



# Metris

Service and Warranty Information 2018

Mercedes-Benz



# WARRANTY COVERAGE AT A GLANCE

(Complete warranty coverage starts on (▷ Page 4))

	Years:	2	3	3	3	5	7	8
Miles (thousands):		24	36	50	UNL	100	70	80
<b>New Vehicle Limited Warranty Coverage</b>		████████████████						
<b>Special Extended Warranty Coverage</b>								
Anti-Corrosion Perforation Limited Warranty: All Panels Outer Panels		████████████████████				████████████████		
<b>EMISSION PERFORMANCE/CONTROL</b> (Federal)		████████						
<b>EMISSION PERFORMANCE/CONTROL</b> (Federal)		██						
<b>EMISSION PERFORMANCE</b> (California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington)		████████████████						
<b>EMISSION CONTROL</b> (California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington)		████████████████████████████████████						

The following terms are referred to in this booklet as:

**Vehicle Distributor / Vehicle Warrantor / Parts Distributor**

Mercedes-Benz USA, LLC  
 303 Perimeter Center North  
 Atlanta, GA 30346

Mercedes-Benz USA, LLC is a Daimler company.

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 Original Owner's Name

---

 Street Address

---

 City and State

---

 Zip Code

---

 Vehicle Identification Number (VIN)

---

 Warranty Start Date (In-Service Date)

---

 Mileage at Delivery

---

 Selling Authorized Van Dealer

---

 Code

---

 City

---

 State

---

 Second Owner's Name

---

 Third Owner's Name

---

 Street Address

---

 Street Address

---

 City and State

---

 Zip Code

---

 City and State

---

 Zip Code

---

 Date of Second  
Purchase

---

 Mileage at Purchase

---

 Date of Second  
Purchase

---

 Mileage at Purchase

Warranty Coverage applies to all vehicle owners during the warranty coverage period. To protect you in the event of a recall or any questions concerning your limited warranty, please fill out and return the business reply card included in this booklet to inform us about ownership or address changes.

***IMPORTANT***

*This booklet contains the warrantor's limited warranties. It should be kept in your vehicle and presented to your authorized Van Dealer if any warranty service is needed. The limited warranty text begins on (▷ Page 4) of this booklet.*

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The limited warranties contained in this booklet are the only express warranties that the vehicle warrantor makes for your vehicle. These limited warranties give you specific legal rights. You may also have other rights that vary from state to state.

For example, you may have some implied warranties, depending on the state where your vehicle was sold or is registered.

These implied warranties are limited, to the extent allowed by law, to the time periods covered by the express written warranties contained in this booklet.

If you use your vehicle primarily for business or commercial purposes, then these implied warranties do not apply and the vehicle warrantor completely disclaims them to the extent allowed by law. And the implied warranty of fitness for a particular purpose does not apply if your vehicle is used for racing, even if the vehicle is equipped for racing.

**Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.**

NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

**CALIFORNIA SUPPLEMENT**

EXCEPT FOR THE EMISSIONS SYSTEMS WARRANTIES, THIS IS THE ONLY EXPRESS WARRANTY PROVIDED IN CONNECTION WITH THE PURCHASE OF A METRIS VEHICLE. THE STATE OF CALIFORNIA ALSO PROVIDES AN IMPLIED WARRANTY OF MERCHANTABILITY, AND WHERE APPLICABLE, AN IMPLIED WARRANTY OF FITNESS. THE DURATION OF THESE IMPLIED WARRANTIES, HOWEVER, SHALL BE LIMITED TO ONE (1) YEAR FROM THE DATE THE VEHICLE IS DELIVERED TO THE FIRST RETAIL PURCHASER OR PUT IN SERVICE AS AN AUTHORIZED VAN DEALER DEMONSTRATOR OR MERCEDES-BENZ USA, LLC OR DAIMLER VANS USA LLC OR DAIMLER VANS MANUFACTURING, LLC COMPANY VEHICLE. OTHER THAN THE EXPRESS WARRANTIES CONTAINED IN THIS BOOKLET AND THE IMPLIED WARRANTY OF MERCHANTABILITY, AND WHERE APPLICABLE, THE IMPLIED WARRANTY OF FITNESS, AS LIMITED IN DURATION ABOVE, MERCEDES-BENZ USA, LLC OR DAIMLER VANS USA LLC DISCLAIM ANY AND ALL OTHER IMPLIED WARRANTIES. NEITHER DAIMLER AG, MERCEDES-BENZ USA, LLC, DAIMLER VANS USA LLC, DAIMLER VANS MANUFACTURING, LLC, NOR ANY AUTHORIZED VAN DEALER CAN ASSUME OR AUTHORIZE ANY PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH A METRIS VEHICLE. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS DAMAGE OR INJURY TO PERSONS OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED, OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

## New Vehicle Limited Warranty:

### A. Who Is Covered?

The subsequent pages of this Service and Warranty Information booklet describe some service requirements and the warranties you receive as an owner. Your vehicle is covered under the terms of these “Warranties” and your nearest authorized Van Dealer will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Please keep this booklet together with the Operator’s Manual, Maintenance Booklet and other documents concerning your vehicle so that future owners will have access to this literature if you should sell the vehicle.

### B. What’s Covered

The New Vehicle Limited Warranty warrants to the original and each subsequent owner of a new Metris vehicle that any authorized Van Dealer will make any repairs or replacements necessary to correct defects in material or workmanship arising during the warranty period.

ANY AUTHORIZED VAN DEALER: Any authorized Van Dealer of the owner’s choice will perform warranty repairs or replacements. The vehicle should be delivered to an authorized Van Dealer during normal service hours. A reasonable time should be allowed after taking the vehicle to an authorized Van Dealer for performance of the repair.

### C. Items Covered by Other Warranties

The following are covered by separate warranties offered by their makers. They are **not covered** by the Basic Limited Warranty:

- tires; or
- items added or changed after your Metris vehicle left the manufacturing plant, such as accessories or protection products, or items changed because of customization or van conversion (except Genuine Mercedes-Benz accessories designed for Metris, and installed by an authorized Van Dealer). Be sure you get a copy of any warranty that applies to these items from your authorized Van Dealer, or from the maker of the product. You can find the tire warranty statements in your Owner’s Literature Package.

