



# ServiceCare Maintenance Pricing

October 2020

Prices Exclude VAT



**Mercedes-Benz**  
Vans. Born to run.

# ServiceCare Maintenance Pricing Guidance

		Yes	No
1.	Do prices include VAT?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Must a vehicle be under, or equal to, 90 days old to qualify for Retail pricing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	Does Retail mean a fleet of less than 25 vans?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.	Does Dealer Fleet mean a fleet of between 25 and 249* vans?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.	Can we cover V6 engine variants?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Can Vito Taxi's (Penso conversion; rear wheel steer) be covered?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Can we cover eDrive variants?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* for enquiries exceeding 249 Vans, please contact your After Sales District Manager in the first instance.

# New - Retail/Dealer Fleet Vehicles

<= 90 days old

Prices exclude VAT

Manual Transmission	Citan	12 months	24 months	36 months	48 months
	2 Services	£25.00	£12.50		
	3 Services	£37.50	£18.75	£12.50	
	4 Services	£50.00	£25.00	£16.67	£12.50
	5 Services	£62.50	£31.25	£20.83	£15.63
	6 Services	£75.00	£37.50	£25.00	£18.75
	Sprinter	12 months	24 months	36 months	48 months
	2 Services	£29.00	£14.50		
	3 Services	£43.50	£21.75	£14.50	
	4 Services	£58.00	£29.00	£19.33	£14.50
5 Services	£72.50	£36.25	£24.17	£18.13	
6 Services	£87.00	£43.50	£29.00	£21.75	
Vito	12 months	24 months	36 months	48 months	
2 Services	£29.00	£14.50			
3 Services	£43.50	£21.75	£14.50		
4 Services	£58.00	£29.00	£19.33	£14.50	
5 Services	£72.50	£36.25	£24.17	£18.13	
6 Services	£87.00	£43.50	£29.00	£21.75	
X-Class 220\250	12 months	24 months	36 months	48 months	
2 Services	£44.00	£22.00			
3 Services	£66.00	£33.00	£22.00		
4 Services	£88.00	£44.00	£29.33	£22.00	
5 Services	£110.00	£55.00	£36.67	£27.50	
6 Services	£132.00	£66.00	£44.00	£33.00	

Retail is a customer with fleet of under 25 Vans; Dealer Fleet is a customer with 25-249 Vans. Excludes customers with Strategic Account terms. Excludes V6 engine variants

# Post Sales Vehicles

> 90 days old

Prices exclude VAT

Manual Transmission	Citan	12 months	24 months	36 months	48 months
	2 Services	£33.00	£16.50		
	4 Services	£66.00	£33.00	£22.00	£16.50
	6 Services	£99.00	£49.50	£33.00	£24.75
	Sprinter	12 months	24 months	36 months	48 months
	2 Services	£38.00	£19.00		
	4 Services	£76.00	£38.00	£25.33	£19.00
	6 Services	£114.00	£57.00	£38.00	£28.50
	Vito 447	12 months	24 months	36 months	48 months
	2 Services	£37.00	£18.50		
4 Services	£74.00	£37.00	£24.67	£18.50	
6 Services	£111.00	£55.50	£37.00	£27.75	
Vito 639	12 months	24 months	36 months	48 months	
2 Services	£37.00	£18.50			
4 Services	£74.00	£37.00	£24.67	£18.50	
6 Services	£111.00	£55.50	£37.00	£27.75	
X-Class 220\250	12 months	24 months	36 months	48 months	
2 Services	£44.00	£22.00			
4 Services	£88.00	£44.00	£29.33	£22.00	
6 Services	£132.00	£66.00	£44.00	£33.00	

