



Supplement

Mercedes-Benz Mobilo, Warranty cover and Mercedes-Benz Service24h



Mercedes-Benz

Welcome to the world of Mercedes-Benz

Thank you for choosing Mercedes-Benz. With ownership of a Mercedes-Benz comes our promise to support you whenever and wherever necessary. We look forward to assisting you with our world-wide service network, our products, service and warranties for the duration of your vehicle's service life. Wherever your travels may take you, your vehicle's reliability is assured.

This supplement contains information about the warranty and Mercedes-Benz Mobilo and Mercedes-Benz Service24h.

The technical documentation team at Daimler AG wishes you safe and pleasant motoring.

Mercedes-Benz Service24h

You can reach Mercedes-Benz Service24h around the clock, 365 days a year.

- i** A sticker with the Mercedes-Benz Service24h phone number can also be found in your vehicle, e.g. on the B-pillar on the driver's side.

Symbols

In this Supplement, you will find the following symbols:

- i** These symbols indicate useful instructions or further information that could be helpful to you.
- (▷ page)** This symbol tells you where you can find further information on a topic.

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Introduction

You have chosen a Mercedes-Benz. This means that you can be sure of enjoying the benefits of sophisticated technology and maximum comfort.

However, we want to give you more than that. Every new Mercedes-Benz passenger car is equipped as standard with a long-term mobility package: Mercedes-Benz Mobilo – the guarantee which keeps you mobile.

Mercedes-Benz Mobilo guarantees the quality of the services and other work that we carry out on your vehicle.

For extra peace of mind, the Mercedes-Benz Mobilo guarantee includes free access to the Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service.

The Mercedes-Benz Mobilo guarantee and the Mercedes-Benz technical breakdown, accident and minor mishap service are valid for your vehicle for four years from the date of first registration.

After this, each time you use a Mercedes-Benz Retailer to service your vehicle, we will guarantee its reliability until the next service is due. We will also renew your access to the Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service for the same period.

i The reliability guarantee and Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service do not apply if a technical breakdown, accident or minor mishap occurs as a result of, or in connection with: (i) any service, repair or other work carried out by any person other than a Mercedes-Benz Retailer, or (ii) the failure of any non-Mercedes-Benz part or component that has been fitted to the vehicle. More detailed information about this can be found on (> page 5). In this way, you can benefit from Mercedes-Benz Mobilo for the entire service life of your vehicle.

Conditions

Every vehicle requires regular servicing. In this respect, your Mercedes-Benz is no different. Regular servicing ensures that your vehicle has a long service life and that your driving pleasure is unimpaired.

The Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service is valid for your vehicle provided that:

- it was initially registered on or after 1 April 2008 and was sold and shipped in the area of validity by Daimler AG or the Mercedes-Benz sales organisation
- it is registered and operated in the geographic area of validity (> page 7)
- it is within the geographic area of validity (> page 7) when the technical breakdown, accident or minor mishap occurs
- it was bought and initially registered within the geographic area of validity
- and none of the exceptions listed on (> page 9) apply.

You can benefit from the Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service in the following situations:

- **In the event of a technical breakdown**
Your vehicle fails to start or can no longer continue its journey due to a Mercedes-Benz component failure.
- **In the event of a minor mishap**
If you inadvertently have a minor mishap which prevents you from driving your vehicle, Mercedes-Benz Mobilo will not leave you stranded. What do we mean by a minor mishap? Losing a key, running out of fuel and low oil level.
We may also help you if your coolant level is low¹, if you put the wrong fuel in the tank¹ or suffer water ingress¹.
- **In the event of an accident or vandalism**

¹ These services are offered on a discretionary basis in the UK, at the absolute discretion of Mercedes-Benz UK.

Mercedes-Benz Mobilo will help you if you are unable to safely or legally drive your vehicle due to an accident or vandalism¹.

If you find yourself in one of these situations, all you have to do is call our Mercedes-Benz Customer Assistance Centre, whose numbers can be found on (▷ page 12). You will be asked a number of questions to determine whether Mercedes-Benz Mobilo can help you.

General information

Mercedes-Benz Mobilo does not affect your statutory rights. These are stated in the contract of sale and in the general terms and conditions for sales and servicing.