### D. Towing Costs Are Covered Under Certain Circumstances

The New Vehicle Limited Warranty and the Spare Parts Warranty cover the cost of towing your vehicle to the nearest authorized Van Dealer if your vehicle cannot be driven because a covered part has failed, see (▷ Page 33).



## New Vehicle Limited Warranty: (cont'd)

### E. When It Begins

The New Vehicle Limited Warranty begins on either of the following dates, whichever is earlier:

- the date you take initial delivery of the vehicle;
- or
- the date when the vehicle was first put into service as an authorized Van Dealer “demo” or as a company vehicle of the vehicle distributor;

but no later than 18 months from the vehicle production date. Warranty coverage will be adjusted to reflect the actual warranty period start date.

### F. When It Ends

The New Vehicle Limited Warranty is for 36 months or 36,000 miles, whichever occurs first.

Not all components or adjustments carry a 36 month or 36,000 mile warranty. Warranty coverage for specific components or adjustments is based on the vehicle's time in service or mileage and should always be verified with your authorized Van Dealer prior to any repairs. Examples include, but are not limited to, the following:

- Wheel alignment and balancing
- Brake pads
- Brake discs
- Glass
- Wiper blades and inserts

### G. Registration and Operation Requirements

The New Vehicle Limited Warranty covers your vehicle only if:

- it was built for sale in the U.S.;
- it's registered in the U.S.;
- it's driven mainly in the U.S. or Canada, see (▷ Page 32); and
- it's operated and maintained in the manner described in your Operator's Manual and Maintenance Booklet.

### H. If Your Vehicle Leaves the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

EXCEPT WHERE SPECIFICALLY REQUIRED BY LAW, THERE IS NO WARRANTY COVERAGE ON THIS VEHICLE IF IT IS SOLD IN OR REGISTERED IN COUNTRIES OTHER THAN THE UNITED STATES.

This policy does not apply to vehicles that have received authorization for export from the vehicle distributor. Authorized Van Dealers may not give authorization for export. You should consult an authorized Van Dealer to determine this vehicle's warranty coverage if you have any questions.

This policy does not apply to vehicles registered to U.S. government officials or military personnel on assignment outside of the United States.

## Corrosion Warranty

### A. What's Covered

This corrosion warranty covers the cost of all parts and labor needed to repair or replace any sheet metal panels that get holes from rust or other corrosion. If a hole occurs because of something other than corrosion, this corrosion warranty does not apply. Cosmetic or surface corrosion - resulting, for example, from stonechips or scratches in the paint - is not covered. For more details on what is not covered by this corrosion warranty, see (▷ Page 10).

### B. How Long It Lasts

The Corrosion limited warranty starts when your New Vehicle Limited Warranty begins, see (▷ Page 6). This limited warranty has two time-and-mileage limits:

- For sheet metal panels, the limit is 36 months, with no mileage limit.
- For an outer-body sheet metal panel-one that is finish-painted and that someone can see when walking around the vehicle - the limits are 5 years or 100,000 miles on the odometer, whichever occurs first.

## Restraint System Limited Warranty (Vehicles sold and registered in the State of Kansas only)

For vehicles sold and registered in the State of Kansas, seatbelts and related seatbelt components are warranted against defects in workmanship and materials for 10 years, regardless of mileage. This limited warranty does not cover replacement of seatbelts and related components required as the result of collision.

**Items Which Are Not Covered:**

**TIRE AND RIM DAMAGE:** Damage to the tires such as punctures, cuts, snags, bruises, impact damage and breaks resulting from pothole impact, curb impact, or from other objects/road hazards is not covered. Damage from incorrect inflation, excessive axle load, high speed spinning (when stuck in ice, mud or snow), tire chains, racing or competitive driving events, incorrect mounting or demounting, improper puncture repair, misuse, negligence, alteration and misapplication is not covered. Rapid or irregular tire tread wear due to lack of tire rotation according to the recommended intervals specified in your vehicle's maintenance booklet or incorrect wheel alignment or tire balance is not covered. Tire tread wear is also not covered.

Damage to the rims resulting from pothole impact, curb impact, or from other objects/road hazards is not covered.

**WHEEL ALIGNMENT:** Adjustments for road crown issues are not covered.

**BRAKE PADS AND DISCS:** Replacement due to normal wear or as part of regular maintenance is not covered.

**WIPER BLADES AND INSERTS:** Damaged or worn wiper blades and wiper blade inserts are not covered.

**DAMAGE DUE TO ACCIDENTS, MISUSE OR NEGLIGENCE:** Accidents or damage from objects striking the vehicle. Misuse of the vehicle such as driving into or over potholes, curbs, or other objects/road hazards; overloading, improper operation, storage or transport (Proper use is described in the Operator's Manual).

**DAMAGE DUE TO LACK OF MAINTENANCE:** Lack of proper maintenance as described in the Maintenance Booklet. Use of service parts or fluids, such as paper oil filters or improper engine oil, which are non-approved by MBUSA, will cause engine damage not covered by the warranty.

**NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY:** Cleaning and polishing, fluids and filters, replacing worn wiper blades, wiper rubber inserts, brake pads and discs, and clutch discs and pressure plates are some of the normal maintenance services required and are not covered by this warranty. See Maintenance Booklet for details.

Damage caused by the use of improper filters (including oil filters), engine oils, fluids, cleaners, polishes, or waxes is not covered.

**Items Which Are Not Covered: (cont'd)****DAMAGE DUE TO ALTERATIONS:**

Alterations by changing or adding to the vehicle can adversely affect its performance, reliability and longevity and are not covered by this warranty.

**DAMAGE CAUSED BY REPAIR PARTS**

**AND MISFUELING:** MBUSA strongly warns against the introduction of fuels with an anti-knock index less than 91 octane or ethanol blends greater than E10 in non flex-fuel capable gasoline engine equipped vehicles, and in vehicles equipped with a diesel engine, strongly warns against the introduction of biodiesel blends greater than B5. Malfunctions caused by the use of other than Genuine Mercedes-Benz parts and accessories and damages or malfunctions resulting from incorrect fuel usage, poor fuel quality (including biodiesel blends not meeting ASTM D6751 or EN590 quality standards) or from blending additional fuel additives other than those expressly approved for use in exceptional circumstances (see vehicle operator's manual) by MBUSA are not covered.

