



Sprinter

Service and Warranty Information 2014



Mercedes-Benz

MERCEDES-BENZ SPRINTER LIMITED WARRANTY COVERAGE

Model Year 2014

BASIC WARRANTY	 3 Years/60,000 KM
ADJUSTMENT PERIOD	 1 Year/20,000 KM
POWERTRAIN WARRANTY	 5 Years/100,000 KM
DIESEL ENGINE WARRANTY	 5 Years/160,000 KM
CERTAIN EMISSION PARTS	 5 Years/160,000 KM
SURFACE CORROSION	 3 Years/60,000 KM
PERFORATION CORROSION	
SHEET METAL	 3 Years/Unlimited KM
OUTER PANELS	 5 Years/160,000 KM
ROADSIDE ASSISTANCE	 5 Years/100,000 KM

Years in Service 1 2 3 4 5 6 7 8

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Model: Sprinter (906)

Daimler: 6462 6170 38

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Dear Mercedes-Benz Owner:

As an authorized Mercedes-Benz Sprinter Dealer, we are dedicated to providing you with unparalleled Commitment to Excellence in Sales and Service.

We will always do everything possible to live up to this commitment.

Mercedes-Benz Sprinter Dealer's Signature and Stamp

AS A MERCEDES-BENZ OWNER you deserve service unparalleled in the industry.

To meet your every possible service need, your authorized Mercedes-Benz Sprinter dealer employs a specially factory trained staff using the latest diagnostic and service techniques. Whether it is a small adjustment or major service, your Mercedes-Benz Sprinter dealer will accommodate you quickly and efficiently.

Finally, should you ever experience an emergency repair situation, our 24-Hour Around the Clock Roadside Assistance Program is only a toll free call away. (1-800-387-0100)

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Vehicle Warranty Information

Model _____

VIN _____

Domestic Delivery ☐

Delivery/Warranty: Day _____ Month _____ Yr. _____

Selling Dealer Code: _____

To the Owner

General

The subsequent pages of this Service and Warranty Information booklet describe some service requirements and the warranties you receive as a Mercedes-Benz owner.

Your vehicle is covered under the terms of these “Warranties” and your Mercedes-Benz Sprinter 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 and other documents concerning your vehicle so that future owners will have access to this literature if you should sell the vehicle.

If You Have Lost the Service and Warranty Information Booklet

Should you lose your Service and Warranty Information booklet, have your local Mercedes-Benz Sprinter dealer arrange for a replacement. It will be mailed to you.

Replacement Parts for Your Mercedes-Benz

Genuine Mercedes-Benz parts, exchange units and factory approved accessories are the recommended replacement parts for your Mercedes-Benz vehicle and are available through your authorized Mercedes-Benz Sprinter dealer.

These parts meet the same exacting quality control standards as the original equipment on your vehicle and comply with all applicable Federal and Provincial safety regulations.

Consult your authorized Mercedes-Benz Sprinter dealer for warranty and other details. Also ask your dealer about exchange parts under the Mercedes-Benz Exchange Program. These parts cost less than new parts but carry the same warranty terms.

New Vehicle Limited Warranty - Basic Coverage

Items Which Are Covered:

DEFECTS: Mercedes-Benz Canada Inc. (MBC) warrants to the original and each subsequent owner of a new Mercedes-Benz vehicle that any authorized Mercedes-Benz Sprinter dealer will make any repairs or replacements necessary, to correct defects in material or workmanship arising during the warranty period.

ANY MERCEDES-BENZ SPRINTER DEALER:

Any authorized Mercedes-Benz Sprinter dealer of the owner's choice will perform warranty repairs or replacements. The vehicle should be delivered to the Mercedes-Benz Sprinter dealer during normal service hours. A reasonable time should be allowed after taking the vehicle to the Mercedes-Benz Sprinter dealer for performance of the repair.

WARRANTY PERIOD: This warranty is for the first to occur of 36 months or 60,000 km, whichever comes first, from the vehicle's date of delivery or when placed into service if earlier.

ADJUSTMENT PERIOD: The following items are exceptions; they are only covered (if defective) for 1 year or 20,000 kilometres, whichever occurs first:

- light bulbs and fuses
- wiper blades
- clutch discs
- brakes (rotors, pads, linings and drums)
- windshield and rear window
- wheel alignment and wheel balancing

WARRANTY STARTS: The warranty period starts on the date the vehicle is delivered to the first retail purchaser or put in service as a Mercedes-Benz Sprinter dealer demonstrator or MBC company vehicle.