Mercedes-Benz Mobilo does not entitle the vehicle owner or operator to withdraw from the purchase agreement, to obtain a reduction in the purchase price or to claim damages in lieu of the obligations arising from the purchase agreement.

Mercedes-Benz Mobilo is a product of Daimler AG (manufacturer) and the Mercedes-Benz warranty issuers. The warranty issuers are:

- in the UK – the Mercedes-Benz Retail network
- outside the UK – the National Sales Organisation

Daimler AG and the warranty issuers sometimes ask an external roadside assistance provider/partner to perform manufacturer and workshop obligations on their behalf.

Term and renewal

The Mercedes-Benz Mobilo guarantee and the Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service apply to new vehicles for four years. In the

first four years starting from the date of first registration, you will, in principle, be entitled to receive all of the guaranteed services listed on (▷ page 7).

Your Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service will also apply from the fifth year, on completion of each scheduled maintenance service, provided that each scheduled maintenance service is carried out on or before the date it is due by a Mercedes-Benz Retailer².

This means, when your vehicle enters its fifth year, your scheduled servicing must be up to date in order to maintain your access to the Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service.

Your scheduled service must be recorded in your service report. If it is, you will be entitled to receive the guaranteed services listed on (▷ page 7).

From the fifth year, the Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service will not be available to you if your scheduled service is overdue at the time when you request Mercedes-Benz Mobilo services. However, your access to these services will be reinstated when the overdue scheduled service is carried out, provided that it is carried out by a Mercedes-Benz Official Workshop². If it is, your access to the Mercedes-Benz Mobilo service will be retained until the next service is due, however, cover can not be retrospectively applied if assistance was required before the scheduled service was completed.

- i** The Mercedes-Benz Mobilo technical breakdown, accident and minor mishap service will be available regardless of the age of your vehicle, for up to 30 years. However, if the cost of providing the Mercedes-Benz Mobilo service would exceed the market value of the vehicle immediately before the relevant technical

¹ These services are offered on a discretionary basis in the UK, at the absolute discretion of Mercedes-Benz UK.

² All servicing must include the prescribed service work/maintenance work including additional work (see Service Booklet).

breakdown, accident or minor mishap occurred, Mercedes-Benz reserves the right to make a payment to you in lieu of providing the service. The amount of that payment will be the lower of the cost Mercedes-Benz would have incurred if it provided the Mercedes-Benz Mobilo service and the value of the vehicle immediately before the technical breakdown, accident or minor mishap occurred.

Mercedes-Benz Mobilo belongs to the vehicle, so if you are not the first owner of your Mercedes-Benz, you are still entitled to the services provided by Mercedes-Benz Mobilo. This is providing the above terms are adhered to.

Geographic area of validity

Mercedes-Benz Mobilo is valid within these countries³, approximately 3,000 authorised Mercedes-Benz Service Partners are ready to assist you:

Andorra	Iceland	Portugal
Belgium	Italy	Romania
Bosnia-Herzegovina ⁴	Croatia	Sweden
Bulgaria	Latvia	Switzerland
Denmark	Liechtenstein	Serbia ⁴ /Montenegro ⁴
Germany	Lithuania	Slovakia
Estonia	Luxembourg	Slovenia
Finland	Malta	Spain
France	Monaco	Czech Republic
Gibraltar	Netherlands	Turkey ⁴
Greece	Norway	Ukraine ⁴
United Kingdom	Austria	Hungary
Ireland	Poland	Cyprus (EU area)

You may submit claims for services under Mercedes-Benz Mobilo to the relevant Daimler AG national sales organisation. These addresses can be found in the "National dealer organisation" section (▷ page 22).

Services

On-the-spot help

If your Mercedes-Benz can no longer be driven due to a technical breakdown, accident or minor mishap, we and our partners are here to assist you.

Minor repairs

If the required repair is a minor one, and can be completed at the location where the technical breakdown, accident or minor mishap occurred, Mercedes-Benz will pay the cost, up to € 150/£130 incl. VAT, of the labour and small parts⁵ required to complete a repair at the side of the road. This excludes the costs of batteries (unless they are within the warranty period). It also excludes the cost of tyres, keys and fluids.