Excludes V6 engine variants

# New – Retail/Dealer Fleet Vehicles

<= 90 days old

Prices exclude VAT

Automatic Transmission	Sprinter	12 months	24 months	36 months	48 months
	2 Services	£52.64	<b>£26.32</b>		
	3 Services	£67.14	£33.57	<b>£22.38</b>	
	4 Services + 1 Auto	£81.64	£40.82	£27.21	<b>£20.41</b>
	4 Services + 2 Auto	£105.27	£52.64	£35.09	£26.32
	5 Services	£119.77	£59.89	£39.92	£29.94
	6 Services	£134.27	£67.14	£44.76	£33.57
	Vito	12 months	24 months	36 months	48 months
	2 Services	£44.48	<b>£22.24</b>		
	3 Services	£58.98	£29.49	<b>£19.66</b>	
4 Services + 1 Auto	£73.48	£36.74	£24.49	<b>£18.37</b>	
4 Services + 2 Auto	£88.95	£44.48	£29.65	£22.24	
5 Services	£103.45	£51.73	£34.48	£25.86	
6 Services	£117.95	£58.98	£39.32	£29.49	
X-Class 220\250 *	12 months	24 months	36 months	48 months	
2 Services	£56.27	<b>£28.14</b>			
3 Services	£78.27	£39.14	<b>£26.09</b>		
4 Services + 1 Auto	£100.27	£50.14	£33.42	<b>£25.07</b>	
4 Services + 2 Auto	£112.55	£56.27	£37.52	£28.14	
5 Services	£134.55	£67.27	£44.85	£33.64	
6 Services	£156.55	£78.27	£52.18	£39.14	

2 Services and 3 Service Packages include one automatic transmission change. 5 and 6 Service Packages include two automatic transmission changes

Retail is a customer with a fleet of under 25 Vans; Dealer Fleet is a customer with 25-249 Vans. Excludes customers with Strategic Account terms. Excludes V6 engine variants

# Post Sales Vehicles

> 90 days old

Prices exclude VAT

Automatic Transmission	<b>Sprinter *</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	2 Services	£61.64	<b>£30.82</b>		
	4 Services + 1 Auto	£99.64	£49.82	<b>£33.21</b>	<b>£24.91</b>
	4 Services + 2 Auto	£123.27	£61.64	£41.09	£30.82
	6 Services	£161.27	£80.64	£53.76	£40.32
	<b>Vito 447 *</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	2 Services	£52.48	<b>£26.24</b>		
	4 Services + 1 Auto	£89.48	£44.74	<b>£29.83</b>	<b>£22.37</b>
	4 Services + 2 Auto	£104.95	£52.48	£34.98	£26.24
	6 Services	£141.95	£70.98	£47.32	£35.49
<b>Vito 639 *</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>	
2 Services	£50.59	<b>£25.30</b>			
4 Services + 1 Auto	£87.59	£43.80	<b>£29.20</b>	<b>£21.90</b>	
4 Services + 2 Auto	£101.19	£50.59	£33.73	£25.30	
6 Services	£138.19	£69.09	£46.06	£34.55	
<b>X-Class 220\250 *</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>	
2 Services	£56.27	<b>£28.14</b>			
4 Services + 1 Auto	£100.27	£50.14	<b>£33.42</b>	<b>£25.07</b>	
4 Services + 2 Auto	£112.55	£56.27	£37.52	£28.14	
6 Services	£156.55	£78.27	£52.18	£39.14	

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

# New - Retail/Dealer Fleet Vehicles

<= 90 days old

Prices exclude VAT

eDrive	<b>eSprinter</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	<b>2 Services</b>	£20.00	<b>£10.00</b>		
	<b>3 Services</b>	£30.00	£15.00	<b>£10.00</b>	
	<b>4 Services</b>	£40.00	£20.00	£13.33	<b>£10.00</b>
	<b>eVito</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	<b>2 Services</b>	£25.00	<b>£12.50</b>		
	<b>3 Services</b>	£37.50	£18.75	<b>£12.50</b>	
<b>4 Services</b>	£50.00	£25.00	£16.67	<b>£12.50</b>	

Retail is a customer with fleet of under 25 Vans; Dealer Fleet is a customer with 25-249 Vans. Excludes customers with Strategic Account terms.

