



# ServiceCare Maintenance

Mercedes-Benz Vans  
Effective from 1 January 2024

Mercedes-Benz



# What Is ServiceCare Maintenance?

ServiceCare Maintenance is a care plan covering the labour and parts costs for the manufacturer recommended service content.

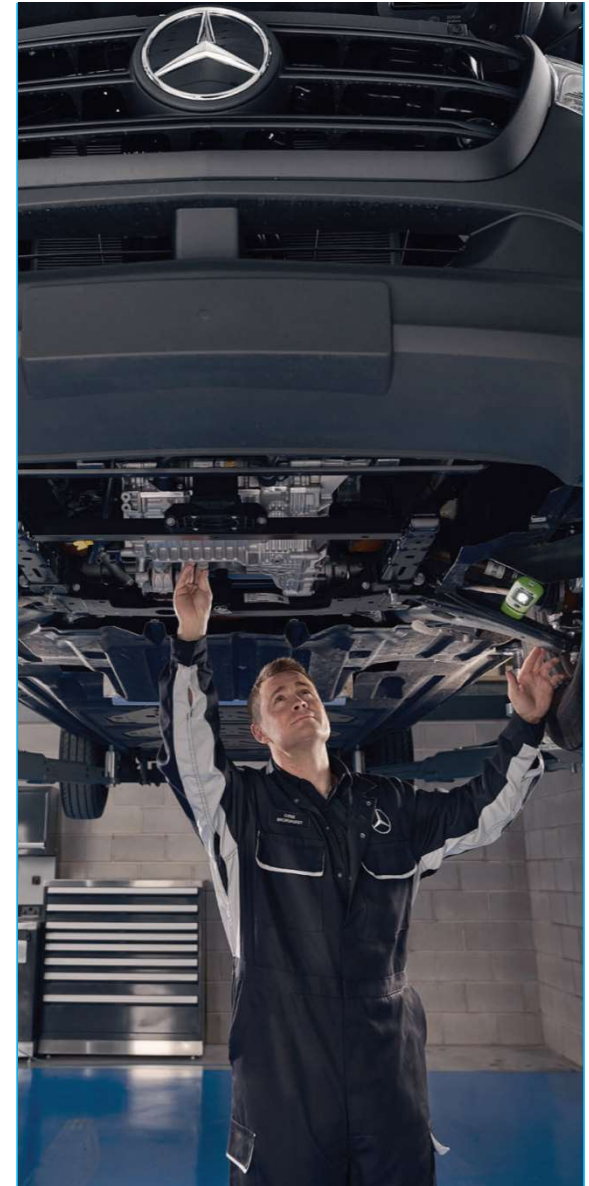
The plan covers all items required on the Electronic Service Sheet (ESS). This includes brake fluid, spark plugs, oil filter, air filter. For eVans, this includes an EV battery health check.

ServiceCare Maintenance allows customers to purchase a number of services and spread the cost over a fixed time period.

The product is available on Citan, Vito, eVito, Sprinter, eSprinter and X-Class.

## **ServiceCare Maintenance does not cover:**

- Items not listed on the ESS including wear and tear repairs such as brakes
- Work that was not correctly completed at a previous service
- MOT test fees
- Dealer courtesy services such as loan vehicles and collection and delivery
- Although it may be a requirement identified by ESS, timing belts and Poly V belts are not covered
- V6 engine variants
- Vito taxis (Penso conversion; rear wheel steer)



## Why Should I purchase ServiceCare Maintenance?

- ✓ **Flexible** – You can select the number of services you require and either pay up front or spread the cost over a minimum of 12 months
- ✓ **Cost effective** – ServiceCare Maintenance delivers a saving compared to ‘pay as you go’ as well as protecting you against labour, parts and inflationary price increases
- ✓ **Peace of mind** – Ensures your vehicle’s Mobilo and Service 24h Roadside Assistance cover is renewed and that your vehicle has been maintained by a Mercedes-Benz Technician, using genuine parts

\* Conditions apply, see FAQ section

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# ServiceCare Maintenance Pricing – Citan, Sprinter & Vito (Manual)

All prices exclude VAT

Manual	Citan, Sprinter & Vito	Pay up front	12 months	24 months	36 months	48 months
	2 Service	£600.00	£50.00	£25.00		
	4 Service	£1,200.00	£100.00	£50.00	£33.33	£25.00
	6 Service	£1,800.00	£150.00	£75.00	£50.00	£37.50

Additional plans are available when applied to vehicles **under 90 days** from registration