³ Does not apply to overseas departments or territories.

⁴ Mercedes-Benz Mobilo available since 1st July 2010.

⁵ These services are offered on a discretionary basis in connection with minor mishaps and accidents in the United Kingdom and lie completely at the discretion of Mercedes-Benz UK.

Recovery service

If you are unable to continue your journey because of a technical breakdown, accident or minor mishap and your problem cannot be resolved at the roadside, Mercedes-Benz will organise and cover the costs of towing the vehicle to the nearest appropriate place where repairs may be carried out. The appropriate place will probably be the nearest Mercedes-Benz Retailer, because a Retailer is more likely to have the diagnostic and other tools required to repair your vehicle, and the genuine Mercedes-Benz parts required to be fitted to it (if any). However, some repairs can be carried out at other, nearer workshops. If your problem cannot be resolved at the roadside, Mercedes-Benz will tell you where the nearest appropriate place is before your vehicle is taken there.

Replacement vehicle⁵

If your technical breakdown, accident or minor mishap cannot be resolved at the roadside and you need a vehicle while your own vehicle is being repaired, Mercedes-Benz will arrange for you to have a temporary replacement vehicle for the duration of the repair, for a maximum of 3 working days, and will cover the cost of this.

All replacement vehicles are subject to standard market conditions. You may need to satisfy the requirements of an external rental company. Costs for fuel, fines and additional services will not be covered. You may be required to produce your full driving licence (photocard and counterpart if applicable) and credit card details for security reasons. The type and model of the replacement vehicle shall depend on availability.

Overnight accommodation/hotel⁵

If your technical breakdown, accident or minor mishap cannot be resolved at the roadside and a same day repair is not possible but you wish to remain in the area to wait for your vehicle to be repaired, Mercedes-Benz will provide you and your passengers with hotel accommodation on a bed and breakfast basis. If Mercedes-Benz provides bed and breakfast accommodation, it will cover the cost (room charge including breakfast only) for up to 3 working nights.

Continuing your journey by plane, train or ferry⁵

If your technical breakdown, accident or minor mishap cannot be resolved at the roadside and you and your passengers choose to continue your journey by plane, train or ferry, Mercedes-Benz will reimburse you and your passengers for these costs, up to a maximum value (incl. VAT), per person, of:

- € 400 (Europe)
- £340 (UK)

These costs can also include travel for the driver to return and collect the vehicle.

Provision of this benefit is an alternative to a replacement vehicle.

Taxi/public transport

Mercedes-Benz will reimburse you for the cost of a taxi if necessary, up to a maximum value of:

- € 65 (Europe)
- £55 (UK)

A taxi may be required to assist you in collection of a replacement vehicle.

⁵ These services are offered on a discretionary basis in connection with minor mishaps and accidents in the United Kingdom and lie completely at the discretion of Mercedes-Benz UK.

Return of vehicle

If your technical breakdown, accident or minor mishap occurs outside of your local area, and your Mercedes-Benz is not back on the road within three working days, Mercedes-Benz will cover the cost of delivering your vehicle to your local Mercedes-Benz Retailer, once the repair is complete. As this transfer is carried out using consolidated transport, the time needed may vary depending on distance and location.

Organisational assistance in the event of an accident or vandalism

In the event of an accident or vandalism, we may assist you by organising the scrapping of your vehicle.

If the accident or vandalism occurs while you are abroad, we may help you to obtain legal representation and a translator. If we do this, we will not pay for the legal representation and translation services you receive.

Reimbursement of your expenses

If you are unable to contact the Mercedes-Benz Customer Assistance Centre, and you have to pay for a technical breakdown, accident or minor mishap service that Mercedes-Benz would have provided if you had been able to contact us, we will reimburse these costs. Please contact the Mercedes-Benz Customer Assistance Centre within 7 days of incurring these costs. You will then be advised on how these costs can be reclaimed (▷ page 12).