NO CHARGE: Warranty repairs and adjustments will be made at no charge for parts and labour.

New Vehicle Limited Warranty

WARRANTY AVAILABLE: This warranty is applicable only in Canada. If you take your vehicle to the United States or Puerto Rico temporarily, such as on vacation, warranty service may be requested from any authorized Mercedes-Benz Sprinter dealer.

In all other countries defects in material and workmanship will be handled in accordance with the terms and limitations of the Daimler AG Limited Warranty.

THE BASIC COVERAGE, EMISSION AND CORROSION WARRANTIES IN THIS BOOKLET ARE THE ONLY WARRANTIES GIVEN WITH THE PURCHASE OF A MERCEDES-BENZ VEHICLE. TO THE EXTENT PERMITTED BY STATUTORY LAW, THESE WARRANTIES ARE SUBJECT TO THE LIMITATIONS PROVIDED THEREIN AND THERE ARE NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHER. NEITHER DAIMLER AG, MERCEDES-BENZ CANADA INC., NOR THE AUTHORIZED MERCEDES-BENZ SPRINTER DEALER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH VEHICLE. 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 provinces do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

New Vehicle Limited Warranty

Items Which Are Not Covered By The Warranties In This Booklet:

TIRE DAMAGE: Tires are warranted by the tire manufacturer. Damage to the tires such as punctures, cuts, snags, bruises, impact damage and breaks resulting from pothole impact, curb impact or from other objects, are not covered. Damage from incorrect inflation, excessive axle load, high speed spinning (when stuck on ice or in snow), tire chains, racing or competitive driving events, incorrect mounting or demounting, improper puncture repair, misuse, negligence, alteration and misapplication, are not covered. Rapid or irregular tread wear due to lack of tire rotation according to the tire manufacturer's recommendations or incorrect wheel alignment or tire balance is not covered. Tread wear out is also not covered.

WHEEL ALIGNMENT: Adjustments for road crown issues are 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 over curbs, 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 Service Booklet. Use of service parts or fluids, such as paper oil filters or improper engine oil, which are non-approved by MBC, will cause engine damage not covered by the warranty.

NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY: Cleaning and polishing, lubrication and filters, engine tune-up, replacing worn wiper blades, V-belts, brake pads and discs, and clutch discs and pressure plates are some of the normal maintenance services vehicles require and are not covered by this warranty. See Service Booklet for details.

Damage caused by the use of improper filters (including oil filters), engine oils, fluids, cleaners, polishes, or waxes is not covered. Original equipment remote control key batteries are covered for the first 90 days from the vehicle warranty start date.

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 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 km cannot be determined.

New Vehicle Limited Warranty

Items Which Are Not Covered By The Warranties In This Booklet: (cont'd)

DAMAGE CAUSED BY REPAIR PARTS AND MISFUELING: MBC 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 MBC are not covered.

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 except as outlined in the Roadside Assistance program (RSA).

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.

VEHICLE MODIFICATIONS: The warranties in this booklet do not cover repairs required because of non-Mercedes-Benz modifications, installation of special equipment or accessories, or use of special materials, fuels or additives. This includes items such as special bodies, body conversions, fuel system conversions, trailer hitches, window tints, sunroofs, theft alarms, etc.

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.

New Vehicle Limited Warranty - Things You Should Know

General

Our intention is to repair under warranty, without charge to you, anything that goes wrong with your vehicle during the warranty period which is our fault. All we ask is that you properly maintain and care for the vehicle and that you have warranty repairs or adjustments performed by an authorized Mercedes-Benz Sprinter dealer.

Please note the difference between “defects” and “damage” as used in the warranty. Defects are covered since we, the manufacturer or distributor are responsible. Conversely, we have no control over damage caused by such things as, but not limited to collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty.

MAINTENANCE SERVICES ARE ALSO NOT COVERED BY THE WARRANTY SINCE IT IS THE OWNER'S RESPONSIBILITY TO MAINTAIN THE VEHICLE ACCORDING TO THE SERVICE SCHEDULE PROVIDED.