If the recommended fuel is not available, you may as a one-off measure use regular unleaded gasoline with an octane rating of 87 AKI/91 RON. Be aware that your vehicle is not certified with regular unleaded gasoline with an octane rating of 87 AKI/91 RON and that usage of this fuel may reduce the engine's performance and increase fuel consumption. Avoid driving at full throttle and sudden acceleration. Never refuel using gasoline with a lower AKI/RON rating.

**DAMAGE CAUSED BY IMPROPER BODY**

**REPAIRS:** Damage or malfunctions caused by body repairs not performed in accordance with Mercedes-Benz specified repair procedures or otherwise improperly performed are not covered by this warranty.

**ALTERED ODOMETER:** No warranty coverage shall apply to any vehicle on which the odometer has been altered and the actual mileage cannot be determined.

**DAMAGE FROM THE ENVIRONMENT:**

Parts made from cloth or leather (upholstery, convertible tops, trim items), wood, paint or chrome which have been affected by airborne fallout, such as chemical and tree sap, or by road salt, hail, windstorm or other environmental factors are not covered by this warranty.

**DAMAGE TO GLASS:** Glass breakage or scratches are not covered unless positive physical proof of a manufacturing defect can be established.

**EXTRA EXPENSES:** This warranty does not cover payment for loss of use of the vehicle during warranty repairs nor lodging bills, substitute transportation rentals, or other travel costs, telephone calls, loss of pay, or other economic loss or consequential damages.

## Items Which Are Not Covered: (cont'd)

**CHANGES IN DESIGN:** The manufacturer has reserved the right to make any changes in design or to make additions to, or upon its products without incurring any obligations to install the same equipment on motor vehicles previously built.

**RACING OR COMPETITIVE EVENTS:** This warranty does not cover the costs of repairing damage or conditions caused by racing, nor does it cover the repair of any defects that are found as the result of participating in a racing event.

**DAMAGE TO INTERIOR SURFACES:** Damage to finished interior surfaces such as upholstery, wood, leather, suede, plastic, chrome, glass, rug, and paint caused by external influence, misuse, or negligence is not covered. Some examples include, but are not limited to, spills, chafe marks, scratches, and impressions from heavy objects or clamping force (such as a strap or mounting device). Damage from the use of third party accessories such as steering wheel locks or vent-mounted air fresheners is also not covered..

## Insurance Write-Off; or Repaired or Replaced Parts

Any vehicle which has been damaged to such an extent that the owner, insurer, financing institution or leasing company determined the vehicle to be a "total loss", "write off" or equivalent, is not covered by this warranty. This includes but is not limited to vehicles issued a "salvage", "scrap", "dismantled" or similar title under any state's law.

Any parts repaired or replaced under an insurance claim or required as a result of events which are not covered under this warranty (see "Items Which Are Not Covered", (▷ Page 9)), for example, damages due to accidents, misuse, or negligence, and in either case, any subsequent consequential damage to the vehicle are not covered by this warranty.

## Restricted Warranty

Your warranties can also be restricted by the vehicle warrantor.

The vehicle warrantor may restrict the warranty on your vehicle if the vehicle is not properly maintained, or if the vehicle is abused or neglected, and the abuse or neglect interferes with the proper functioning of the vehicle. If the warranty is restricted, coverage may be denied or subject to approval by the vehicle warrantor before covered repairs are performed.

### **Exchanged Parts May Be Used in Warranty Repairs**

In the interest of customer satisfaction, the vehicle warrantor may offer exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use because of repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used meet new parts standards and have the same limited warranties.

Examples of the kinds of parts that might be serviced in this way are:

- engine assemblies;
- transmission assemblies;
- instrument cluster assemblies;
- radios, CD players;
- speedometers; and
- powertrain control modules.

To help control suspected ozone-depleting agents, the EPA requires the capture, purification, and reuse of automotive air conditioning refrigerant gases. As a result, a repair to the sealed portion of your air conditioning system may involve the installation of purified reclaimed refrigerant.

### **Pre-Delivery Service**

A defect in or damage to the mechanical, electrical, sheet-metal, paint, trim, and other components of your vehicle may have occurred at the factory or while it was being shipped to the authorized Van Dealer.

Such a defect or damage is usually detected and corrected at the factory. In addition, authorized Van Dealers must inspect each vehicle before delivery. They repair any defects or damage detected before the vehicle is delivered to you.

### **Production Changes**

Changes may be made in vehicles sold by the vehicle distributor and its authorized Van Dealers at any time without incurring any obligation to make the same or similar changes on vehicles previously built or sold.

## Emission Control System Maintenance

### General

The law requires your vehicle to conform to exhaust emission standards. To provide the best vehicle performance and lowest vehicle emissions, you are responsible to ensure that all recommended maintenance procedures detailed in the Maintenance Booklet are performed at the specified times and mileages. The emission control warranty does not cover failures due solely to owner abuse or lack of proper maintenance.

More frequent maintenance may be needed for vehicles under severe operating conditions such as dusty areas, very short trip driving or trailer towing.

While maintenance service can be performed by any qualified service outlet, we recommend that all maintenance services be performed by your Authorized Van Dealer which is equipped with the tools, instruments, and literature necessary for correct and systematic performance of these services. Although warranty obligations are not dependent upon the use of any particular brand of replacement parts and you may elect to use non-Genuine Mercedes-Benz parts for replacement purposes, we recommend the use of Genuine Mercedes-Benz parts for service and repairs, since they have been made according to the manufacturer's specifications.

It is also important to use only fuels and lubricants meeting factory specifications, since the emission systems warranty does not cover repair or replacement of parts necessitated by failure of such items.

For detailed information concerning emission control system maintenance, please refer to your Maintenance Booklet. If you should desire further information concerning maintenance specifications or emission control system maintenance jobs, we recommend obtaining maintenance related literature. Such literature is available from either your Authorized Van Dealer or directly from MBUSA.

## Emission Systems Warranty (Federal)

### General

In accordance with the requirements of the Federal Clean Air Act as amended, MBUSA warrants to the original and each subsequent owner of a new Mercedes-Benz vehicle that:

(1) the vehicle was designed, built and equipped so as to conform, at the time of sale to the original owner, with the then applicable regulations issued by the Federal Environmental Protection Agency under authority of the Federal Clean Air Act as amended; and

(2) the vehicle is free from defects in materials and workmanship at the time of sale which would cause it not to conform with those regulations within a period of two years or 24,000 miles from the date of initial operation of the vehicle, whichever occurs first; and

(3) is free from defects in material and workmanship in specific emission related parts as specified in the lists shown on (▷ Page 22) which would cause them not to conform with those requirements for a period of 8 years or 80,000 miles, whichever occurs first.

