



Mercedes-Benz Vans ServiceCare Promise.

Terms and Conditions.

Last Updated April 2018.

Mercedes-Benz

Vans. Born to run.



Mercedes-Benz Vans ServiceCare Promise.

Terms and Conditions (April 2018)

These Terms and Conditions govern the Mercedes-Benz Vans ServiceCare Promise Program provided by Mercedes-Benz Vans Australia Pacific Pty Ltd ACN: 618 413 362 of 44 Lexia Place, Mulgrave ('MBVAuP') to customers who own eligible vehicles and are program participants.

MBVAuP reserves the right to amend these Terms and Conditions from time to time. For current Terms and Conditions and details of Participating Authorised Mercedes-Benz Vans Dealerships, please visit www.mercedes-benz.com.au/vans

1. Definitions

1.1 In these Terms and Conditions:

- a) **DSB (Digital Service Booklet)** means the booklet issued by MBVAuP outlining the standard scheduled servicing requirements of Mercedes-Benz vehicles.
- b) **Eligibility Period** means the period which commences from the date of first registration of the Eligible Vehicle until the expiration of the manufacturer's warranty.
- c) **Eligible Services** means a maximum of the first three (3) Standard Scheduled Services which become due to be performed during the Eligible Period as set out in Item 4.1(a) of these Terms and Conditions.
- d) **Eligible Vehicles** means the Van models to which the Mercedes-Benz ServiceCare Promise Program applies as notified at www.mercedes-benz.com.au and updated from time to time by MBVAuP, but excludes the following:
 - 'Grey import' vehicles (vehicles not imported and distributed by MBVAuP for resale); and
 - Privately imported vehicles;
- e) **Participating Authorised Mercedes-Benz Dealership** means any Authorised Mercedes-Benz Dealership who has elected to participate in the Mercedes-Benz ServiceCare Promise Program and perform Standard Scheduled Servicing at the Mercedes-Benz ServiceCare Promise Price.
- f) **Standard Scheduled Service** means the fundamental technically essential maintenance work carried out at particular intervals as outlined in the Mercedes-Benz Service Booklet or DSB provided with the Eligible Vehicle.
- g) **Mercedes-Benz ServiceCare Promise** means the program offered by Mercedes-Benz Vans which is the subject of these Terms and Conditions and which can also be viewed at www.mercedes-benz.com.au

2. Mercedes-Benz ServiceCare Promise Servicing

2.1 Subject to these Terms and Conditions, owners of Eligible Vehicles are entitled to obtain Standard Scheduled Servicing of their Eligible Vehicle during the Eligible Period from Participating Authorised Mercedes-Benz Dealerships for a price that is equal to or less than the applicable current advertised Mercedes-Benz ServiceCare Promise Price.

3. Inclusions and Exclusions

3.1 All Standard Scheduled Servicing under the Mercedes-Benz ServiceCare Promise includes the following:

- ✓ Applicable Safety Checks, Service and Maintenance Work in accordance with the Mercedes-Benz Service Booklet or DSB for the Eligible Vehicle.
- ✓ All work as stipulated in the relevant Mercedes-Benz Service Booklet or DSB for the Eligible Vehicle

Additional operations carried out at MBVAuP predetermined intervals:

- ✓ Replace brake fluid
- ✓ Replace engine oil
- ✓ Replace oil filter

- ✓ Replace air filter
- ✓ Replace fuel filter
- ✓ Replace coolant
- ✓ Automatic transmission: oil and filter change
- ✓ Replace dust / cabin filter

