



## Service and Warranty Information 2014

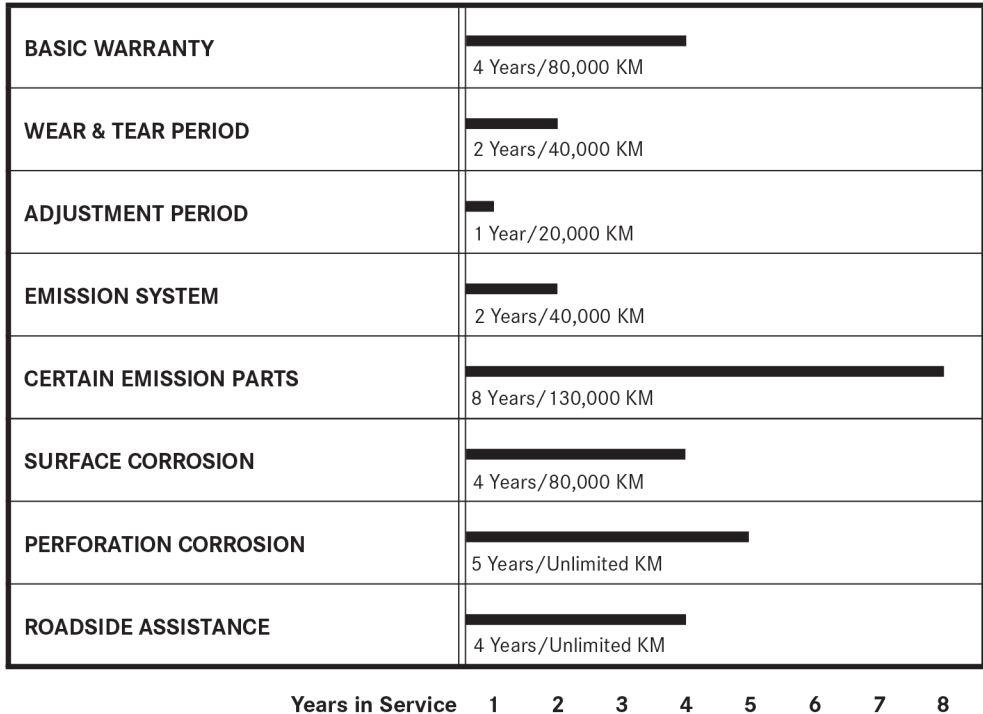
C-Class, CL-Class, CLA-Class, CLS-Class, E-Class, G-Class, GL-Class,  
GLK-Class, M-Class, S-Class, SL-Class, SLK-Class, SLS-Class



Mercedes-Benz

## MERCEDES-BENZ LIMITED WARRANTY COVERAGE

Model Year 2014



P-41-14-ALL-B1 (11/13) Ed. D © Mercedes-Benz Canada Inc.

Models: C-Class, CL-Class, CLA-Class, CLS-Class, E-Class (207/212) (except E250 BlueTEC / E250 BlueTEC 4M), G-Class, GL-Class, GLK-Class, M-Class, S-Class, SL-Class, SLK-Class, SLS-Class

Daimler: 6515-8567-43

Printed in USA. Subject to modification. No part of this booklet may be reproduced, reprinted or translated without prior authorization in writing.

*Dear Mercedes-Benz Owner:*

*As an authorized Mercedes-Benz 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 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 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 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)*



## Contents

To the Owner . . . . .	5
Loss of Warranty Booklet . . . . .	5
New Vehicle Limited Warranty - Basic Coverage . . . . .	6
New Vehicle Limited Warranty - Things You Should Know. . . . .	10
Emission Control System Warranty . . . . .	14
Emission Performance Warranty . . . . .	16
Emission Performance Warranty - Things You Should Know . . . . .	20
Mercedes-Benz Emission Related Components MY 2014 - Gasoline Engine . . . . .	21
Mercedes-Benz Emission Related Components MY 2014 - BlueTEC Diesel . . . . .	22
Corrosion Warranty . . . . .	23
Questions . . . . .	25
To Purchasers of Pre-Owned Mercedes-Benz Vehicles . . . . .	27
Roadside Assistance. . . . .	29

### Vehicle Warranty Information

Model \_\_\_\_\_

VIN \_\_\_\_\_

European Delivery

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 dealer will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Please present this booklet to the Service Advisor at your Mercedes-Benz dealer every time you have service or warranty work performed.

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 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 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 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 dealer will make any repairs or replacements necessary, to correct defects in material or workmanship arising during the warranty period.

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

**WARRANTY PERIOD:** This warranty is for the first to occur of 48 months or 80,000 km, whichever comes first, from the vehicle's date of delivery or when placed into service if earlier.