All maintenance services must be accomplished to keep your warranty coverage valid. When requesting service or repair work under warranty, the owner must present to the authorized Mercedes-Benz Sprinter dealer, evidence that the periodic servicing requirements have been accomplished. Receipts covering completion of regular servicing should be retained, in the event a question arises concerning maintenance.

These receipts should be transferred to each subsequent owner of the vehicle. For your convenience, the Service Booklet has been designed to incorporate the signature and stamp of your authorized Mercedes-Benz Sprinter dealer upon completion of the required maintenance services.

This signature is evidence of completion of the maintenance services and should be kept together with other receipts, repair orders and invoices. If the owner has a warranty claim and can show through receipted invoices that the vehicle has received the required servicing, the dealer will perform the warranty work without charging for parts and labour. It is the responsibility of the owner to prove and the dealer to judge whether the required maintenance service has been performed.

New Vehicle Limited Warranty - Things You Should Know

MBC's obligation is limited to the authorization to exchange or repair at its option such parts which are acknowledged by it to be defective. In case of defective assemblies, factory rebuilt units can be used in exchange instead of their repair. The replaced defective parts or assemblies shall become the property of MBC. Warranty repairs do not constitute an extension of the original warranty period for the vehicle or a part thereof.

The term "adjustments" as used in the warranty relates to minor repairs normally not connected with the replacement of parts. The warranty covers adjustments necessary to correct defects.

For example, if a part should become loose or misaligned during normal use or service, it will be corrected without charge any time during the 12 month or 20,000 km adjustment period.

NOTE: If these parts are damaged or worn due to racing or competitive driving events, accident, misuse or lack of maintenance, which is beyond our control, these damaged parts are not covered under this term.

Depending on your model, it is equipped with one or two main batteries. The service life of the battery(s) is dependent on their condition of charge.

If you use the vehicle less than 300 km per month, mostly for short distance trips or if it is not used for more than three (3) weeks at a time, it is your responsibility to have the battery charge checked and corrected. In such cases we also recommend the use of an approved Mercedes-Benz trickle charger which is available at your authorized Mercedes-Benz Sprinter dealer. Please observe the battery charging instructions in your vehicle's operator's manual.

New Vehicle Limited Warranty - Things You Should Know

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 these warranties. This includes but is not limited to vehicles issued as “salvage”, “scrap”, “dismantled” or similar title under any provinces 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 8), 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.

Paint and Other Appearance Items

Defects in paint, trim or other appearance items are normally taken care of during our new vehicle preparation or by the dealer during new vehicle inspection. We suggest that if you find any paint or appearance problems that you advise your dealer as soon as possible since deterioration due to use and exposure is not covered by the warranty.

The instructions in your Operator’s Manual regarding the care of paint, upholstery, trim items and convertible tops, as applicable, must be followed explicitly to maintain your warranty coverage.

New Vehicle Limited Warranty - Things You Should Know

Customer Repair Orders

Your servicing dealer will give you a copy of the Repair Order on all warranty repairs performed. Please keep this copy with your vehicle records.

Tires

Tires are warranted by the tire manufacturer, many authorized Mercedes-Benz Sprinter dealers are also tire dealers and can assist you in obtaining tire adjustments.

Body Repair Information

Due to the materials and assembly procedures used in the production of Mercedes-Benz vehicles, it is strongly recommended that any paint work/body repairs be performed only by those repair facilities which have been authorized by MBC as having the tools, equipment and training necessary to perform such repairs.

While the vehicle owner may elect to have repairs (collision damage/paint repair work) performed by any automobile body repair establishment or individual, damage or malfunction caused by body repairs not performed in accordance with Mercedes-Benz specified repair procedures are not covered by the Mercedes-Benz New Vehicle Limited Warranty.

Should your vehicle need paint work/body repair or if you have any questions please contact your authorized Mercedes-Benz Sprinter Dealer or call 1-800-387-0100.

Powertrain Warranty

The following powertrain components are covered for **5 years or 100,000 kilometres**, whichever occurs first.

Engine - Starter, alternator, cylinder block and all internal parts; cylinder head assemblies; timing case, timing chain, timing belt, gears and sprockets; vibration damper; oil pump; water pump and housing; intake and exhaust manifolds; flywheel with starter ring gear; core plugs; valve covers; oil pan; turbocharger housing and internal parts; turbocharger wastegate actuator; supercharger; serpentine belt tensioner; seals and gaskets for listed components only.