### This Warranty Does Not Apply To:

1. The repair or replacement of warranted emission maintenance parts after, and including, their first replacement interval.
2. Any vehicle on which the odometer mileage has been altered and/or the vehicle's actual mileage cannot be readily determined.
3. Loss of time, inconvenience, loss of the use of the vehicle or similar incidental or consequential damages.



This warranty will be performed by any Authorized Van Dealer of the owner's choice - repairing, replacing or adjusting at the Authorized Van Dealer's discretion, upon delivery of the vehicle to the Authorized Van Dealer's place of business without charge for parts and labor (including diagnosis), using Genuine Mercedes-Benz parts to assure compliance with applicable regulations. Parts replaced under this warranty become the property of the warrantor.

This warranty is available only for a vehicle purchased in the United States or its territories, including but not limited to Puerto Rico. This warranty is not applicable for vehicles exported from the United States or its territories, including Puerto Rico.

In all other countries, defective parts will be repaired or replaced free of charge only in accordance with the terms and limitations of the warranty for new Mercedes-Benz vehicles in effect at the time in such countries.

WITH RESPECT TO EMISSION SYSTEMS, THIS WARRANTY AND THE EMISSIONS PERFORMANCE WARRANTY ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF THE WARRANTOR. DAIMLER AG, MERCEDES-BENZ USA, LLC, MERCEDES-BENZ U.S. INTERNATIONAL, INC, MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC. OR THE SELLING AUTHORIZED VAN DEALER NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH EMISSION SYSTEMS.

See (▷ Page 22) for components covered by this warranty.

## Emission Performance Warranty (Federal)

### General

You may present a claim under this warranty immediately after your vehicle has failed an EPA approved emission short test if, as a result of that failure, you are required by law to repair the vehicle to avoid the imposition of a penalty or sanction. You do not need to suffer the loss of the right to use the vehicle, pay a fine, or incur repair expenses before bringing this claim. Your warranty claim may be presented to any Authorized Van Dealer of your choice in the USA or its territories.

The Authorized Van Dealer will honor or deny your claim within a reasonable time not to exceed 30 days, from the time at which your vehicle is initially presented for repair or within any time period specified by local, State or Federal Law, whichever is shorter, except when a delay is caused by events not attributable to MBUSA or your Authorized Van Dealer. You will be notified in writing by your Authorized Van Dealer of the reason for any denial of your claim.

Your Authorized Van Dealer is required by law to honor your claim if such notice of denial is not received by you within said time period.

You may obtain further information concerning the emission performance warranty or report violations of the terms of the Emission Performance Warranty by contacting:

U.S. Environmental Protection Agency  
Office of Transportation and Air Quality  
Compliance Division, Light-Duty Vehicle  
Group

Attn: Warranty Complaints  
2000 Traverwood Drive  
Ann Arbor, MI 48105  
Email: [complianceinfo@epa.gov](mailto:complianceinfo@epa.gov)

**NOTE: The Emission Performance Warranty is required by Federal Law, and is effective only to the extent required by that law. To the extent the underlying law is suspended or amended, this Warranty is automatically altered in the same manner, without further notice.**

MBUSA warrants to the original and each subsequent owner of a new Mercedes-Benz vehicle that:

- a. if the vehicle is maintained and operated in accordance with the written instructions for required maintenance and use, and
- b. if the vehicle fails to conform at any time during 8 years or 80,000 miles, whichever occurs first, to the applicable emission standards as ascertained by an EPA-approved emission short test, and
- c. if such non-conformity results or will result in the vehicle owner having to bear any penalty or other sanction (including the denial of the right to use the vehicle) under local, State or Federal law, then any Authorized Van Dealer during the first 24 months or 24,000 miles will make any repairs or replacements necessary to specified systems/components to correct the non-conformity or so that the vehicle will pass the smog check test at no charge for parts and labor (including diagnosis).

For the remainder of the 8 years or 80,000 miles the Authorized Van Dealer will correct only those deficiencies directly related to the specified components in the attached list which have been installed in or on the vehicle for the sole or primary purpose of reducing vehicle emissions and that were not in general use prior to Model Year 1968.

Parts replaced under this warranty become the property of the warrantor. The warranty period starts on the date the vehicle is delivered to the first retail purchaser or put into service as an Authorized Van Dealer demonstrator or MBUSI, MBUSA or MBRDNA company vehicle.

The emission control system of your new Mercedes-Benz vehicle was designed, built and tested using Genuine Mercedes-Benz parts and the vehicle is certified as being in conformity with Federal emission control regulations and requirements. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of emission related components be Genuine Mercedes-Benz Parts, including Remanufactured Parts.

The owner may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use other than Genuine Mercedes-Benz Parts, including Remanufactured Parts for such maintenance, replacement or repair without invalidating this warranty; the cost of such service or parts, however, will not be covered under the warranty except in the case of an emergency.

Use of replacement parts which are not of equivalent quality and design may impair the effectiveness of the emission control systems.

If other than Genuine Mercedes-Benz Parts, including Remanufactured Parts are being used for maintenance, replacement or repair of components affecting emission control, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to Genuine Mercedes-Benz parts in performance and durability.

MBUSA, however, assumes no liability under this warranty with respect to parts other than Genuine Mercedes-Benz Parts, including Remanufactured Parts except for consequential damage to a non-Mercedes-Benz warranted part caused by a failure of a Mercedes-Benz part. However, the use of non-Mercedes-Benz replacement parts does not invalidate the warranty on other components unless non-Mercedes-Benz parts cause damage to warranted parts.

**MBUSA may deny an emission performance warranty claim if the failure of a part is the result of:**

- a. non-compliance with the written instructions for required maintenance and use. These written instructions, including time and mileage intervals at which maintenance is to be performed may be found in the Maintenance Booklet and Operator's Manual provided with your vehicle. You are advised to perform all recommended maintenance or repairs on your new Mercedes-Benz vehicle. MBUSA may deny a warranty claim if your failure to perform the required maintenance resulted in the failure of the warranted part in question. Receipts and service records covering the performance of regular maintenance should be retained in the event questions arise concerning maintenance. The receipts and service records should be transferred to each subsequent owner of this vehicle.
- b. vehicle abuse or maintenance performed in such a manner that an emission component was improperly installed or adjusted substantially outside the manufacturer's specifications or which resulted in removing or rendering inoperative any component affecting the vehicle's emissions.
- c. using non-EPA certified replacement parts in the maintenance or repair of the vehicle which ultimately proved to be defective in material or workmanship or not equivalent from an emission standpoint to the original equipment part and the owner is unable to prove otherwise.