Please note: Mercedes-Benz will only reimburse costs incurred for services that Mercedes-Benz would have provided under the Mercedes-Benz Mobilo technical breakdown, accident or minor mishap services. We will only reimburse the costs you have incurred on production of a receipt which confirms the amount you have paid and the services

you have received. We may restrict any reimbursement to the amount Mercedes-Benz would have paid or the cost it would have incurred if Mercedes-Benz had arranged or provided the relevant Mercedes-Benz Mobilo service to you (▷ page 7).

Mercedes-Benz UK will not reimburse the cost of any discretionary services.

Exceptions

Mercedes-Benz Mobilo does not apply if damage occurs:

- as a result of deliberate or negligent behaviour by the owner, the driver of the vehicle or a third party.
- resulting from the violation of valid laws. This applies in particular:
 - if the vehicle is driven by an unauthorised person
 - if more people travel in the vehicle than permitted
 - if the maximum permissible gross vehicle weight or the permissible axle loads for the vehicle are exceeded.
- damage resulting from alterations to the vehicle or the installation of vehicle parts which were not approved by Daimler AG.
- due to damage caused by repairs performed in a way that is not compliant with the manufacturer's specifications.
- resulting from not carrying out repair recommendations made by an authorised Mercedes-Benz Service Centre in the course of a service.
- resulting from participation in motor sport competitions, military exercises, disaster relief work or similar activities and events.
- resulting from acts of war, internal unrest, earthquakes or force majeure of any other nature.
- damage caused by defects of which the purchaser was aware.

In addition, Mercedes-Benz Mobilo is not valid for vehicles operating on trade plates and for workshop test drives, testing and transfers.

Assistance around the clock 12

Assistance around the clock

If your vehicle will not start or you experience a breakdown on your journey, Mercedes-Benz Service24h will provide assistance throughout Europe, 365 days a year, around the clock.

How to get help

The Mercedes-Benz Customer Assistance Centre can be reached via the phone number:

- National **00800 1 777 7777**^{6, 7}
 - International +44 207 975 7077 (United Kingdom)
- Please also use this number, when calling from the UK, if you have connection problems through your mobile phone provider.
- International +353 1-6 05 03 77 (Republic of Ireland)

- **Iceland:** 664 2130

International +354 664 2130

Please have the following information at hand so that we can assist you as quickly as possible:

- personal details
- telephone number where you can be contacted
- vehicle model and registration number
- date of first registration
- current vehicle location
- vehicle symptoms/fault description

This will help our Customer Assistance Centre decide whether your vehicle can be driven to your nearest Mercedes-Benz Retailer, needs to be booked in for a workshop visit at a later date, or requires assistance at the location.

Mercedes-Benz Contact

You can also get in touch with the Mercedes-Benz Customer Assistance Centre via your vehicle's telematics function, Mercedes-Benz Contact. To do so, select the first entry, "MB Contact" (factory-installed) in the phone book of your audio system or COMAND⁸. When this function is called up, a voice connection is established with the Mercedes-Benz Customer Centre and, with your consent, all relevant vehicle data is transmitted to a member of staff at the Customer Centre. When using Mercedes-Benz Contact, the vehicle data is transmitted automatically (▷ page 12).

⁶ Free of charge, in exceptional cases there may be mobile phone network provider costs.

⁷ This number is not valid for Iceland.

⁸ You can access this function with an operational mobile phone connected to your audio system or COMAND via the Bluetooth[®] interface or convenience telephony. The hands-free systems of all audio systems or COMAND are equipped with Mercedes-Benz Contact at the factory.

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Notes on the warranty

Warranty for new vehicles⁹

Through the Daimler national sales organisation (warranty issuer) selling the vehicle (▷ page 22), Daimler AG (manufacturer) warrants to the purchaser (warranty holder) that the vehicle shall operate without defect based on the latest state of engineering and technology in accordance with the following conditions for Mercedes-Benz passenger vehicles.

The Mercedes-Benz warranty for new vehicles covers a period of two years from the date of delivery or initial registration (the earlier date shall apply). It covers only those vehicles that were delivered or initially registered within the European Economic Area (Member States of the European Union, as well as Norway, Iceland and Liechtenstein) or Switzerland.

