

# Mercedes-Benz Battery Capacity Warranty



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## Introduction

This document contains important information about your Mercedes-Benz Battery Capacity Warranty and should be kept in your vehicle at all times. The Mercedes-Benz models to which the Warranty applies are listed in the Appendix to this document. The distance and duration for which the Warranty commitment is valid are also listed in the Appendix to this document.

## Mercedes-Benz Battery Capacity Warranty

Through the Mercedes-Benz national dealer network making the sale, Mercedes-Benz AG warrants to the purchaser of a Relevant Mode, within the UK, EU and EFTA, that the maximum battery capacity of the high-voltage battery does not amount to less than that specified in the Appendix (subject to the conditions, requirements, limitations and exclusions in this document).



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## **Warranty Conditions, Requirements and Limitations**

- The Warranty is conditional upon compliance with the maintenance, charging and storage requirements for the high-voltage batteries described in the Operating Instructions and upon the high-voltage battery being used exclusively as a source of energy for powering the vehicle.
- The Warranty is valid for the period stated in the Appendix in total from either: the date of delivery or initial registration of the purchaser's vehicle (the earlier date will apply), or up to a maximum distance specified in the Appendix (whichever occurs first). This will not affect the purchaser's statutory rights and the Mercedes-Benz warranty for new vehicles.
- If the purchaser qualifies for repair or replacement of the high voltage battery under the Warranty, then the replacement is limited to restoring the vehicle to a condition that corresponds to the degree of use, age, mileage and state of care of the vehicle at the time of the Warranty claim. The Warranty does not provide for any further entitlement.
- When making a Warranty claim, the maximum repair costs are limited to the current market value of the vehicle at the time the damage occurs.
- This Warranty is only valid when all maintenance work has been carried out in accordance with Mercedes-Benz AG specifications and that no subsequent chip tuning or similar measures have been carried out on the vehicle.



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## **Warranty Conditions, Requirements and Limitations**

- The purchaser's most recent vehicle service documentation must be provided in order to make a Warranty claim:
  - Vehicles with a 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.
  - Vehicles without a digital service report: the most recent service report is confirmation that the service and maintenance work was carried out and is confirmed in the Service Booklet..
  - In the event of vehicle damage, the service specification needs to have been followed in order for purchasers to make a claim. If the service specification hasn't been followed, the purchaser will need to provide evidence if the cause of damage cannot be determined.



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## Exclusions

- Parts that are replaced regularly as part of maintenance and care work are excluded from the service.
- The Warranty shall not apply if the high-voltage battery ceases to function due to one of the following causes:
  - The purchaser was aware of a malfunction or damage and failed to either indicate such or have a note made of it immediately or to arrange for said malfunction/damage to be repaired.
  - The purchaser's vehicle was handled inappropriately, damaged or subjected to excessive demands (e.g. through use for motor sport competitions, vehicle performance tuning, overloading, misuse 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 purchaser failed to observe instructions for handling, maintenance and care of the vehicle (e.g. the Operating Instructions). This includes the use of unsuitable lubricants and service products and disregard for charging and storage requirements (see the Operating Instructions).
  - The vehicle was incorrectly repaired and/or repaired at a workshop not authorised by the manufacturer.



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## General

The remedial works under this Warranty are carried out exclusively by authorised Mercedes-Benz Franchise Partners. In the event of a valid Warranty claim, Mercedes-Benz AG may, at its own discretion, either replace or repair the defective part. A defective high-voltage battery may also be replaced by a reconditioned high-voltage battery. Parts replaced become the property of Mercedes-Benz AG.

The customer is entitled to make claims under the Warranty for parts fitted or repaired as part of the repair until the service period expires.

If a Warranty repair fails during a period of six months following the repair, the dealer organisation shall retry as often as required to fix the vehicle. The customer must present the vehicle within six months to a dealer organisation for repair. If the customer fails to present the vehicle, the Warranty claim has to be resubmitted by the dealer organisation. If a Warranty claim is submitted during the warranty period but shortly before the expiration date of the Warranty, the vehicle has to be presented no later than 31 days after the expiration of the Warranty.

- This does not affect your statutory rights, in particular with regard to new vehicle warranty claims.



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## Obligations of the purchaser

1. The purchaser shall bear all expenses associated with the operation of the high-voltage battery, particularly electricity costs and insurance premiums. Maintenance and repair costs shall be assumed by the purchaser only if they are not assumed by Mercedes-Benz AG in accordance with the Warranty.
2. The purchaser is responsible for ensuring that the high-voltage battery is used exclusively as energy storage for the electric drive vehicle and is handled according to the manufacturer's operating instructions. In particular, the purchaser is obliged to the following:
  - The vehicle with a high-voltage battery must always be stored in accordance with the instructions for battery care in the vehicle Operating Instructions, 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 charge level of the high-voltage battery has reached zero (according to the charge level display in the vehicle).
3. The high-voltage battery must be used only as intended in the contract, be treated with sufficient care and protected from damage. The purchaser may not make any modifications (e.g. tuning) or improper repairs to the high-voltage on-board electrical system and its components (electric motor, power electronics, charging unit, heating, air conditioning, wiring or the high-voltage battery itself). The purchaser may connect additional consumers only in accordance with the vehicle Operating Instructions. The purchaser shall ensure that the high-voltage battery is only used in a roadworthy and reliable condition.



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4. The purchaser is obliged to have maintenance work carried out on the vehicle with a high-voltage battery, including service and additional maintenance work, in accordance with Mercedes-Benz AG specifications within the indicated period, so that the necessary maintenance as well as wear and tear repairs can be correctly performed on the high-voltage battery. The service due date is displayed to the purchaser in the instrument cluster of the vehicle.





# Mercedes-Benz Battery Capacity Warranty

## Appendix

### Models to Cover

**eVito**, (high Voltage Battery Sales Code E2T)

Duration, 8 years / 100,000km, maximum battery capacity of the high voltage battery does not amount to less than 66 Ah.

**EQV / eVito**, (high Voltage Battery Sales Code E6T or E7T)

Duration, 8 years / 160,000km, maximum battery capacity of the high voltage battery does not amount to less than 120 Ah (code E6T) or 180 Ah (E7T).

**eSprinter**, (high Voltage Battery Sales Code E2T or E4T)

Duration, 8 years / 160,000km, maximum battery capacity of the high voltage battery does not amount to less than 66Ah (code E2T) or 88 Ah (code E4T).

**eCitan**, (high Voltage Battery Sales Code E8T)

Duration, 8 years / 160,000km, maximum battery capacity of the high voltage battery does not amount to less than less than 90 Ah (Code E8T).