# Post Sales Vehicles

> 90 days old

Prices exclude VAT

eDrive	<b>eSprinter</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	2 Services	£20.00	£10.00		
	4 Services	£40.00	£20.00	£13.33	£10.00
	<b>eVito</b>	<b>12 months</b>	<b>24 months</b>	<b>36 months</b>	<b>48 months</b>
	2 Services	£25.00	£12.50		
	4 Services	£50.00	£25.00	£16.67	£12.50



# What Are The Customer Benefits?

- Flexible in number of services covered and payment duration to meet customer needs
- Available for new van purchasers, used van purchasers and existing customers
- Can cover an immediate service if necessary\*
- Makes it easier for customers to budget
- Spreads the cost of servicing
- Protects customer against labour rate, parts pricing or other inflationary price increases
- Peace of mind knowing the vehicle will be maintained by a trained technician in an Official Workshop using genuine parts

\* Conditions apply, see FAQ section

# What Are The Dealer Benefits?

- Great opportunity to increase customer retention and build lasting relationships
- Guaranteed future revenue
- Increased and easier opportunity to up-sell repair work
- Increased opportunity to cross-sell other Mercedes-Benz products
- Opportunity to positively contact and win back lapsed customers

# How Do I Quote?

- Rate matrix show all service volume/duration options
- Match customer's annual mileage and length of ownership as closely as you can. eDrive vehicles have an annual service requirement
- When choosing the payment cover for your customer try to ensure that payment period is as close to duration of plan (time to complete all services purchased) as possible

# What Is ServiceCare Maintenance?

- ServiceCare Maintenance is a basic 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, etc.
- Rather than a pence per kilometre, ServiceCare Maintenance is based on the number of services required over the customers desired time parameter
- Available on all Van models including Citan, Vito, eVito, Sprinter, eSprinter and X-Class

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

- Items that are not required outside of ESS including any wear and tear repairs such as brakes and suspension components
- Work that should have been completed at a previous service according to ESS but was not
- MOT test fees
- Any Dealer courtesy offers such as loan vehicles or collection and delivery
- Although it may be a requirement identified by ESS, timing belts and Poly V belts are excluded from the cover provided by ServiceCare Maintenance
- eDrive battery replacement is not covered by the Service Contract

# What Is ServiceCare Maintenance?

- ServiceCare Maintenance is available from 2 services to a maximum of 6 services, with a maximum duration of 48 months, for new combustion vehicles. For new eDrive vehicles, either 2, 3 or a maximum of 4 services are available with a maximum duration of 48 months
- ServiceCare Maintenance plans for used combustion vehicles are available for 2, 4 or 6 services only with a maximum duration of 48 months. eDrive used vehicles are available for 2 or 4 services only with a maximum duration of 48 months
- A vehicle qualifies for **New** pricing when its age is less than, or equal to, 90 days from date of registration. **Used** pricing applies when vehicle age is greater than 90 days from date of registration
- Automatic transmission model variants can also be covered
- 2 Services and 3 Service Packages include one automatic transmission change. 5 and 6 Service Packages include two automatic transmission changes
- V6 engine variants cannot be covered
- eDrive battery replacement is not covered by the Service Contract

# When Can A ServiceCare Maintenance Plan Be Sold?

- To all Mercedes-Benz Van purchasers, owners & drivers including Dealer demonstrators
- For vehicles of any age
- For vehicles requiring an immediate service, when:
  - More services than years are sold (e.g. two services over one year, three services over two years, etc); or
  - The customer pays upfront in full
- If the vehicle has not been serviced to manufacturers' recommendations prior to contract activation we will not cover any work missed at previous services

# Frequently Asked Questions

- **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
- **Can a customer have their final service carried out after their direct debit period has been completed?**
  - Yes they can
- **Can you put a ServiceCare on a van with an unknown Service history?**
  - ServiceCare Maintenance only covers work that is highlighted in the Electronic Service Sheet (ESS) based on the age and mileage of the van at that time, therefore if any items (e.g. spark plugs) have been missed in the past they will not be covered
- **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 owes MBVUK money or if due a refund
- **A customer has used all of their services. Can they buy a ServiceCare plan with just one service before they swap their van?**
  - We do not offer a one service package; the customer will need to pay for the service

# Frequently Asked Questions

- **Can a customer transfer ServiceCare to a new owner?**

- If paid for in full, they can transfer ServiceCare to another customer if they choose to sell the vehicle

- **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

- **I have a query about a ServiceCare schedule, who should I contact?**

- For all ServiceCare enquires; including topics relating to, but not limited 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@daimler.com](mailto:van.servicecontract@daimler.com)

Telephone: 0330 333 5006 | Option 4 | Option 1

# Customer Frequently Asked Questions

- **When does the cover begin with my ServiceCare Plan?**

The cover of your ServiceCare 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 to be made 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



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