The warranty covers any technical malfunction of the vehicle arising from a manufacturing or material fault or wear. This technical malfunction must render the part concerned unfit for operation during the warranty period. This does not apply to parts excluded by the terms and conditions of the warranty.

Natural wear and tear as such is not covered by the warranty except where the prerequisites described exist.

The purchaser is entitled to have the malfunction rectified free of charge. The purchaser is also entitled to have damage caused by the malfunction to other parts of the vehicle rectified (repaired) free of charge. This warranty does not provide for any further entitlement. The extent of repair costs covered by the warranty entitlement is limited by the current market value of the vehicle at the time the damage covered by the warranty occurs.

A prerequisite for making a claim under the warranty is that all maintenance work has been carried out in accordance with the man-

ufacturer's specifications and that no subsequent chip tuning has been carried out on the vehicle.

i Make sure that the renewal of the mobility assurance is entered in the service report at the qualified specialist workshop. The service report is confirmation that the service/maintenance work has been performed. The most recent service report is required for the assessment of warranty claims.

- **Vehicles with a digital service report:** the most recent digital service report is confirmation that the service/maintenance work was carried out. You are provided with a printout of the digital service report.
- **Vehicles without a digital service report:** The most recent service report is confirmation that the service/maintenance work was carried out and is confirmed in the Service Booklet.

Parts that are replaced regularly as part of maintenance and care work are excluded from the warranty.

In addition, the warranty does not cover:

- windscreen wipers, aero wiper blades
- aerial rod
- batteries for radio remote control
- wheels and tyres
- clutch components
- brake blocks, pads/linings, discs, drums
- shock absorbers
- exhaust silencer
- spark plugs

The following work on the vehicle is excluded from the warranty:

- any adjustment work
- recharging and care of starter batteries
- resetting of control units without a part being defective

⁹ Does not apply to the following countries: Bosnia-Herzegovina, Montenegro, Serbia, Turkey, Ukraine.

- removal of dirt, adjustment of headlamp cleaning nozzles or of the windscreen washer system
- material discolouration
- wear and tear of the vehicle interior
- wear and tear of paint and the soft top
- broken/cracked glass

Defects to retrofitted attachments, bodies, equipment and accessories are excluded from the warranty. The same applies to defects on the vehicle resulting from these parts.

All warranty obligations are also void in the case of damage resulting from one of the following causes:

- the purchaser was aware of a malfunction or damage and failed to either indicate such immediately or to arrange for said malfunction/damage to be rectified.
- the purchased item was handled inappropriately or subjected to excessive demands (e.g. through use for motor sport competitions, overloading, vehicle performance tuning).
- 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 Owner's Manual). This includes using unsuitable lubricants or service products.
- the vehicle has not been repaired according to Daimler AG specifications. This includes the use of unsuitable replacement parts. Mercedes-Benz recommends the use of genuine Mercedes-Benz parts.

Processing of claims based on this warranty must be performed exclusively by authorised Mercedes-Benz Service Partners within the European Economic Area (EEA) or Switzerland.

In the event of a repair, the warranty issuer may, at its own discretion, either replace or

repair the defective part. Replaced parts are the property of the warrantor. The warranty holder is entitled to make claims under the Mercedes-Benz warranty for parts fitted, painted or repaired as part of the repair until such time as the vehicle warranty expires.

All claims under the warranty are covered by the statute of limitations for six months after the receipt of the defect notification by Daimler AG or by the authorised Mercedes-Benz Service Partner concerned (the earlier date shall apply). In addition, claims expire no later than one month after the warranty period ends.

Section I, Item 2 (Transfer of rights and obligations of the purchaser), Section VIII (Liability) and Section IX (Place of fulfilment, jurisdiction and applicable law) of the sales conditions for new vehicles on which the purchase agreement for the vehicle is based are applied accordingly to the warranty.

- i** Potential claims made in the context of the services of Mercedes-Benz Mobilo remain unaffected by the Mercedes-Benz warranty for new vehicles. This warranty does not affect your statutory rights, in particular with regard to warranty claims and claims under product liability law.