3.2 All Standard Scheduled Servicing under Mercedes-Benz ServiceCare Promise Servicing excludes the following:

- ✗ Damage repairs resulting from: misuse, improper operation, accidents
- ✗ Modifications to the vehicle not approved by MBVAuP
- ✗ Updates to the series model including map upgrades
- ✗ Failures traced to permissible gross vehicle mass or permissible axle mass having been exceeded
- ✗ Glass
- ✗ Drive belts
- ✗ All petrol, toll charges, parking or speeding infringements and insurance
- ✗ Climatic conditions such as hail or flood
- ✗ Damage due to plant or animal substances
- ✗ Industrial pollution damage
- ✗ Damage due to cleaning materials and cleaning methods not recommended by MBVAuP
- ✗ Damage due to the use of service products not recommended by MBVAuP
- ✗ Damage or injuries to person or property
- ✗ Transportation and travel expenses
- ✗ Hotel expenses
- ✗ Loss of income
- ✗ Vehicle down time
- ✗ Tyres
- ✗ Engine tuning etc. (if required between services)
- ✗ Brake and wiper blade replacements
- ✗ Additional repairs due to the customer failing to present the vehicle at the appropriate service interval

4. Customer Obligations

4.1 The Customer agrees:

- a) to deliver the Eligible Vehicle to a Participating Authorised Mercedes-Benz Dealership at each relevant service interval in accordance with the table below, and as indicated by the Eligible Vehicle's on-board service light which informs the driver of the Eligible Vehicle that the next service is due, which is further outlined within the Eligible Vehicle's Mercedes-Benz Service Booklet or DSB;
- 1st Year / 12 months*
 - 2nd Year / 24 months*
 - 3rd Year / 36 months*

Service Intervals

- All Vito engine variants 25,000 km /1 year*
- All Sprinter engine variants 30,000 km/1 year*
- All X-Class engine variants 20,000 km/1 year*

*from the date of first registration, whichever occurs first

- b) to make the Eligible Vehicle available at a Participating Authorised Mercedes-Benz Dealership by prior appointment in a reasonably clean condition; and
- c) that all instructions for use of the Eligible Vehicle contained in the Mercedes-Benz Service Booklet and DSB shall be carried out accurately and fully.

- 4.2 Should any additional work be required, above and beyond the inclusions provided under a Mercedes-Benz ServiceCare Promise Standard Scheduled Service, the Participating Authorised Mercedes-Benz Dealership is required to contact the Customer with the details of this and obtain the Customer's authorisation before any additional work is carried out on the Eligible Vehicle.

5. Changes to the Mercedes-Benz ServiceCare Promise Program

- 5.1 Subject to these Terms and Conditions, MBVAuP may amend, at its entire discretion, the maximum Mercedes-Benz ServiceCare Promise charge payable for each Standard Scheduled Service at any time.
- 5.2 Each Mercedes-Benz ServiceCare Promise charge is published on www.mercedes-benz.com.au will available for the first three (3) services at a Participating Authorised Mercedes-Benz Dealership who will charge no more than the published Mercedes-Benz ServiceCare Promise charge for the Service of any Eligible Vehicle provided that the vehicle is within the manufacturer's warranty period at the time of the service.
- 5.2 Any changes to inclusions and exclusions to the standard Mercedes-Benz ServiceCare Promise service will be communicated separately by Bulletin to Dealerships and be updated in the standard Terms and Conditions online.

6. Transfer


- 6.1 The Mercedes-Benz ServiceCare Promise is not transferrable from one Eligible Vehicle to another.
- 6.2 If the original owner of the relevant Eligible Vehicle transfers ownership of the Eligible Vehicle prior to the expiration of the manufacturer's warranty period, Mercedes-Benz ServiceCare Promise will continue to apply to the Eligible Vehicle for the remainder of the manufacturer's warranty period in accordance with these Terms and Conditions.

7. No Refunds

- 7.1 No refund or deduction is payable to a customer in respect to an Eligible Vehicle which has not been presented to a Participating Authorised Mercedes-Benz Dealership for a Mercedes-Benz ServiceCare Promise service during the manufacturer's warranty period.

Information contained in these materials is correct as at April 2018 and is subject to change without notice.

Mercedes-Benz Vans Australia Pacific Pty Ltd. 44 Lexia Place, Mulgrave, Victoria, 3170. ACN: 618413362. Printed in Australia. April 2018.

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