MBUSA strongly warns against the introduction of fuels with an anti-knock index less than 91 octane or ethanol blends greater than E10 in non flex-fuel capable gasoline engine equipped vehicles, and in vehicles equipped with a diesel engine, strongly warns against the introduction of biodiesel blends greater than B5 and/or not meeting ASTM D6751 or EN590 quality standards. MBUSA may deny an emission related warranty claim if it can establish that the failure or the malfunction of an emission control system part results directly from the use of:

- Gasoline engines  
non-premium low octane gasoline with an anti-knock index of below 91 or ethanol blends greater than E10 for non flex-fuel vehicles,

or

- Diesel engines  
diesel fuel other than S15 ULTRA-LOW SULFUR HIGHWAY DIESEL FUEL (15 ppm SULFUR MAXIMUM) and diesel fuel containing biodiesel in blends greater than B5.

If the recommended fuel is not available, you may as a one-off measure use regular unleaded gasoline with an octane rating of 87 AKI/91 RON. Be aware that your vehicle is not certified with regular unleaded gasoline with an octane rating of 87 AKI/91 RON and that usage of this fuel may reduce the engine's performance and increase fuel consumption. Avoid driving at full throttle and sudden acceleration. Never refuel using gasoline with a lower AKI/RON rating.

**This Warranty Does Not Cover:**

- a. Malfunctions in any part caused by any of the following: misuse, improper adjustments, modification, alteration, tampering, disconnection, improper or inadequate maintenance, or use of leaded gasoline for catalyst equipped vehicles.
- b. Damage resulting from accident, acts of nature or other events beyond the control of MBUSA.
- c. The repair or replacement of warranted emission maintenance parts after, and including, their first replacement interval.
- d. Loss of time, inconvenience, loss of use of the vehicle, or other incidental or consequential damages.
- e. Any vehicle on which the odometer mileage has been altered so that the vehicle's actual mileage cannot be determined.

This warranty is available only for a vehicle purchased in the United States or its territories, including but not limited to Puerto Rico. This warranty is not applicable for vehicles exported from the United States or its territories, including Puerto Rico.

In all other countries, defective parts will be repaired or replaced free of charge only in accordance with the terms and limitations of the warranty for new Mercedes-Benz vehicles in effect at the time in such countries.

EXCEPT FOR THE EMISSION CONTROL WARRANTY, THIS WARRANTY AND THE LIMITED WARRANTY FOR NEW MERCEDES-BENZ VEHICLES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATION, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF THE WARRANTOR. DAIMLER AG, MERCEDES-BENZ USA, LLC, MERCEDES-BENZ U.S. INTERNATIONAL, INC, MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC. OR THE SELLING AUTHORIZED VAN DEALER NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH EMISSION SYSTEMS.

The lists shown on (▷ Page 22) set forth the emission related components which may be covered by the emissions performance warranty.

## Warranted Emission Related Components

### Gasoline Engine

#### I. Air Induction System

Air Cleaner Housing  
Camshaft Adjuster  
Charge Air Cooler  
Intake Manifold / Boost Air Distribution Line  
Turbocharger (with Exhaust Manifold, if applicable)

#### II. Fuel Metering System

Fuel Injector  
Fuel Management System  
Fuel Pressure Sensor  
Fuel Rail  
High Pressure Pump  
Throttle

#### III. Ignition System

Ignition Coil  
Spark Plug

#### IV. Fuel Evaporative Control

EVAP Canister  
EVAP Canister Purge Valve  
EVAP Canister Ventilation Pressure Sensor  
Fill Level Sensor II (Fuel tank)  
Fuel Fill Neck  
Fuel Filler Cap  
Fuel Tank Pressure Sensor  
Fuel Tank (with Vent Valve)

#### V. Exhaust

Three-Way-Catalyst\*

#### VI. Engine Emissions Control Systems/ Sensors

Camshaft Position Sensor  
Crankshaft Position Sensor  
Engine Control Module\*  
Engine Control Module Software\*  
Engine Coolant Temperature Sensor  
Thermostat, Cooling Water  
Fuel System Control Module  
Fuel System Control Module Software  
Fuel Temperature/High Pressure Sensor  
Intake Air Temperature Sensor  
Manifold Air Pressure Sensor  
Knock Sensor  
Primary O<sub>2</sub> Sensor  
Secondary O<sub>2</sub> Sensor  
Transmission Control Module  
Transmission Control Module Software  
Vehicle Speed Sensor

#### VII. On-Board Diagnostics

Instrument Cluster\* (Malfunction Indicator Lamp)

\* These items are warranted for 8 years/80,000 miles (whichever occurs first).

All other items are warranted for (a) or (b):

(a) 3 years/50,000 miles (whichever occurs first) for new vehicles which are first sold by an Authorized Van Dealer in CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT and WA.

(b) 2 years/24,000 miles (whichever occurs first) for new vehicles which are first sold by an Authorized Van Dealer in all other states.

Please reference the previous pages for additional emission warranty coverage.



**Emission Control System Warranty (7 years/70,000 miles)****CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT and WA Only****Your Warranty Rights and Obligations:**

MBUSA is pleased to explain the emission control system warranty on your Mercedes-Benz vehicle. In California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington, new motor vehicles must be designed, built and equipped to meet these states' stringent anti-smog standards. MBUSA must warrant the emission control system on your Mercedes-Benz vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include such parts as the fuel injection system, ignition system, catalytic converter and engine computers. Also included may be hoses, belts, connectors and other emission related assemblies.

Where a warrantable condition exists, MBUSA will repair your Mercedes-Benz vehicle at no cost to you including diagnosis, parts and labor.

