

Mercedes-Benz Battery Capacity Warranty



Introduction

This Supplement contains the information about the Mercedes-Benz battery capacity warranty. Please keep this supplement in the vehicle.

Mercedes-Benz battery capacity warrant

1. Warrantor

The warrantor is the Mercedes-Benz national sales organisation responsible for the respective sale, please refer to the service booklet.

2. Scope of services covered by the Mercedes-Benz battery capacity warranty

- 2.1 The warrantor guarantees the purchaser (hereafter referred to as "warranty holder") of an electric Mercedes-Benz Transporter (hereafter referred to as "vehicle") in accordance with the following conditions, that the maximum battery capacity for the high-voltage battery is not less than 70% of the rated capacity (energy content) upon initial delivery of the new vehicle, or that no other defects are exhibited by the high-voltage battery.

The rated capacity of the high-voltage battery upon delivery is recorded during vehicle production and documented by the manufacturer. Information regarding the rated capacity can be obtained from any authorised Mercedes-Benz service partner following initial delivery of the new vehicle. The rated capacity documented for the high-voltage battery upon delivery is also specified on the label affixed to the high-voltage battery.

- 2.2 Compliance with the requirements and responsibilities laid out for the warranty holder within these conditions is prerequisite for claims on services covered by the Mercedes-Benz battery capacity warranty. Additionally, adherence to all maintenance, charging and storage requirements stipulated for the vehicle's high-voltage battery in the Owner's Manual is also prerequisite in this regard, as well as ensuring that the high-voltage battery is used exclusively as an energy source to power the vehicle, that all vehicle maintenance requirements are fulfilled in accordance with the manufacturer's specifications and that no chip tuning or similar measures have been subsequently performed on the vehicle.

The extent of the claim for repair with regard to cost is limited to the current value of the vehicle at the time the damage occurred.

- 2.3 Within the terms of a warranty claim, the warranty holder is entitled to have the high-voltage battery repaired or replaced at no additional cost. Replacement is limited to restoration of the condition which corresponds to wear typical of age, mileage and general state of the vehicle at the time of the warranty claim. The Mercedes-Benz battery capacity warranty does not provide for any further entitlements.

3. Term and scope of the Mercedes-Benz battery capacity warranty

- 3.1 Pursuant to statutory liability for material defects and the Mercedes-Benz new vehicle warranty, the Mercedes-Benz battery capacity warranty is valid for a total duration of eight years from the date of delivery or the day of initial registration (the earlier date shall apply), or up to a maximum distance travelled of 160000 km (as applicable).
- 3.2 The Mercedes-Benz battery capacity warranty covers all claims under warranty for six months after receipt of the defect notification by the warrantor or by the respective authorized Mercedes-Benz service partner (the earlier date shall apply), however, no later than one month after the warranty period ends.
- 3.3 The Mercedes-Benz battery capacity warranty only applies for vehicles delivered within the European Economic Area (countries of the European Union as well as Norway, Iceland, and Liechtenstein), including Switzerland, or for vehicles initially registered in any of these countries.
- 3.4 The Mercedes-Benz battery capacity warranty is valid in Andorra, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, Gibraltar, Greece, Great Britain, Ireland, Iceland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Austria, Poland, Portugal, Romania, San Marino, Sweden, Switzerland, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Vatican City, Cyprus (EU area).

4. Claiming on the Mercedes-Benz battery capacity warranty

- 4.1 Processing of claims based on the Mercedes-Benz battery capacity warranty must be performed exclusively by authorized Mercedes-Benz service partners. In the event of a

repair, the warrantor may, at their discretion, either replace or repair the defective part. A defective high-voltage battery may also be replaced by a reconditioned high-voltage battery. Replaced parts remain the property of the warrantor.