Transmission - Transmission case and all internal parts; torque converter; drive/flex plate; transmission range switch; transmission control module; bell housing; oil pan; seals and gaskets for listed components only.

Rear Wheel Drive - Rear axle housing and all internal parts; axle shafts; axle shaft bearings; driveshaft assemblies; driveshaft centre bearings; universal joints and yokes; seals and gaskets for listed components only.

Diesel Engine Warranty

These diesel engine parts are covered for **5 years or 160,000 kilometres**, whichever occurs first.

Diesel Engine - Cylinder block and all internal parts; cylinder head assemblies; core plugs; fuel injection pump and injectors; intake and exhaust manifolds; oil pan; oil pump; timing gear drive belts and/or chains and cover; turbocharger housing and internal parts; valve covers; water pump and housing; seals and gaskets for listed components only.

Emission Control System Warranty - Vehicles

Emission Warranty

Mercedes-Benz Canada warrants to the original and each subsequent owner of an OM642 engine that emission related components of such engines are free from defects in material and workmanship at the time of initial sale which would cause it not to conform with applicable regulations issued by Environment Canada.

This Warranty Does Not Apply To:

1. The repair or replacement of warranted parts which are scheduled to be replaced prior to 160,000 km. These parts are no longer covered once they have been replaced at the first required replacement interval during a regular maintenance service.
2. Any vehicle on which the odometer km has been altered and the vehicle's actual km cannot be readily determined.
3. Loss of time, inconvenience, loss of the use of the vehicle or similar incidental or consequential damages.

The warranty will be performed by any authorized Mercedes-Benz Sprinter dealer of the owner's choice - repairing, replacing or adjusting at the dealer's discretion, upon delivery of the vehicle to the dealer's place of business without charge for parts and labour (including diagnosis), using Genuine Mercedes-Benz service parts, to assure compliance with applicable regulations. Parts replaced under this warranty become the property of the warrantor. This warranty is available only on vehicles purchased and operated in Canada.

Emission Control System Maintenance - Vehicles

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 see that all recommended maintenance procedures detailed in the Service Booklet are performed at the specified times and km. The emission control system 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.

We recommend that all maintenance services be performed by your authorized Mercedes-Benz Sprinter dealer who is equipped with the tools, instruments, and literature necessary for correct and systematic performance of these services. We recommend the use of Genuine Mercedes-Benz spare 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 control 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 Service Booklet.

Mercedes-Benz Emission Related Components MY 2014 - Diesel - Heavy Duty Vehicle

A. Parts Covered for 5 Years or 160,000 KM

Diesel equipped heavy duty vehicles have a diesel engine Emission Warranty which warrants the following emission parts for 5 years or 160,000 km, whichever occurs first. These limits are counted from the time when your New Vehicle Limited Warranty begins, see (▷Page 4). The covered parts are:

I. Air Induction System

Air Cleaner Housing
Charge Air Cooler
Charge Air Distribution Line
Electric Intake Air Throttle (with Throttle Valve Step Motor)
Intake Port Shutoff
Turbocharger

II. Fuel Metering System

Electric Fuel Pump
Fuel Filter
Fuel Injector
Fuel Pressure Regulator
Fuel Rail
Fuel Rail Pressure Sensor
High Pressure Pump

III. Ignition System

Glow Plug
Glow Time Control Module

IV. Exhaust Gas Recirculation System

EGR Cooler
EGR Valve
EGR Line

V. Positive Crankcase Ventilation

Crankcase Ventilation Valve / Line
Oil Filler Cap

VI. Fuel Evaporative Control

Fuel Tank (with Vent Valve and Fuel Filler Neck)

VII. Exhaust / Diesel Exhaust Fluid System

DEF Delivery Pump (with Pressure Sensor)
DEF Injection Valve / Lines
DEF Tank (with Temperature Sensor and Fluid Level Gauge)
AdBlue Heater
Diesel Oxidation Catalyst with Diesel Particulate Filter
Exhaust Manifold
Exhaust Pipe (Front)
Selective Catalytic Reduction Catalyst