**Manufacturer's Warranty Coverage:**

For 3 years or 50,000 miles, whichever first occurs:

1. If your Mercedes-Benz vehicle fails a Smog Check Inspection, all necessary repairs and adjustments will be made by MBUSA to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
2. If any emission related part on your Mercedes-Benz vehicle is defective, the part will be repaired or replaced by MBUSA. This is your short-term emission control system DEFECTS WARRANTY (▷ Page 22).

For 7 years or 70,000 miles, whichever first occurs:

1. If an emission related part listed in this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by MBUSA. This is your long-term emission control system DEFECTS WARRANTY (▷ Page 31).

**Owner's Warranty Responsibilities:**

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Maintenance Booklet. MBUSA recommends that you retain all receipts covering maintenance on your vehicle, but MBUSA cannot deny emission control system warranty solely for the lack of receipts or for your failure to ensure the performance of all required maintenance.

You are responsible for presenting your Mercedes-Benz vehicle to an Authorized Van Dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that MBUSA may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

Mercedes-Benz USA, LLC  
Customer Assistance Center  
Three Mercedes Drive  
Montvale, NJ 07645-0350  
1-800-FOR-MERCEdes, or

State of California  
Air Resources Board  
Mobile Source Operations Division  
P.O. Box 8001  
El Monte, CA 91731-2990

State of Connecticut  
Department of Environmental Protection  
79 Elm Street  
Hartford, CT 06106-5127

Delaware Department of Natural  
Resources and Environmental Control  
Division of Air Quality  
156 South State Street  
Dover, DE 19901

State of Maine  
Department of Environmental Protection  
17 State House Station Augusta,  
ME 04333

State of Maryland  
Department of the Environment  
Air & Radiation Management  
Administration Mobile Sources Control  
Program  
1800 Washington Blvd.  
Baltimore, MD 21230

Commonwealth of Massachusetts  
Department of Environmental Protection  
Division of Air Quality Control  
One Winter Street, Boston, MA 02108

State of New Jersey  
New Jersey Department of Environmental  
Protection, 401 East State Street  
Trenton, NJ 08625

State of Oregon  
Department of Environmental Quality  
811 S.W. Sixth Avenue  
Portland, OR 97204

Commonwealth of Pennsylvania  
Department of Environmental Protection  
Bureau of Air Quality  
Rachel Carson State Office Building  
12th Floor, P.O. Box 8468  
Harrisburg, PA 17105-8468

State of Rhode Island  
Department of Environmental  
Management, 235 Promenade Street  
Providence, RI 02908

State of Vermont  
Agency of Natural Resources  
Department of Environmental  
Conservation, Air Pollution Control  
Division  
Building 3 South, 103 Main Street,  
Waterbury, VT 05671-0402

State of Washington  
Washington State Department of Ecology  
P.O. Box 47600  
Olympia, WA 98504-7600

## General

MBUSA warrants to the original and each subsequent owner of a 2018 Mercedes-Benz vehicle which is first sold by an Authorized Van Dealer in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington that:

(1) such vehicle is free from defects in material and workmanship which would cause it to fail to conform with requirements of the California Air Resources Board (CARB) or to fail to pass a smog check test for a period of use of 3 years or 50,000 miles, whichever first occurs; and

(2) if any part which affects any regulated emission from your vehicle is defective during 3 years or 50,000 miles, whichever first occurs, the part will be repaired or replaced; and

(3) is free from defects in material and workmanship in specific emission related parts as specified in the attached list which would cause them not to conform with those requirements for a period of use of 7 years or 70,000 miles, whichever first occurs.

MBUSA further warrants that:

- a. if the vehicle is maintained and operated in accordance with the written instructions for required maintenance and use, and
- b. if a part is defective during 3 years or 50,000 miles, whichever first occurs, which causes the vehicle not to conform to the applicable CARB requirement or to fail a smog check test, or
- c. if an emission-related part covered by the 7 year or 70,000 mile, whichever first occurs, warranty term is defective during the warranty period,

then any Authorized Van Dealer of the owner's choice will make any adjustments, repairs or replacements (including diagnosis) necessary to correct the defect or so that the vehicle will pass the smog check test at no charge for parts, labor or diagnosis.

If your vehicle is between 3 to 8 years old and has been driven less than 80,000 miles, then your vehicle may be eligible for additional coverage under the Federal Emissions Warranty.

These warranty provisions shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a retail demonstrator or MBUSI, MBUSA or MBRDNA company vehicle prior to sale at retail, on the date the vehicle is first placed in such service.

The emission control system of your new Mercedes-Benz vehicle was designed, built and tested using Genuine Mercedes-Benz parts and the vehicle is certified as being in conformity with Federal, California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington emission control regulations and requirements. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of emission related components be Genuine Mercedes-Benz Parts, including Remanufactured Parts.

The owner may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use other than Genuine Mercedes-Benz Parts, including Remanufactured Parts for such maintenance, replacement or repair without invalidating this warranty; the cost of such service or parts, however, will not be covered under the warranty except in the case of an emergency.

Use of replacement parts which are not of equivalent quality and design may impair the effectiveness of the emission control systems. If other than Genuine Mercedes-Benz Parts, including Remanufactured Parts are being used for maintenance, replacement or repair of components affecting emission control, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to Genuine Mercedes-Benz parts in performance and durability.

MBUSA, however, assumes no liability under this warranty with respect to parts other than Genuine Mercedes-Benz Parts, including Remanufactured Parts except for consequential damage to a non-Mercedes-Benz warranted part caused by a failure of a Mercedes-Benz part. However, the use of non-Mercedes-Benz replacement parts does not invalidate the warranty on other components unless non-Mercedes-Benz parts cause damage to warranted parts.

Repairs covered by this warranty will be performed by any Authorized Van Dealer at its place of business with no charge for parts or labor (including diagnosis), using Genuine Mercedes-Benz Parts, including Remanufactured Parts for any part covered by this warranty.

In the case of an emergency, when and where an Authorized Van Dealer is not available, repairs may be performed at any available service establishment or by the owner using any replacement part. The non-availability of a replacement part for warranty repair or a repair not completed within 30 days constitutes an emergency.

MBUSA will reimburse the owner for such repairs (including labor and diagnosis) that are covered under this warranty. Such reimbursement shall not exceed MBUSA suggested retail prices for warranted parts replaced and labor charges based on MBUSA recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate. Replaced parts and paid invoices must be presented at an Authorized Van Dealer as a condition of reimbursement for emergency repairs not performed at an Authorized Van Dealer. Parts replaced under this warranty become the property of the warrantor.