Manual	Citan, Sprinter & Vito	Pay up front	12 months	24 months	36 months	48 months
	3 Service	£900.00	£75.00	£37.50	£25.00	
	5 Service	£1,500.00	£125.00	£62.50	£41.67	£31.25

# ServiceCare Maintenance Pricing - Electric Van

All prices exclude VAT

Electric Van	eVito		Pay up front	12 months	24 months	36 months	48 months
	2 Service		£372.00	£31.00	£15.50		
	4 Service		£744.00	£62.00	£31.00	£20.67	£15.50
	eSprinter		Pay up front	12 months	24 months	36 months	48 months
	2 Service		£300.00	£25.00	£12.50		
	4 Service		£600.00	£50.00	£25.00	£16.67	£12.50
	eCitan		Pay up front	12 months	24 months	36 months	48 months
	2 Service		£372.00*	£31.00	£15.50		
	4 service		£744.00*	£62.00	£31.00	£20.67	£15.50

\*Note new eCitan : New eCitan comes with 4-year Integrated Service Package which includes 2 x A Services and 2 x B Services. Pricing represents a “top up” of these 4 services. 2 services = services 5 and 6 and 4 services = services 7 and 8.

# ServiceCare Maintenance Pricing - Citan, Sprinter & Vito (Automatic)

All prices exclude VAT

Automatic	Sprinter		Pay up front	12 months	24 months	36 months	48 months
	2 Service		£864.00	£72.00	£36.00		
	4 Service + 1 Auto		£1,464.00	£122.00	£61.00	£40.67	£30.50
	4 Service + 2 Auto		£1,728.00	£144.00	£72.00	£48.00	£36.00
	6 Service		£2,328.00	£194.00	£97.00	£64.67	£48.50
	Vito		Pay up front	12 months	24 months	36 months	48 months
	2 Service		£792.00	£66.00	£33.00		
	4 Service + 1 Auto		£1,392.00	£116.00	£58.00	£38.67	£29.00
	4 Service + 2 Auto		£1,584.00	£132.00	£66.00	£44.00	£33.00
	6 Service		£2,184.00	£182.00	£91.00	£60.67	£45.50

Additional plans are available when applied to vehicles **under 90 days** from registration

Automatic	Sprinter		Pay up front	12 months	24 months	36 months	48 months
	3 Service		£1,164.00	£97.00	£48.50	£32.33	
	5 Service		£2,028.00	£169.00	£84.50	£56.33	£42.25
	Vito		Pay up front	12 months	24 months	36 months	48 months
	3 Service		£1,092.00	£91.00	£45.50	£30.33	
5 Service		£1,884.00	£157.00	£78.50	£52.33	£39.25	

2 Service and 3 Service Packages include one automatic transmission change. 5 and 6 Service Packages include two automatic transmission changes. Excludes V6 engine variants  
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# ServiceCare Maintenance Pricing - X-Class

All prices exclude VAT

Manual	<b>X-Class 220/250</b>	<b>Pay up front</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	<b>2 Service</b>	£648.00	£54.00	£27.00		
	<b>4 Service</b>	£1,296.00	£108.00	£54.00	£36.00	£27.00
	<b>6 Service</b>	£1,944.00	£162.00	£81.00	£54.00	£40.50
Automatic	<b>X-Class 220\250 *</b>	<b>Pay up front</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	<b>2 Service</b>	£816.00	£68.00	£34.00		
	<b>4 Service + 1 Auto</b>	£1,464.00	£122.00	£61.00	£40.67	£30.50
	<b>4 Service + 2 Auto</b>	£1,632.00	£136.00	£68.00	£45.33	£34.00
	<b>6 Service</b>	£2,280.00	£190.00	£95.00	£63.33	£47.50
	<b>X-Class 350</b>	<b>Pay up front</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	<b>2 Service</b>	£888.00	£74.00	£37.00		
	<b>4 Service</b>	£1,776.00	£148.00	£74.00	£49.33	£37.00
	<b>6 Service</b>	£2,664.00	£222.00	£111.00	£74.00	£55.50

\*2 Service Package include one automatic transmission change. 6 Service Package include two automatic transmission changes. Excludes V6 engine variants.