**WEAR AND TEAR PERIOD:** The following parts listed are covered for wear and tear during the first 24 months or 40,000 km whichever comes first. BRAKE PADS, BRAKE DISCS, BRAKE PAD WEAR SENSORS AND LIGHT BULBS.

**ADJUSTMENT PERIOD:** Adjustments (including wheel balancing and wheel alignment) required to correct a defect in material or workmanship during the first 12 months or 20,000 km, whichever comes first, will be performed by any authorized Mercedes-Benz dealer. This does not apply to adjustments which are part of normal maintenance services.

**GLASS:** Glass is warranted against stress cracks for 12 months or 20,000 km, whichever occurs first.

**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 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 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 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:

**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, wiper rubber inserts, 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.



## New Vehicle Limited Warranty

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

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

**ALTERED ODOMETER:** No warranty coverage shall apply to any vehicle on which the odometer has been altered and the actual km 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 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.

**RACING OR COMPETITIVE EVENTS:** Your limited warranties do not cover the costs of repairing damage or conditions caused by racing, nor do they 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 cause 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 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 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 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.

The term "Wear and Tear" as used in the warranty relates only to the listed parts and only if the parts are defective or worn out. These parts will be replaced without charge anytime during the 24 month or 40,000 km wear and tear 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 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.

### Theft Relevant Parts

Certain theft relevant parts require special training and tools to ensure proper installation and calibration. Improper installation and/or control of these parts can result in an increased risk of vehicle theft and/or other fraudulent acts. Therefore, for the security of our customers and their vehicles, these parts are only available when installed by an authorized Mercedes-Benz dealer.

### 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 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 Dealer or call 1-800-387-0100.

## Emission Control System Warranty - Vehicles

### General

In accordance with Environment Canada's motor vehicle emission requirements, Mercedes-Benz Canada Inc. 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 Environment Canada; 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 40,000 km 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 list shown on pages 21 & 22 which would cause them not to conform with those requirements for a period of use of 8 years or 130,000 km, whichever first occurs.

### This Warranty Does Not Apply To:

1. The repair or replacement of warranted parts which are scheduled to be replaced prior to 130,000 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 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.

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.



## 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 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.

## Emission Performance Warranty

**NOTE: The Emission Performance Warranty applies only in those jurisdictions that have periodic vehicle emissions tests and require the vehicle to pass such tests and is effective only to the extent required by law.**

Mercedes-Benz Canada Inc. (MBC) 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 MBC's written instructions for required maintenance and use, and
- b. if the vehicle fails to conform at any time during 8 years or 130,000 km, whichever first occurs, to the applicable emission standards as ascertained by the applicable emission tests, then
- 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 any law applicable, then any authorized Mercedes-Benz dealer during the first 24 months or 40,000 km will make any repairs or replacements necessary to specified systems/components to ensure that the vehicle conforms to the applicable standards at no charge for parts and labour (including diagnosis); and
- d. for the remainder of the 8 years or 130,000 km the authorized Mercedes-Benz 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.

## Emission Performance Warranty

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 a dealer demonstrator or MBC 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 Canadian emission control regulations and requirements as set forth in the Emission Control Systems Warranty. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of emission related components be genuine Mercedes-Benz Service Parts or Authorized 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 Service Parts or Authorized Remanufactured Parts for such maintenance, replacement or repair without invalidating this warranty or the Emission Control Systems 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 Service Parts or Authorized 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.

MBC, however, assumes no liability under this warranty with respect to parts other than Mercedes-Benz Service Parts or Authorized 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.

## Emission Performance Warranty

### **MBC 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 distance intervals at which maintenance is to be performed may be found in the Service 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. MBC 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 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.

MBC 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

- Diesel engines  
diesel fuel other than S15 Ultra Low Sulfur Diesel (15 ppm Sulfur maximum)

## Emission Performance Warranty

### 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 MBC.
- c. The repair or replacement of warranted parts which are scheduled for replacement prior to 130,000 km once these have been replaced at the first replacement interval as part of regular maintenance service.
- d. Loss of time, inconvenience, loss of use of the vehicle, or other incidental or consequential damages.
- e. Any vehicle on which the odometer reading has been altered so that the vehicle's actual kilometres cannot be determined.

This warranty is available on a vehicle purchased and operated in Canada.

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 CONTROL SYSTEMS, THE EMISSION CONTROL SYSTEMS WARRANTY AND THE EMISSIONS PERFORMANCE WARRANTY ARE THE ONLY WARRANTIES AND TO THE EXTENT PERMITTED BY STATUTORY LAW, THERE ARE NO OTHER REPRESENTATIONS OR WARRANTIES, 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 ARE DISCLAIMED. DAIMLER AG, MERCEDES-BENZ CANADA INC., OR THE AUTHORIZED MERCEDES-BENZ DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH SUCH EMISSION SYSTEMS.

