correctly, and at the required intervals as set out in the maintenance booklet
- Incorrect repairs by an unauthorised garage
- The fitting of non-approved parts, additional equipment and bodywork, or other unauthorised vehicle modifications (your Mercedes-Benz Dealer will be happy to advise)
- Using and driving the vehicle outside the instructions outlined in the driver's handbook
- Damage caused by excessive speed
- Not following advice provided by the vehicle's information system or dashboard warning lights
- Exceeding gross vehicle weights, axle loads and payload capacity
- Normal 'wear and tear' on parts, including friction and consumable items such as oil and lubricants, filters, brake pads, clutch materials, wiper blades, tyres, some exhaust components and shock absorbers. This list is not exhaustive
- External events including environmental issues such as storms and floods, accident damage, salt corrosion, civil unrest or vandalism

What costs are covered?

Provided the defect has occurred in the stated warranty period, Mercedes-Benz UK Ltd. will pay for the cost of the repair, inclusive of parts and labour.

What costs are not covered?

We can't cover you for any incidental costs arising from the defect; costs such as loss of use and rental charges, telephone calls, other travel or accommodation expenses, time or inconvenience or loss of business earnings.

Additionally, costs relating to routine servicing and maintenance, accident damage and replacing normal wear and tear items are outside the warranty.

How do I get a warranty issue resolved?

The following procedure makes warranty claims easy and clear-cut:

- Simply contact a Mercedes-Benz Authorised Repairer. It's their job to look after your vehicle throughout its working life. This should be done as soon as possible (and within one month) of the defect becoming apparent
- All warranty work must be carried out by a Mercedes-Benz Authorised Repairer, who in turn will use Mercedes-Benz GenuineParts. Payment for the work is always made direct from Mercedes-Benz UK Ltd. to the Authorised Repairer

- The full service history of your vehicle must be made available to the Authorised Repairer, and you must allow them to fully inspect your vehicle. This may take time, including the possibility of more than one visit to the workshop, however we try to keep any such inconvenience to a minimum
- Defective parts from your vehicle become our property

Can my warranty be invalidated?

Yes, it can. Beware of the following:

- Major modifications affecting the basic integrity of the vehicle, especially to the chassis or electronic systems. If in any doubt, consult your Dealer
- Tampering with the odometer. The only people who can do this work are trained Mercedes-Benz Technicians, who have to follow precise legal guidelines
- Write-offs. Any vehicle that's been declared a write-off may not be eligible for warranty if the claim is attributed to the accident damage

In general:

- For customers who are not consumers, the procedure outlined in this document is the sole remedy available against Mercedes-Benz UK Ltd. and the selling Dealer in respect of a warranted defect. Except for any personal injury or damage to property caused by the negligence of Mercedes-Benz UK Ltd. or the selling Dealer, liability for any other forms of loss is excluded
- This warranty replaces all other terms implied by law and any other liability arising at law in respect of the quality of the vehicle, against both Mercedes-Benz and the selling Dealer. Any such terms or liabilities are therefore excluded providing exclusion is not prohibited or negated by law
- The terms of your Mercedes-Benz warranty are in addition to your statutory rights as a consumer under a contract of sale
- Providing warranty conditions have been followed, any unexpired warranty may be transferred to new owners of your vehicle
- Mercedes-Benz UK Ltd. reserves the right to modify or amend these warranty terms without notice

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www.mbvans.co.uk The contents of this brochure are not binding and the right is reserved to make modifications without notice.
CVASM749/1011

The following Mercedes-Benz brochures for UK operators can be obtained from your local Mercedes-Benz Commercial Vehicle Dealer or by calling 0800 090 090.

CVASM747/1011 Keeping Business Moving – Vans

CVASM750/0408 Service Contracts