# ServiceCare Maintenance

## FAQ

Mercedes-Benz Vans, Customer Services,  
Effective from 1 June 2023

Mercedes-Benz





# Dealer Frequently Asked Questions

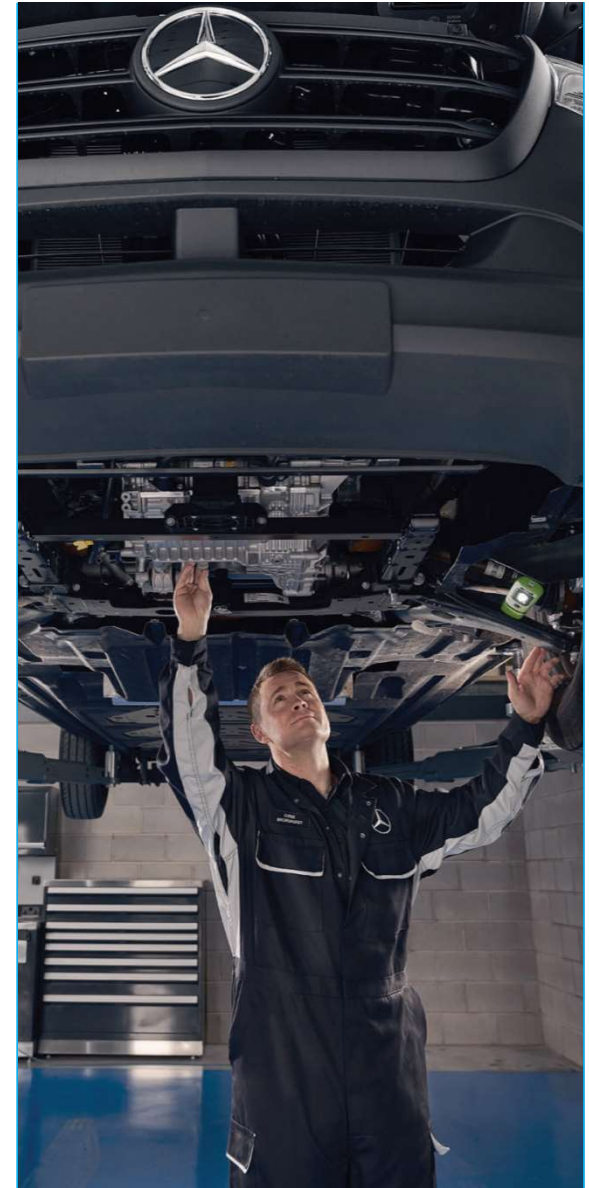
**Why should I sell ServiceCare Maintenance?** All ServiceCare products create an opportunity to increase customer retention and build lasting relationships. They guarantee future revenue and as the customer has already paid for their servicing, we see greater upsell of additional repair work.

**To whom can I sell ServiceCare Maintenance?** To all Mercedes-Benz Van purchasers, owners & drivers including Dealer demonstrators. A plan can be applied up to 15 years from date of registration.

**Can I sell ServiceCare Maintenance to a vehicle that requires an immediate service?** Yes, however the services should be sold over a shorter payment period. For example, two services over 12 months or three services over 24 months. Alternatively the customer can pay for the plan upfront.

**When can the first service be completed?** The first service covered by ServiceCare can be carried out immediately, if the customer pays upfront in full, or purchases more services than years. Otherwise the first service can be carried out three months after contract activation.

**Can I sell ServiceCare Maintenance on a vehicle that has an unknown service history or has not been previously serviced to manufacture recommendations?** Yes, however the plan will not cover any work missed at previous services.