See pages 21 and 22 for components covered by this warranty.

## Emission Performance Warranty - Things You Should Know

### General

You may present a claim under this warranty immediately after your vehicle has failed an applicable emission 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 Mercedes-Benz dealer of your choice in Canada.

The dealer will honour 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 applicable law, whichever is shorter, except when a delay is caused by events not attributable to MBC or your Mercedes-Benz dealer. You will be notified in writing by your Mercedes-Benz dealer of the reason for any denial of your claim.

You may obtain further information concerning the emission performance warranty by contacting your authorized Mercedes-Benz dealership.



## Mercedes-Benz Emission Related Components MY 2014 - Gasoline<sup>1</sup>

### I. Air Induction System

Air Cleaner Housing  
Intake Manifold  
Variable Intake System Switching Valve  
Charge Air Cooler  
Tumble Flap Switching Valve  
Turbocharger (with Integrated Exhaust Manifold)  
Camshaft Adjuster  
Deceleration Air Switching Valve

### II. Fuel Metering System

Fuel Injector  
Fuel Filter w/ Integrated Fuel Pressure Regulator  
Fuel Pressure Sensor  
Fuel Management System  
Fuel System Control Module  
High Pressure Pump  
Throttle  
Injection Valve  
Fuel Pressure Regulator

### III. Ignition System

Spark Plugs  
Ignition Coil  
Ignition Module

### IV. Positive Crankcase Ventilation

n/a

### V. Fuel Evaporative Control

EVAP Canister  
Fuel Filler Cap  
Fuel Tank Pressure Sensor  
EVAP Canister Purge Valve  
Fuel Tank (with Integrated Vent Valve)  
Fuel Fill Neck  
Fuel Tank Vent Valve

### VI. Secondary Air Injection Sys.

AIR Switching Valve  
Vacuum Check Valve (AIR)  
Air Combination Valve  
Air Pump  
Electro-Pneumatic Transducer (Frequency Valve)

### VII. Exhaust

Exhaust Manifold  
Three-Way Catalyst \*

### VIII. Eng. Emiss. Control Sys. Sens.

Engine Control Module \*  
Transmission Control Module  
O2 Sensors  
Engine Coolant Temperature Sensor  
Intake Air Temperature Sensor  
Crankshaft Position Sensor  
Camshaft Position Sensor  
Knock Sensor  
Front Vehicle Speed Sensor  
Rear Vehicle Speed Sensor  
Mass Air Flow Sensor  
Intake Manifold Pressure Sensor  
Fuel Temperature / High Pressure Sensor  
Engine Thermostat  
Ethanol Sensor  
Shifting Drum

### IX. On-Board Diagnostics

Malfunction Indicator Lamp \*

1 - If applicable to this model.

\* These items are warranted for 8 years/130,000 km (whichever comes first); all other parts are warranted for 2 years / 40,000 km (whichever comes first).

## Mercedes-Benz Emission Related Components MY 2014 - BlueTEC Diesel Engine with Diesel Exhaust Fluid (DEF)<sup>1</sup>

### I. Air Induction System

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

### II. Fuel Metering System

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

### III. Ignition System

Glow Plug  
Glow Time Control Module

### IV. Exhaust Gas Recirculation Sys.

EGR Valve  
EGR Cooler  
EGR Line

### V. Positive Crankcase Ventilation

Crankcase Ventilation Valve/Line  
Oil Filler Cap

### VI. Fuel Evaporative Control

Fuel Filler Neck (without Expansion Tank)  
Fuel Tank (with Integrated Vent Valve and Fill Neck)  
Fuel Tank Vent Valve

### VII. Exhaust / Diesel Exhaust Fluid (DEF) System

Exhaust Manifold  
DEF Delivery Pump (with Pressure Sensor)  
DEF Injection Valve  
DEF Tank (with Temperature Sensor and Fluid Level Gauge)  
Diesel Oxidation Catalyst (and/or Diesel Particulate Filter\*)  
Selective Catalytic Reduction Catalyst\*  
DEF Line

### VIII. Eng. Emiss. Control Sys. Sens.

Engine Control Module \*  
Transmission Control Module  
O2 Sensors  
Engine Coolant Temperature Sensor  
Charge Air Pressure Sensor  
Manifold Air Pressure Sensor  
Crankshaft Position Sensor  
Camshaft Position Sensor  
Front Vehicle Speed Sensor  
Rear Vehicle Speed Sensor  
Charge Air Temperature Sensor  
Exhaust Back Pressure Sensor  
Exhaust Differential Pressure Sensor  
Heated Cooling Water Thermostat  
Exhaust Gas Temperature Sensor  
Mass Airflow Sensor (with Integrated Intake Air Temperature Sensor)  
DEF Control Module  
Fuel Temperature Sensor  
NO<sub>x</sub> Sensor  
Particulate Matter Sensor

### IX. On-Board Diagnostics

Instrument Cluster \*

1 - If applicable to this model.

