



# Mercedes-Benz Van Warranty

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

## **What's the warranty for?**

The warranty for your van 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 vans benefit from a standard two year, unlimited mileage manufacturer warranty. Replacement parts and major assemblies for vans are also backed by a standard two year unlimited mileage warranty. Van models (Sprinter, Vito, Citan) supplied through an Authorised UK Mercedes-Benz Dealer also benefit from a third 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 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. 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?**

Remember 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:

- Failure to follow instructions contained in the vehicle's operating manual or maintenance booklets, or from your Authorised Mercedes-Benz Dealer, Garage or Repairer
- 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, wheels, 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 will pay for the cost of the repair, inclusive of parts and labour by an Authorised Mercedes-Benz Dealer, Garage or Repairer.

**What costs are not covered?**

We can't cover you for any incidental costs arising from the defect; examples are, but are not limited to, loss of use and rental charges, telephone calls, other travel or accommodation expenses, time or inconvenience, loss of business, or loss of revenue. 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:

- 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 only Mercedes-Benz GenuineParts. Payment for the work is always made direct from Mercedes-Benz to the Authorised Repairer

- The complete and 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 undertake this to try and 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 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 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 provided 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
- Provided warranty conditions have been followed, any unexpired warranty may be transferred to new owners of your vehicle
- Mercedes-Benz reserves the right to modify or amend these warranty terms without notice.

Please refer to your warranty handbook or contact your Mercedes-Benz Dealer if you require further guidance.

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Exclusions may apply. Mercedes-Benz warranties.