# Dealer Frequently Asked Questions

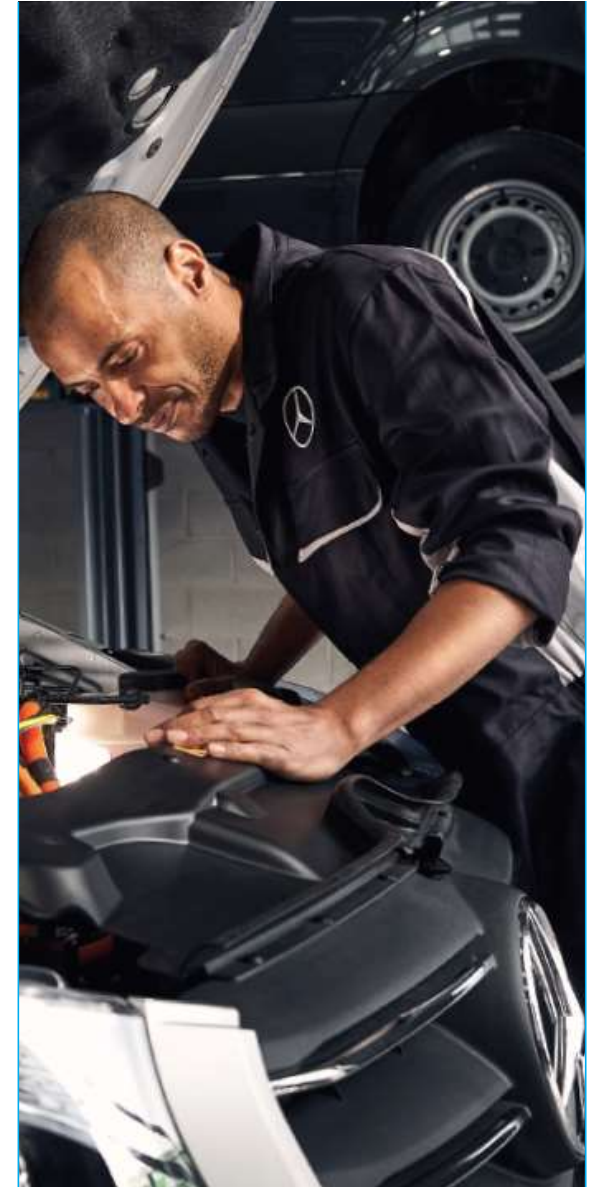
**How do I quote?** The rate matrix shows all available service volume/duration options. Aim to match the customer's annual mileage and length of ownership as closely as you can. Electric vehicles require an annual service. When recommending the payment option for your customer, try to ensure that payment period is as close to duration of plan (time to complete all services purchased) as possible. This prevents customers having to continue to make payments, after their final service.

**What happens if the customer has the final service before the Direct Debit has finished?** The plan will automatically end on completion of the last service covered. Payments will continue until the plan is paid in full.

**Can a customer have their final service carried out after their Direct Debit period has been completed?** Yes.

**What if a customer needs to end their contract early - vehicle write off/new vehicle/sold etc?** An income vs expenditure calculation is completed to see whether the customer has a balance to pay, or is due a refund.

**Can a customer transfer ServiceCare to a new owner?** If paid in full, the customer can transfer their ServiceCare plan to another customer if they choose to sell the vehicle.

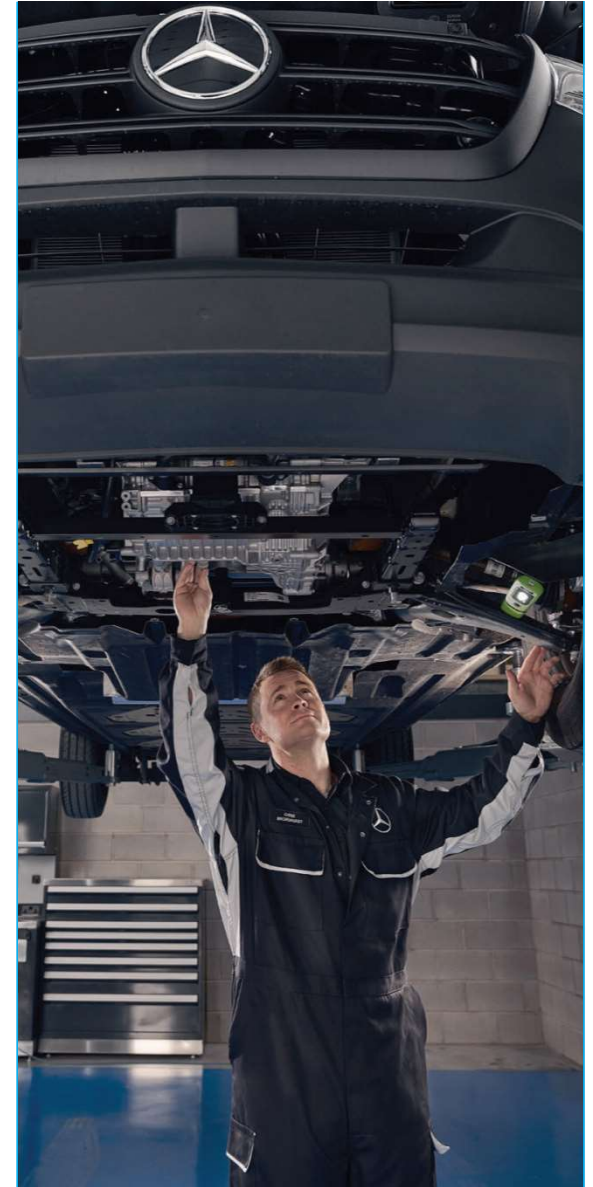


# Dealer Frequently Asked Questions

**A customer has used all of their services. Can they buy a ServiceCare plan for one service, before they change their vehicle?** Unfortunately, we do not offer a plan for one service, however the customer can still benefit from National Service Price, which will also renew their Service24h Roadside Assistance.