VIII. Engine Emissions Control Systems/Sensors

Accelerator Pedal Module
Camshaft Position Sensor
Charge Air Pressure Sensor
Charge Air Temperature Sensor
Crankshaft Position Sensor
DEF Control Module
Engine Control Module
Engine Coolant Temperature Sensor
Exhaust Back Pressure Sensor
Exhaust Differential Pressure Sensor
Exhaust Gas Temperature Sensor
Fuel Temperature Sensor
Heated Cooling Water Thermostat
Manifold Air Pressure Sensor
Mass Air Flow Sensor (with Integrated Intake Air Temperature Sensor)
NOX Sensor
O2 Sensor
Transmission Control Module
Vehicle Speed Sensor (Front Wheels)
Vehicle Speed Sensor (Rear Wheels)

IX. On-Board Diagnostics

Instrument Cluster (Malfunction Indicator Lamp)

Corrosion Warranty

This Warranty Covers:

Surface Corrosion: Surface corrosion on the vehicle body for a period of 36 months or 60,000 km from date of first registration, whichever occurs first.

Perforation: The perforation corrosion warranty has two time and mileage limits:

- For sheet metal panels, the limit is 36 months from the date of first registration 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 from the date of first registration or 160,000 km on the odometer, whichever occurs first.
1. If any defects should be found which cause surface corrosion or perforation (as defined below) within the respective periods stated above, any authorized Mercedes-Benz Sprinter dealer will repair or replace (at its sole option) such defects to any vehicle body parts (defined below), provided that you demonstrate adherence to the Operator's Manual for the care and maintenance of the vehicle as outlined therein. All parts replaced under this warranty become the property of MBC.
 2. "Surface corrosion" means rust or corrosion affecting any readily visible surface area of the vehicle body but not including external damage to paint or plated surfaces or rust or corrosion resulting from damage by stone chips, other impacts or chemicals.
 3. "Perforation" means the rust or corrosion of any components of the vehicle body through from the inner surface to the outer surface.
 4. "Vehicle Body" means any moving or non-moving metal components of the vehicle including parts replaced under this warranty, but not including those components which form part of the vehicle underbody, power train, steering, suspension, braking or exhaust systems.

Corrosion Warranty

This Warranty Does Not Cover:

1. Surface corrosion or perforation to Vehicle Body components that were repaired, replaced or refinished after the vehicle was first sold at retail, other than (i) repairs, replacements or refinishes performed under this warranty; or (ii) replacements due to accident or damage ONLY WHERE SUCH REPLACEMENTS ARE GENUINE MERCEDES-BENZ PARTS, AND ARE RETREATED WITH GENUINE MERCEDES-BENZ BODY CAVITY RUST-PROOFING AND REFINISHING MATERIALS.
2. Surface corrosion or perforation to the Vehicle Body caused by abuse or improper maintenance.
3. Surface corrosion or perforation where paint has been damaged by road hazards, such as stones and debris.
4. Surface corrosion or perforation caused by any part of the Vehicle Body being submerged in water, sand or mud, or exposed to corrosive gas or airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.
5. Paint matching. (MBC reserves the right to decide whether painting the repaired or replaced panel to match the original finish is practicable. MBC is not liable under any circumstances for the costs of painting the entire vehicle solely for paint matching.)

NOTE: THE INSTRUCTIONS IN YOUR OPERATOR'S MANUAL REGARDING CLEANING AND CARE OF THE VEHICLE MUST BE FOLLOWED EXPLICITLY TO MAINTAIN YOUR CORROSION WARRANTY COVERAGE.

TO ENSURE FULL WARRANTY COVERAGE, ANY REPAIR OR REPLACEMENT MUST BE PERFORMED ACCORDING TO THE MANUFACTURER'S REPAIR INSTRUCTIONS.

If You Have Questions Regarding Warranty or Service

The satisfaction and goodwill of Mercedes-Benz owners is of primary concern to Mercedes-Benz Sprinter dealers and MBC. In the event a warranty or service matter is not handled to your satisfaction, the following steps are suggested:

FIRST -

Discuss the problem with your Mercedes-Benz Sprinter dealer management. Talk to the Service Manager, then if you still have questions, discuss them with the Mercedes-Benz Sprinter dealership's owner.

THEN -

Request Clarification - if unanswered questions remain ask your dealer to contact the Field Service Manager.