- 4.2 The most recent service report is required for the assessment of warranty claims. For vehicles with digital service report, the most recent digital service report is confirmation that the service and maintenance work was carried out. You are provided with a printout of the service report. For vehicles without digital service report, confirmation that the service and maintenance work was carried out is logged in the service booklet.
- 4.3 The warranty holder is entitled to claim on parts that were installed or rectified within the scope of the repair up until the respective Mercedes-Benz battery capacity warranty validity period ends.

5. Exceptions to warranty coverage

- 5.1 The Mercedes-Benz battery capacity warranty will not apply if there has been any breach, infringement and or non-compliance of the vehicle service or maintenance provisions stipulated in these conditions. In such instances, it is the responsibility of the warranty holder to provide evidence to show that any breach, infringement and or non-compliance has not caused or contributed to the damage.
- 5.2 Parts that are replaced regularly as part of maintenance and care work are excluded from the service. This obligation shall not apply if the high-voltage battery ceases to function due to one of the following causes:
 - The warranty holder 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.
 - The vehicle was handled inappropriately, damaged or subjected to excessive demands (e.g. through use in motor sport competitions, vehicle performance tuning, overloading, improper use of the high-voltage battery).
 - Parts not approved by the manufacturer were installed or the vehicle was converted in a manner not approved by the manufacturer.
 - The warranty holder failed to observe instructions for handling, maintenance and servicing of the vehicle (e.g. in the Owner's Manual). This includes the use of unsuitable lubricants and operating fluids and disregard

for charging and storage requirements (see Owner's Manual).

- The vehicle was incorrectly repaired and/or repaired at a workshop not authorised by the manufacturer.

6. Obligations of the warranty holder

- 6.1 The warranty holder bears all expenses associated with operation of the high-voltage battery, in particular power costs and insurance premiums.
- 6.2 The warranty holder must ensure that the high-voltage battery is used exclusively as an energy storage unit to power the vehicle, and is handled in accordance with the guidelines in the Owner's Manual provided by the manufacturer. In particular, the warranty holder is obligated to ensure the following:
 - A vehicle with high-voltage battery must always be stored in accordance with the instructions for battery care in the vehicle Owner's Manual, provided that the high-voltage battery is not connected to a power source.
 - The high-voltage battery must be charged properly, i.e. only the approved/recommended charging cable for the vehicle may be used.
 - The high-voltage battery must be charged, at the latest, within 14 days after the state of charge for the high-voltage battery has reached zero (according to the charge level display in the vehicle).
- 6.3 The high-voltage battery must be used only as intended in the contract, be treated with sufficient care and protected from damage. The warranty holder may not carry out any modifications (e.g. tuning) or improper repairs on the high-voltage on-board electrical system and its components (electric motor, power electronics, charging unit, heating, air conditioning system, wiring or the high-voltage battery itself). The purchaser may connect additional consumers only in accordance with the vehicle Owner's Manual. The warranty holder ensures that the high-voltage battery is only used in a condition which is roadworthy and operationally reliable.
- 6.4 The warranty holder is obligated to have maintenance on the vehicle with high-voltage battery carried out, including servicing and supplementary work in accordance with Mercedes-Benz AG specifications, within the stipulated deadline to ensure that all neces-

sary maintenance and wear-related repairs on the high-voltage battery can be performed accordingly. The due date of the maintenance work is highlighted to the driver on the service display in the vehicle's instrument display.

7. General notes

- 7.1 In addition to the Mercedes-Benz battery capacity warranty, all statutory rights pursuant to the regulations in the purchase agreement and the General Terms and Conditions are available to the purchaser in the event of defects or deficiencies. These rights are not limited by the Mercedes-Benz battery capacity warranty. Claiming of services on the Mercedes-Benz battery capacity warranty is free of charge.
- 7.2 This does not affect your statutory rights, particularly regarding warranty claims and claims under product liability law. The Mercedes-Benz battery capacity warranty does not substantiate withdrawal from the purchase agreement, a reduction in the purchase price or a claim for damages in lieu of the obligations arising from the purchase agreement.