\* These items are warranted for 8 years/130,000 km (whichever comes first); all other parts are warranted for 2 years / 40,000 km (whichever comes first).

## Corrosion Warranty

### This Warranty Covers:

**Surface Corrosion:** Surface corrosion for a period of 48 months or 80,000 km from date of first registration, whichever occurs first.

**Perforation:** Perforation due to corrosion for a period of 60 months unlimited kilometres from date of first registration.

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 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 or other impacts.
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.**

**THIS WARRANTY IS ONLY APPLICABLE IN CANADA.**

## If You Have Questions Regarding Warranty or Service

The satisfaction and goodwill of Mercedes-Benz owners is of primary concern to Mercedes-Benz 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 dealer management. Talk to the Service Manager, then if you still have questions, discuss them with the Mercedes-Benz 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.



## Roadside Assistance

Beyond the services and assistance provided through the Mercedes-Benz 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 basic warranty coverage of forty-eight (48) months, there is no cost for Roadside Assistance services.
- If your vehicle has been in service for more than forty-eight (48) months and you have not purchased the Roadside Assistance Annual Membership or a Mercedes-Benz Extended Limited Warranty, charges will apply and will be determined by the service operator at the scene of the mechanical breakdown.
- No responsibility can or will be assumed for delays in service caused by severe weather conditions.
- Fees for towing vary with tow distance and location of tow facility.

### 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 dealership (charges may apply for toll bridges or ferries). **If this is the case, you must contact the dealership to authorize repairs.** If towing is required 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 dealership.

### **You must have your vehicle identification number (VIN) available**

whenever you call for either Roadside Assistance or Emergency Roadside Repair service. (Example of VIN: WDBAA23C4MB567890. Usually the last eight (8) digits - MB567890 - 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 side door pillar below the latch.

### **Trip Interruption Benefits**

In the event of a non-accident related **mechanical breakdown** that makes your vehicle unfit to proceed under its own power, the Mercedes-Benz Roadside Assistance Program will provide reimbursement benefits while the vehicle is being repaired, according to the following terms and conditions, providing your vehicle was towed by benefit of Mercedes-Benz Roadside Assistance and original receipts are provided. (Note, this benefit does not apply for towing required as a result of an unsuccessful tire service, as this is not considered a mechanical breakdown).

### ***If breakdown occurs less than 80 km from home***

- Alternate transportation - (up to \$100.00 per incident).
- Incidentals - includes telephone and parking expense (up to \$25.00 per incident).

### ***If breakdown occurs more than 80 km from home***

- Accommodation - hotel accommodation for up to 5 nights (up to \$500.00 per incident), providing the accommodations were not booked prior to the breakdown. (Note, reimbursement will not be provided for alcoholic beverages or gratuities.)
- Alternate Transportation - includes commercial airfare, vehicle rental (excluding fuel costs and drop-off fees), taxi or other regular commercial transportation (up to \$600.00 per incident).
- Incidentals - includes telephone and parking expense (up to \$25.00 per incident).

## Roadside Assistance

### Trailer Towing

- Trailer towing service is included but is limited to one tow per breakdown and does not include winching.
- Mercedes-Benz Roadside Assistance and its service provider will not assume any responsibility for any contents and/or personal items contained in the trailer damaged as a result of service provided or for any costs associated with trailer storage while your Mercedes-Benz vehicle is under repair.
- Mercedes-Benz Roadside Assistance and its service provider reserve the right to deny service if the contents of the trailer exceed that of the 'cargo insurance' carried by the particular facility performing the towing service.

## Roadside Assistance

### How to claim for 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.
3. Enclose a photocopy of the detailed repair bill, and the **original** invoices/receipts of the costs incurred. This benefit applies to expenses incurred by you within seventy-two (72) hours of your Mercedes-Benz breakdown. We recommend that you retain a copy of all receipts for your records.
4. A cheque is sent upon receipt and confirmation of information (please allow 4-6 weeks for processing).
5. 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.
6. 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-  en un: AVIS D'ACHAT D'UN VÉHICULE D'OCCASION

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