FURTHER -

If you have additional comments or questions regarding your Mercedes-Benz after discussion with your dealer and Field Service Manager, please write to us.

Our address:
Customer Relations Department
Mercedes-Benz Canada Inc.
98 Vanderhoof Avenue
Toronto, Ontario M4G 4C9

FINALLY -

MBC will, at your request, resolve questions by arbitration in respect of allegations of defect in material and workmanship in vehicles purchased from MBC. MBC has arranged for arbitration under the Canadian Motor Vehicle Arbitration Plan (CAMVAP). If you ever need information about this procedure and the scope of arbitration, please contact MBC Customer Relations Department at the above address or CAMVAP directly at the below toll free telephone number:
1-800-207-0685

If You Have Questions Regarding Warranty or Service

HEAD OFFICE

Mercedes-Benz Canada Inc.

Head Office

98 Vanderhoof Avenue

Toronto, Ontario

M4G 4C9

Phone # 1-800-387-0100

Fax # (416) 425-6370

WESTERN REGION

Mercedes-Benz Canada Inc.

Western Region Zone Office

3650 Charles Street

Vancouver, B.C.

V5K 5A9

Phone # (604) 639-3310

Fax # (604) 639-3311

CENTRAL REGION

Mercedes-Benz Canada Inc.

Central Region Zone Office

2680 Matheson Blvd., Suite 400

Mississauga, Ontario

L4W 0A5

Phone # (905) 219-9097

Fax # (905) 219-9062

EASTERN REGION

Mercedes-Benz Canada Inc.

Eastern Region Zone Office

4525 Boul. St-Jean

Dollard-des-Ormeaux, Quebec

H9H 2A7

Phone # (514) 620-7313

Fax # (514) 626-2707

To Purchasers of Pre-Owned Mercedes-Benz Vehicles

If you have purchased a pre-owned Mercedes-Benz vehicle before the expiration of its original warranty, you are entitled to the unexpired portion of the warranty provided you establish your ownership and purchase date of the vehicle. Please mail the notice on the center page to our Head Office location.

Such notification is likewise necessary for your own safety after expiration of the original warranty. The Canadian Environmental Protection Act requires Mercedes-Benz Canada Inc. to be in a position to contact Mercedes-Benz owners if a correction of a product defect becomes necessary.

Should your address change, please do not fail to notify us by using the same notice.

Speedometer Replacement

FIRST SPEEDOMETER REPLACEMENT RECORD

 SPEEDOMETER REPLACED ON _____
DATE

WITH _____
DEALER SIGNATURE

DEALER SIGNATURE

SECOND SPEEDOMETER REPLACEMENT RECORD

 SPEEDOMETER REPLACED ON _____
DATE

WITH _____
DEALER SIGNATURE

DEALER SIGNATURE

Roadside Assistance

Beyond the services and assistance provided through the Mercedes-Benz Sprinter dealer network, which is strategically located across the country, Mercedes-Benz Canada Inc. has put a nationwide auxiliary support network in place. The sole purpose of this network is to provide you, the Mercedes-Benz owner, with the assurance and peace of mind of knowing that help is near should you ever need it, 24 hours a day, virtually anywhere in Canada or the continental United States.

Important Information:

- During the powertrain warranty coverage of 5 years / 100,000 km, there is no cost for Roadside Assistance services.
- If your vehicle has been in service for more than 5 years or has accumulated more than 100,000 km, charges will apply and will be determined by the service operator at the scene of the mechanical breakdown.
- Fees for towing vary with tow distance and location of tow facility.
- No responsibility can or will be assumed for delays in service caused by severe weather conditions.

Roadside Assistance Services Provided

In order to receive Roadside Assistance, you must remain with your disabled vehicle. In addition, your vehicle must be plated and insured and on a regularly travelled road to receive Roadside Assistance services.