The enclosed list sets forth some of the emission related components covered by the emission control system defects warranty. You are advised to perform all recommended maintenance or repairs on your new Mercedes-Benz vehicle. MBUSA will not deny an emissions system warranty claim solely because you have no record of maintenance; however, you are responsible for the performance of the required maintenance. MBUSA may deny a warranty claim if your failure to perform the required maintenance resulted in the failure of a warranted part. Receipts and service records covering the performance of regular maintenance should be retained in the event questions arise concerning maintenance. The receipts and service records should be transferred to each subsequent owner of this vehicle.

MBUSA strongly warns against the introduction of fuels with an anti-knock index less than 91 octane or ethanol blends greater than E10 in non flex-fuel capable gasoline engine equipped vehicles, and in vehicles equipped with a diesel engine, strongly warns against the introduction of biodiesel blends greater than B5 and/or not meeting ASTM D6751 or EN590 quality standards. MBUSA may deny an emission related warranty claim if it can establish that the failure or the malfunction of an emission control system part results directly from the use of:

- Gasoline engines  
non-premium low octane gasoline with an anti-knock index of below 91 or ethanol blends greater than E10 for non flex-fuel vehicles,
- or
- Diesel engines  
diesel fuel other than S15 ULTRA-LOW SULFUR HIGHWAY DIESEL FUEL (15 ppm SULFUR MAXIMUM) and diesel fuel containing biodiesel in blends greater than B5.

If the recommended fuel is not available, you may as a one-off measure use regular unleaded gasoline with an octane rating of 87 AKI/91 RON. Be aware that your vehicle is not certified with regular unleaded gasoline with an octane rating of 87 AKI/91 RON and that usage of this fuel may reduce the engine's performance and increase fuel consumption. Avoid driving at full throttle and sudden acceleration. Never refuel using gasoline with a lower AKI/RON rating.

**This warranty does not cover:**

1. The repair or replacement of any “warranted part” otherwise eligible for warranty coverage shall be excluded from such warranty coverage if the vehicle or engine manufacturer demonstrates that the vehicle or engine has been abused, neglected or improperly maintained, and that such abuse, neglect, or improper maintenance was the direct cause of the need for the repair or replacement of the part.
2. Malfunctions in any part caused by any of the following: improper adjustments except for those done by an Authorized Van Dealer during warranty service work, modification, alteration, tampering, disconnection, or use of leaded gasoline (for catalyst equipped vehicles).
3. Damage resulting from accident, acts of nature or other events beyond the control of MBUSA.
4. The repair or replacement of warranted emission maintenance parts after, and including, their first replacement interval.
5. Incidental or consequential damages such as loss of time, inconvenience, or loss of use of the vehicle.
6. Any vehicle on which the odometer mileage has been altered so that the vehicle’s actual mileage cannot be determined.

This warranty is applicable to new vehicles which are first sold by an Authorized Van Dealer in the States of California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, Oregon, Pennsylvania, Rhode Island, Vermont and Washington. In all other states or countries, defective parts will be repaired or replaced in accordance with the terms and limitations of the warranty applicable to new Mercedes-Benz vehicles in effect at the time in such states or countries.

You may present a claim under the performance warranty immediately after your vehicle has failed a smog check test. You do not need to suffer the loss of the right to use the vehicle, pay a fine, or incur repair expenses before bringing this claim. After the 3 year/50,000 mile performance warranty period has passed, a smog check test failure due to a defect in a part which is warranted for 7 years/70,000 miles, is covered.

Your warranty claim may be presented to any Authorized Van Dealer of your choice. The Authorized Van Dealer will honor or deny your claim within a reasonable time not to exceed 30 days, from the time at which your vehicle is initially presented for repair. Exceptions are when you, the owner, request a delay, or a delay is caused by events not attributable to MBUSA or your Authorized Van Dealer.

You will be notified in writing by your Authorized Van Dealer of the reasons for any denial of your claim.

Your Authorized Van Dealer is required by law to honor your claim if such notice of denial is not received by you within said time period.

WITH RESPECT TO EMISSION SYSTEMS, THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF THE WARRANTOR. DAIMLER AG, MERCEDES-BENZ U.S. INTERNATIONAL, INC., MERCEDES-BENZ USA, LLC, MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC. OR THE AUTHORIZED VAN DEALER NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH EMISSION SYSTEMS.



## Defect Warranty Coverage (7 years / 70,000 miles)

### Gasoline Engine

CA, CT, DE, MA, MD, ME, NJ, OR, PA, RI, VT and WA Only

Part Description	Models
	Metris Cargo/Passenger Van
Charge Air Cooler	•
Engine Control Module*	•
Fuel Injector	•
Fuel Rail	•
Fuel Management System	•
Fuel Tank (with Vent Valve)	•
High Pressure Pump	•
Instrument Cluster (Malfunction Indicator Lamp)*	•
Three-Way-Catalyst*	•
Throttle	•
Transmission Control Module	•
Turbocharger (with Exhaust Manifold, if applicable)	•

\* These items are warranted for 8 years / 80,000 miles (whichever occurs first).

## Where to Take Your Vehicle

### A. In the United States (We Include U.S. Possessions and Territories as Part of the United States for Warranty Purposes):

Warranty service repairs or replacements must be done by an authorized Van Dealer of the owner's choice.

If you have difficulty locating a convenient authorized Van Dealer, please contact the Customer Assistance Center (▷ Page 36). They can help you find the closest authorized Van Dealer.

### B. In Canada and Mexico:

If you are traveling temporarily in Canada or Mexico, and your vehicle remains registered in the United States, your New Vehicle Limited Warranty still applies. Service may be requested at any authorized Van Dealership.

### C. In a Foreign Country Outside of North America:

If you are traveling temporarily outside of North America, and your vehicle remains registered in the United States:

- You should take your vehicle to an authorized Van Dealer. They should give you the same limited warranty service you receive in the United States.
- If the authorized dealership charges you for repairs which you feel should be covered under your limited warranty, please get a detailed receipt for the work done. Make sure that this receipt lists all warranty repairs and parts that were involved. (This receipt will be similar to the one used by the dealer who normally services your vehicle.)
- When your vehicle returns to the United States, contact the Customer Assistance Center (▷ Page 36) for reimbursement consideration. You will need to provide a copy of the receipt, your vehicle registration and any other relevant documents.
- Reimbursement will not be considered if the vehicle does not return to the United States.