Geographic area of validity of the warranty		
Warranty for new vehicles		
Andorra	Iceland	Portugal
Belgium	Italy	Romania
Bulgaria	Latvia	San Marino
Denmark	Liechtenstein	Sweden
Germany	Lithuania	Switzerland
Estonia	Luxembourg	Slovakia
Finland	Malta	Slovenia
France	Monaco	Spain
Gibraltar	Netherlands	Czech Republic
Greece	Norway	Hungary
United Kingdom	Austria	Vatican City
Ireland	Poland	Cyprus (EU area)

The addresses of the Daimler AG national dealer organisation can be found in the "National dealer organisation" section (▷ page 22).

Mercedes-Benz warranty against perforation through corrosion^{10, 11, 12}

- 1

The warranty against perforation through corrosion is valid in addition to the warranty for new vehicles (▷ page 14) and in addition to the implied warranty (see "Notes on the implied warranty" section in the Service Booklet), as stated in the Daimler terms of sale for new vehicles for your type of vehicle.

In addition to the warranty against perforation through corrosion, you also have recourse to your statutory rights in the
- 2

The warranty against perforation through corrosion is valid for the bodyshell, doors, wings, bonnet and boot lid or tailgate.

The initial corrosion must stem from inside the affected body part. This means that the corrosion¹³ begins in a hollow section, cavity or seam and continues to the outside leading to a perforation of the sheet metal.

¹⁰ Does not apply to the following countries: Bosnia-Herzegovina, Montenegro, Serbia, Turkey, Ukraine

¹¹ Does not apply to SLS AMG and Viano. You can obtain further information at a Mercedes-Benz Service Centre.

¹² SL only (Type R231): The term "perforation through corrosion" is synonymous with "bodywork perforation through oxidation".

¹³ SL only (R231 model series): The term "corrosion" is synonymous with "oxidation".

However, flash rust, rust spots and rusty edges are excluded¹⁴.

- 3 The warranty against perforation through corrosion of the vehicle body 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; this work is carried out by a Mercedes-Benz Service Centre, an authorised Mercedes-Benz workshop or an authorised Mercedes-Benz Service Partner.

The warranty against perforation through corrosion of the vehicle body includes a free-of-charge repair and/or replacement of the corroded¹⁵ parts, providing that the parts are genuine Mercedes-Benz parts. The warranty against perforation through corrosion of the vehicle body also covers the labour costs resulting from the repair/replacement.

The scope of costs covered by the warranty claim is limited by the value of the vehicle at the time of the warranty claim. The warranty against perforation through corrosion is limited to the services listed herein. There is no entitlement to a replacement vehicle for the duration of the repair; further entitlements are also excluded.

- 4 The warranty against perforation through corrosion of the vehicle body is valid for a maximum of 30 years, beginning on the vehicle's date of first registration (without mileage limit), providing that all the prescribed service work/maintenance work has been carried out – without exception – by a Mercedes-Benz Service Centre, an authorised Mercedes-Benz workshop or an authorised Mercedes-Benz Service Partner. Damage to the vehicle body and underbody due to external causes must be repaired by a Mercedes-Benz Service

Centre, an authorised Mercedes-Benz workshop or an authorised Mercedes-Benz Service Partner. The warranty against perforation through corrosion of the vehicle body is extended every time the prescribed maintenance work/service work is carried out, and remains valid until the next service is due.

- 5 All damage due to external causes that can result in corrosion damage¹⁶ is documented in the service report by the Mercedes-Benz Service Centre, authorised Mercedes-Benz workshop or authorised Mercedes-Benz Service Partner. In order to avoid losing warranty entitlement, the vehicle owner must have any damage due to external causes repaired at their own cost within three months of the time the check was performed by a Mercedes-Benz Service Centre, an authorised Mercedes-Benz workshop or an authorised Mercedes-Benz Service Partner. The warranty against perforation through corrosion is otherwise rendered invalid for the affected part. The performance of these repairs must be documented in the digital service report or Service Booklet.

Proof that the repairs have been carried out must be furnished when making a claim on the warranty against perforation through corrosion of the vehicle body.