- **Battery Boost Service** - If your battery has run down, a service operator will provide a boost in an attempt to enable your vehicle to proceed under its own power.
- **Fuel Delivery** - If your vehicle runs out of fuel, an emergency supply of up to 5 litres of fuel (where available) will be delivered.
- **Flat Tire Service** - If your vehicle has a flat tire, its serviceable inflated and mounted spare tire (where applicable) will be installed.
- **Winching and Extrication Service** - Your vehicle will be extricated/winched when it can be safely reached from a cleared, normally travelled road (vehicle must be able to proceed under its own power). This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot. *Due to the nature of this service, no responsibility can or will be assumed for vehicle damages.*
- **Towing Service** - In the event of a mechanical breakdown, towing service will be provided to the nearest Mercedes-Benz Sprinter dealership (charges may apply for toll bridges or ferries). **If this is the case, you must contact the dealership to authorize repairs.** If the breakdown is due to an accident, there will be a charge for the towing service since accident damage is not covered under the Roadside Assistance program. The amount will depend on the distance the tow truck must travel to retrieve your vehicle and deliver it to the repair facility.

Roadside Assistance

- **Lockout Assistance** - If you have locked your keys in your vehicle, we will dispatch a service facility to attempt to gain entry into your vehicle. The cost of labour and/or replacement keys is not included. In the event that access cannot be gained, your vehicle will be towed to the nearest Mercedes-Benz Sprinter dealership.

You must have your vehicle identification number (VIN) available

whenever you call for Roadside Assistance service. (Example of VIN: WDAAB1CC2B3456789. Usually the last eight (8) digits - B3456789 - are all that is necessary to access your records.) The VIN can be found in the driver's side bottom corner of the windshield, or on the driver's seat box.

Roadside Assistance

How to claim for towing reimbursement

1. Claims must be submitted to Mercedes-Benz Roadside Assistance within thirty (30) days of the date of the breakdown.
2. Indicate the cause and the location of the breakdown. Towing claims must be accompanied by the **original** towing bill and a photocopy of the detailed repair bill. We recommend that you retain a copy of all receipts for your records.
3. A cheque is sent upon receipt and confirmation of information (please allow 4-6 weeks for processing).
4. Reimbursement applies for breakdowns occurring anywhere in Canada or the continental United States and is subject to the terms and conditions set forth by Mercedes-Benz Canada Inc.
5. For reimbursement, please address claims to: Mercedes-Benz Roadside Assistance, 248 Pall Mall Street, P.O. Box 5845, London, Ontario, N6A 4T4.

What To Do In The Event Of An Accident

In the case of personal injury, call 911 or the police immediately. If there is any doubt whether your Mercedes-Benz vehicle can be operated safely or without incurring further damage, call Roadside Assistance at **1-800-387-0100** and they will dispatch a tow truck to take your vehicle to a Mercedes-Benz authorized repair shop, where possible (charges will apply). Remember, it is your right to choose the repair facility.

Liability and Limitations

Mercedes-Benz reserves the right to limit services and reimbursement to an owner or driver under the program described herein when, in the sole judgment of Mercedes-Benz, the claims become excessive in frequency or type of occurrence. Mercedes-Benz also reserves the right to revise or discontinue the described benefits/services at any time, without notice, at its sole discretion.

All service operators providing service are independent contractors and are not employees of Mercedes-Benz Canada Inc. Therefore, the Mercedes-Benz Roadside Assistance Program cannot and does not assume any liability or responsibility for any loss or damage to your Mercedes-Benz or your personal property resulting from the rendering of such service. Service operators may decline providing service if the vehicle is unattended. Should service be rendered, the service operator will not be liable for any theft or damage of the vehicle and/or its contents while it is left unattended.

Ville	Prov.	Code Postal

Numéro	Rue

☐ M. ☐ Mme ☐ Mlle	Nom de Famille	Prénom	Initiale

Numéro d'identification du Véhicule	M. J. A. Date d'achat

S.V.P. écrire en lettres moulées et donner les informations complètes

S.V.P. ☐ AVIS DE CHANGEMENT D'ADRESSE
marquez- ☐ AVIS D'ACHAT D'UN VÉHICULE D'OCCASION en un:

DÉTACHER LE LONG DE LA LIGNE POINTILLÉE

DETACH ALONG DOTTED LINE

Please ☐ NOTICE OF ADDRESS CHANGE
check
one: ☐ NOTICE OF PRE-OWNED VEHICLE PURCHASE

Please print and give complete information

Vehicle Identification Number	Mo. Day Yr. Purchase Date
☐ Mr. ☐ Mrs. ☐ Ms.	
Last Name	First Name Initial

Number Street

City	Prov. Postal Code