



# Mercedes-Benz Warranty Booklet

Philippines

Mercedes-Benz



# Table of Contents

<b>1. Your New Vehicle's Warranty Program</b>	3	<b>3. What is not covered?</b>	4
1.1 Definition Of Your New Vehicle's Warranty	3		
1.2 When It Begins?	3	<b>4. How to get Warranty Service</b>	7
1.3 When It Ends?	3		
<b>2. What is not covered under Mercedes-Benz Warranty?</b>	3		
2.1 What Is Covered?	3		

## 1. Your new Vehicle's Warranty Program

### 1.1 Definition of Warranty Period

Your new vehicle's warranty is valid for 2 years and unlimited mileage from delivery date.

### 1.2 Delivery Date

The warranty starts on the day of the vehicle is delivered to the customer. Normally the day of delivery of the vehicle to the customer will be identical to the initial registration/in-service date.

### 1.3 When It Ends?

Your new vehicle's warranty ends after 2 years or 24 months from the delivery date.

## 2. What is covered under 2 years Mercedes-Benz warranty?

### 2.1 What Is Covered?

Mercedes-Benz warrants to the owner of a new Mercedes-Benz vehicle that an authorized Mercedes-Benz Center will make any repairs or replacements necessary, to correct defects in material or workmanship arising during the warranty period.

Damage that arise from lack of proper maintenance as described in the Mercedes-Benz maintenance sheet shall not be covered by warranty.

### 3. Exclusion

Excluded from warranty are faults and damage which arise through.

- 3.1 Improper handling of or excessive stress on purchased item, e.g. during motor sport competitions or during driver training or other training measures or events.
- 3.2 Lack of country-specific equipment for areas where the vehicle/the particular chassis is regularly used (e.g. especially equipment for low quality fuels).
- 3.3 Accidents
- 3.4 Not documenting or recording the fault at an authorized service partner.
- 3.5 Refusal on the part of a customer to have rectification performed promptly.
- 3.6 Attachments/modifications without authorization of Daimler AG.
- 3.7 Improper use, e.g. utilization of purchased item for trial or test purposes.
- 3.8 Preproduction vehicles (not intended for delivery to end user).
- 3.9 Use of parts other than Mercedes-Benz genuine parts
- 3.10 Unsuitable operating fluids
- 3.11 Improper repair, maintenance, care and storage
- 3.12 Changes to performance or model
- 3.13 Exceeding legally permissible axle loads, towing capacities, tongue weight capacities and fifth wheel loads

**3.14** Natural and environmental influences such as hail, stone chipping, bird lime, road, salt, industrial fumes and industrial dust deposits, pollen and metal dust, floods, sea water, etc.

**3.15** External influence (e.g. leather steering wheel scratched, cracks in the area of the perforations for removing the airbag (improper removal), pressure marks in the leather (e.g. from a steering wheel parking clamp), damage to the wooden segment from knocks or mechanical influences).

**Other items which cannot be invoiced via the warranty include:**

- Normal servicing and maintenance as per the servicing and maintenance specifications of Daimler AG for Mercedes-Benz vehicles (e.g. wheel balancing or rotation, checking tire pressure, wheel alignment, oil change, cleaning and adjusting washer nozzles, function check incl. test drive, fluid checks/replacement, cleaning of fuel system incl. possible consequences, readjustment of parking brake etc.)

- Parts with a use-by e.g. first aid kit, Tirefit etc.
- All adjustment operations provided they are not required during elimination of material defect
- Recharging and maintenance of batteries
- Glass damage, if it is not clearly proven that a manufacturing or plant installation fault was the cause of the damage.
- Vehicle transfers
- Manoeuvring and coupling/uncoupling vehicles, as this is already included in the time allowed/flat rates.
- Follow-up costs and/or product liability cases incurred following and as a consequence of a particular damage event.

- Tires are also subject to general warranty exclusion.
- Wear parts, claims arising from customer complaints pertaining to normal wear and tear cannot therefore be brought under the warranty.

Example:

- Parts which are regularly replaced as part of maintenance and care work
- Windshield wipers
- Aero wipers
- Antenna rod
- Floor mats
- Batteries for remote controls
- Tires and wheels
- Clutch parts
- Brake pads, linings, disks and drums
- Shock absorbers
- Exhaust mufflers
- Spark plugs

## 4. How to get warranty service

### 4.1 Where To Take Your Vehicle

Warranty service must be done by an authorized Mercedes-Benz dealer. We recommend that you take your vehicle to your Selling Dealer. They know you and your vehicle best, and are most concerned that you get prompt and high quality service.



This is to acknowledge that the contents and details of this Warranty Information has been fully explained to me by authorized dealer.

---

Owner / Representative

---

Date

I have fully explained to the owner/representative the contents and details of this Warranty Information.

---

Authorized Dealer Account Executive

---

Date