- 6 The warranty against perforation through corrosion of the vehicle body does not cover damage due to external causes, e.g. an accident, stone chips, scratches, marking, precipitation, plant or animal secretion, a lack of maintenance or improper use of the vehicle. It also does not cover damage that is due to the use of parts that are not approved by the manufacturer or damage that is due to failure to comply with the repair methods prescribed by the manufacturer.

¹⁴ Item 2, section 4: does not apply to the SL (R231 model).

¹⁵ Only for the SL (R231 model): The term "corroded" is analogous to "oxidised".

¹⁶ Only for the SL (R231 model): The term "corrosion damage" is analogous to "oxidation damage".

- 7 Even if the prescribed service work/main-tenance work has not been carried out without exception, warranty reactivation is possible. The Mercedes-Benz sales organisation will inform you about the conditions and the measures which are required.
- 8 The warranty against perforation through corrosion is valid for new vehicles that are sold and delivered for the first time by Daimler AG or the Mercedes-Benz sales organisation in the geographic area of validity (▷ page 16), and which are registered and operated in these countries at the time a claim is made.

The warranty issuer is the national sales organisation that sold the vehicle.

Additional services carried out during repair work

Warranty for new vehicles, implied warranty or goodwill

If repairs are performed on your vehicle that are covered by the warranty for new vehicles, the implied warranty or goodwill, and these repairs require longer than two hours work time, your mobility will be maintained.

This is initially valid for the new vehicle for a period of two years. After this, the mobility assurance is renewed with every service performed by a Mercedes-Benz Service Partner and remains valid until the next service is due (after a maximum of one year). The maximum term is four years from first registration. For details on the services provided, please see the service overview (▷ page 19).

In addition to mobility assurance stemming from the warranty for new vehicles, the implied warranty or goodwill, you also have statutory rights. These are stated in the purchase agreement and in the general terms and conditions. These rights are not affected by the mobility assurance described above. The mobility assurance does not entitle the vehicle owner or operator to withdraw from the purchase agreement, to obtain a reduction in the purchase price or to claim damages in lieu of the obligations arising from the purchase agreement. Services performed in the course of repairs covered by the warranty for new vehicles, the implied warranty or goodwill are guaranteed by Daimler AG (the manufacturer) via the Daimler national dealer organisation making the sale (warranty issuer) (▷ page 22).

Services provided

In cases which are covered by mobility assurance, your authorised Mercedes-Benz Service Partner will define appropriate measures from the following services with you:

Taxi/chauffeur service/public transport	Taxi, chauffeur service or local public transportation of up to £55 incl. VAT.
Vehicle collection service and vehicle return service	Vehicle collection service and vehicle return service within a radius of 25 miles of an authorised Mercedes-Benz Service Partner.
Replacement vehicle¹⁷	Replacement vehicle for the duration of the repair, for a maximum of three working days. This is subject to standard market conditions (e.g. deductible for hire cars). The type and model of the replacement vehicle shall depend on availability. Additional costs such as service products etc. will not be covered.

i Please note that these services can only be claimed within the geographic area of validity (▷ page 7) of Mercedes-Benz Mobilo.

¹⁷ Alternative to the services defined above.

National sales organisations	22
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National sales organisations

Andorra

see national dealer organisation, Spain

Belgium**Mercedes-Benz Belgium Luxembourg S.A./N.V.**

Av. du Péage 68

B-1200 Brussels

Bosnia-Herzegovina**AUToline d.o.o.**

Igmanska Street No. 36

BIH-7 1320 Vogošća

Bulgaria**Balkan Star Automotive EOOD**

Resbarska №5

BG-1510 Sofia

Denmark**Mercedes-Benz Danmark AS**

Stamholmen 157, 1

DK-2650 Hvidovre

Germany**Mercedes-Benz Vertrieb Deutschland**

Potsdamer Str. 7

D-10785 Berlin

Estonia**AS Silberauto**

Järvevana tee 11

EST-11314 Tallinn

Finland**Veho Group Oy AB**

Lommilanrinne 3

FIN-02770 Espoo

France**Mercedes-Benz France S.A.S.**

(also responsible for **Monaco**)

Parc de Rocquencourt BP 100

F-78153 Le Chesnay Cedex

Gibraltar

see national dealer organisation, Spain

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