**I have a query about a ServiceCare schedule, who should I contact?** For all ServiceCare enquires, including topics relating to activation status, payments or terminations, please contact the Mercedes-Benz Vans Service Contract Administration team.

They can be reached by either email: [van.servicecontract@mercedes-benz.com](mailto:van.servicecontract@mercedes-benz.com) or telephone: 0330 333 5006 | Option 4 | Option 1.



# Customer Frequently Asked Questions

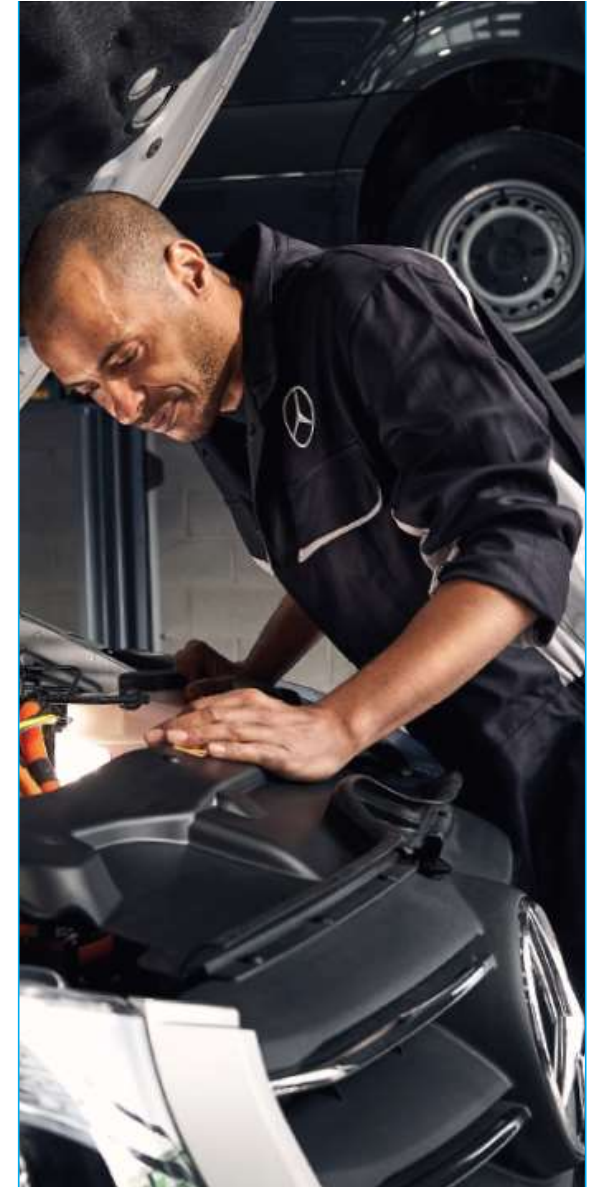
**When does the cover of my ServiceCare Plan begin?** The cover of your Plan begins on the “Commencing Date” shown on your ServiceCare Schedule document. This will be the day that your Dealer has created your plan for you.

If you have purchased two services paid for over 24 months, three services paid for over 36 months or four services paid for over 48 months, the first service covered by your plan must be at least three months after the Commencing Date.

If you have chosen any of our other options, including paying for your plan up front in full, the first service can be carried out by your Dealer immediately

**I am paying by Direct Debit - when will the first monthly payment for my ServiceCare Plan be made?** Payments for your service plan are normally made one month in advance, on or around 15th of each month. As we need to give your bank notice before we request payment. The first payment will generally be taken between one and two months from the date you purchased the plan. This means that when requested, this first payment is likely to be for more than one month’s cover

As soon as your plan is activated you will receive a payment schedule from us which will show the date each payment is due and the amount that is due to be paid.





# Customer Frequently Asked Questions

**Do my monthly ServiceCare payments include VAT?** Although the monthly values on your ServiceCare Schedule and ServiceCare Payment Schedule (received following the activation of your plan) are shown excluding VAT, the monthly payment you make by Direct Debit will include VAT.

**When does my ServiceCare Plan finish?** Your ServiceCare plan is active until all of the services within your plan have been completed, rather than finishing the month after your final payment is made.

For example, if you have purchased two services paid for over 24 months, but do not require the second service until month 28, your service will still be covered by your ServiceCare plan.