### D. If You Move:

If you move to another country, be sure to contact the Customer Assistance Center (▷ Page 36) and the customs department of the destination country before you move. Vehicle importation rules vary considerably from country to country. You may also be required to obtain documentation from the vehicle warrantor in order to register your vehicle in your new country.

## How To Get Tow Service - U.S. or Canada Only

### A. What To Do:

If your vehicle requires towing due to a defect covered under the New Vehicle Limited Warranty dial toll-free 1-877-762-8267. Provide your name, vehicle identification number, model year and color of vehicle, telephone number where you can be reached, location of disabled vehicle and a description of the problem.

You will be given the name of the service provider and an estimated time of arrival. If you feel you are in an “unsafe situation”, please let us know. With your consent, we will contact local police or safety authorities.

### B. If Unable to Contact 24-Hour Towing Assistance:

If you are unable to contact 24-Hour Towing Assistance and you obtain towing services on your own, you may submit your original receipts from the licensed towing or service facility, for services rendered within 30 days of the occurrence. Be sure to include your vehicle identification number, odometer mileage at the time of service and current mailing address. We will process the claim based on vehicle and service eligibility. If eligible, we will reimburse you for the reasonable amounts you actually paid, based on the usual and customary charges for that service in the area where they were provided. The vehicle distributor’s determination relating to reimbursement are final. Correspondence should be mailed to:

**Customer Assistance Center  
Three Mercedes Drive  
Montvale, New Jersey 07645-0350  
1-877-762-8267**

### Emergency Warranty Repairs

If you have an emergency and have to get a warranty repair made by someone other than an authorized Van Dealer, follow the reimbursement procedure on (▷ Page 32).

## Further Steps You Can Take and How to Get More Information

If you think your authorized Van Dealer has wrongly denied you emission-warranty coverage, follow the steps described on (▷ Page 35). The vehicle warrantor will reply to you in writing within 30 days after receiving your complaint (or within the time limit required by local or state law). If the owner is not notified within 30 days that a performance warranty claim is denied, the vehicle warrantor must repair the vehicle free of charge.

If you want more information about getting service under the Federal Emission Warranty, or if you want to report what you think is a violation of these warranties, you can contact:

U.S. Environmental Protection Agency  
Office of Transportation and Air Quality  
Compliance Division, Light-Duty Vehicle  
Group

Attn: Warranty Complaints

2000 Traverwood Drive

Ann Arbor, MI 48105

Email: [complianceinfo@epa.gov](mailto:complianceinfo@epa.gov)

## Steps to Take

### A. In General

Normally, warranty problems can be resolved by your authorized Van Dealer's sales or service departments. That's why you should always talk to your authorized Van Dealer's service manager or sales manager first. But if you're not satisfied with your authorized Van Dealer's response to your problem, the vehicle warrantor recommends that you do the following:

Step 1: Discuss your problem with the owner or general manager of the dealership.

Step 2: If your dealership still cannot resolve the problem, contact the Customer Assistance Center. You'll find the address on (▷ Page 36).

### B. What The Vehicle Warrantor Will Do

Once you have followed the two steps described on (▷ Page 35) (A), the vehicle warrantor will review your situation. If it's something that the vehicle warrantor can help you with, the vehicle warrantor will provide your authorized Van Dealer with the information and assistance necessary to resolve the problem. Even if the vehicle warrantor cannot help you, the vehicle warrantor will acknowledge your contact and explain its position.

### C. If Your Problem Still Is Not Resolved\*

If you cannot resolve your warranty problem after following the two steps described on (▷ Page 35) (A), and you live in Arkansas, Idaho, Kentucky or Minnesota ONLY, you can contact the Better Business Bureau AUTO LINE® in your area.

### D. Notice Under State Lemon Laws

Some states have laws allowing you to get a replacement vehicle or a refund of the vehicle's purchase price under certain circumstances. These laws vary from state to state. If your state law allows, the vehicle warrantor requires that you first notify us in writing of any service difficulty that you may have experienced so that we can have a chance to make any needed repairs before you are eligible for remedies provided by these laws.

In all other states, we ask that you give us written notice of any service difficulty. Send your written notice to the Customer Assistance Center at the address on (▷ Page 36).

\* For Customers Residing in Arkansas, Idaho, Kentucky and Minnesota ONLY: (NOTE: This Process is not available for residents of other states).

## Steps to Take (cont'd)

### Helpful Addresses and Telephone Numbers

Here is the address and telephone number of the Customer Assistance Center that can help you wherever you happen to be.

Contact:

Customer Assistance Center  
Three Mercedes Drive  
Montvale, NJ 07645-0350  
1-877-762-8267

Optional service contracts available through the vehicle distributor offer valuable protection against repair costs when these warranties do not apply. They complement but do not replace the warranty coverages outlined in this booklet. Several plans may be available, covering various time-and-mileage periods. (Service contracts are not available if you live in a U.S. possession or territory.) Ask your authorized Van Dealer for details.

## General Information

It's your responsibility to properly maintain your new vehicle. Follow the instructions contained in the Maintenance Booklet. Regular, scheduled maintenance is essential to trouble-free operation. If there is a dispute between you and the vehicle warrantor concerning your maintenance of your vehicle, the vehicle warrantor will require you to provide proof that your vehicle was properly maintained.

For your convenience, the vehicle's Maintenance Booklet contains a confirmation section. It is included in the Owner's Literature Package. You should use the maintenance confirmation pages to keep track of scheduled maintenance, either by routinely having the repairs entered in the confirmation pages, or by keeping receipts or other documentation of work you've had done on your vehicle in your Maintenance Booklet.

## Where to Go For Maintenance

The vehicle warrantor recommends that you return to an authorized Van Dealer for all maintenance service both during and after the warranty periods. The dealership technicians are specifically trained to proficiently perform maintenance and repair procedures on your vehicle.

Authorized Van Dealers will help ensure that all your service needs are met and that you're completely satisfied. The vehicle warrantor strongly recommends you use Genuine Mercedes-Benz parts to maintain your vehicle.





## **Service and Literature**

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## **Internet**

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For further information please visit  
[www.mbvans.com](http://www.mbvans.com)

## **Models**

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Metris Passenger Van  
Metris Cargo Van

