



Metris

New Vehicle Limited Warranty Guide 2023

Mercedes-Benz



MERCEDES-BENZ LIMITED WARRANTY COVERAGE – MODEL YEAR 2023

BASIC WARRANTY	3 YEARS / 60,000 KM
ADJUSTMENT PERIOD	1 YEAR / 20,000 KM
POWERTRAIN WARRANTY	5 YEARS / 100,000 KM
CERTAIN EMISSION PARTS	8 YEARS / 130,000 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	BASIC WARRANTY/ELW TERM

Additional coverage may be available under an Extended Limited Warranty or Prepaid Maintenance contract.

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

To meet your every possible service need, your authorized Mercedes-Benz Vans dealer employs factory trained staff using the latest diagnostic and service techniques. Whether it is a small adjustment or a major service, your Mercedes-Benz Vans 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 _____

Delivery / Warranty: _____

Day _____ Month _____ Year _____

Selling Dealer _____

To the Owner

General

The subsequent pages of this Warranty Information guide 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 Vans dealer will exchange or repair any defective parts in accordance with the terms of such warranties within stated limited.

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 Vans 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. Mercedes-Benz does not warranty non-Mercedes-Benz parts, units and accessories and their use may affect warranty coverage for certain repairs relating to such parts, units and accessories.

Consult your authorized Mercedes-Benz Vans 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 AG (MBAG) warrants to the original and each subsequent owner of a new Mercedes-Benz vehicle that any authorized Mercedes-Benz Vans dealer will make any repairs or replacements necessary, to correct defects in material or workmanship, but not design, arising during the warranty period.

ANY MERCEDES-BENZ VANS DEALER: To make a warranty claim you must present your vehicle to an authorized Mercedes-Benz dealer so a diagnosis can be performed to determine whether it is necessary to correct a defect in material or workmanship. Any authorized Mercedes-Benz 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. Occasionally, delays in repairs occur due to back-ordered parts and other circumstances outside MBC's control. Delays occurring for such circumstances will not be considered an unreasonable performance of the repairs.

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 kilometers, whichever occurs first:

-light bulbs and fuses

-wiper blades

-clutch discs

-brakes (rotors, pads, linings and drums)

-wheel alignment and wheel balancing (*note: Wheel alignment and balancing are covered one time only under adjustments. (Adjustments for road crown are not covered.)*)

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 Vans dealer demonstrator or MBC company vehicle or MBC company vehicle but no later than 24 months from the vehicle production date. Warranty coverage will be adjusted to reflect the actual warranty period start date.

New Vehicle Limited Warranty

WARRANTY AVAILABLE: This warranty is only available at authorized Mercedes-Benz Dealers within Canada. THIS WARRANTY IS NOT AVAILABLE FOR VEHICLES EXPORTED FROM CANADA. The only exception is for vehicles taken to the United States or Mexico on a temporary basis, such as for vacation purposes, where warranty service may be requested from an authorized Mercedes-Benz Vans dealer.

THE BASIC COVERAGE, EMISSION AND CORROSION WARRANTIES IN THIS GUIDE 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 MERCEDES-BENZ AG, 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: Tire warranty coverage is with the tire manufacturer directly. 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, racing or competitive driving events, use on a closed-circuit race track, off-road trails and tracks, 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.

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

WHEEL ALIGNMENT: Adjustments for road crown (a side-to-side arch for drainage) are not covered.

WIPER BLADES AND INSERTS: Damaged or worn wiper blades and wiper blade inserts are not covered after 12 months or 20,000 km, whichever occurs first.

DAMAGE DUE TO ACCIDENTS, MISUSE OR NEGLIGENCE: Damage due to negligence, fraud, improper adjustments, modification, alterations, disconnection, or tampering. Accidents or damage from objects striking the vehicle. Misuse of the vehicle such as driving into or over potholes, curbs, or other objects/road hazards; over-loading, driving through high standing water or flooded areas, 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 Information 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. Changing the engine oil within the intervals set forth in the Service Information booklet is critical for engine performance and preservation. Failure to change the engine oil within the intervals set forth in the Service Information booklet can cause severe engine damage and is considered lack of proper maintenance.

NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY: Cleaning and polishing, checking, adding and, when necessary, changing fluids and filters, replacing worn wiper blades, wiper rubber inserts, brake pads and discs, and clutch discs and pressure plates are some of the normal maintenance services vehicles require and are not covered by this warranty. For service information, please refer to the Service Booklet posted on our website [here](#) for Mercedes-Benz Vans Vehicles. 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 are not performed in accordance with Mercedes-Benz specified repair procedures or otherwise improperly performed are not covered by this warranty.

DAMAGE CAUSED BY REPAIR PARTS AND MISFUELING: MBC strongly warns against the introduction of fuels with anti-knock index less than 91 octane or ethanol blends greater than E10 in non flex-fuel capable gasoline engine equipped vehicles. Malfunctions caused by the use of non-Genuine Mercedes-Benz parts and accessories and damages or malfunctions resulting from incorrect fuel usage, poor fuel quality or from blending additional fuel additives other than those expressly approved for use in exceptional circumstances (see vehicle's 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 CAUSED BY OUTSIDE INFLUENCES AND THE ENVIRONMENT: Damage from accidents or acts of nature or other events beyond the control of MBC is not covered (i.e. fire, flood, earthquake). 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, driving through high water, flooded areas and extreme storm conditions, 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: Improvements and changes in design or additions to Mercedes-Benz vehicles occur regularly and in the normal course of product development. 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 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 make any repairs or replacements necessary to correct defects in material or workmanship, but not design, arising during the warranty period without charge to you. 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.

This warranty does not mean that your vehicle is free from defects. 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. Do not assume that an issue you may experience with your vehicle is due to a defect. Parts can fail for many different reasons not attributable to a defect. In addition, vehicle symptoms you may hear, feel or see can be due to many different things unrelated to a defect. MBC is committed to customer satisfaction, which is why it is important for you to take your vehicle to an authorized Mercedes-Benz dealer where trained professionals can make the appropriate diagnosis and, if necessary, repair.

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.

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.

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 months 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 damage 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.

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 9**), for example, damages due to accidents, misuse, or negligence, and in either case, any subsequent consequential damage to the vehicle are not covered by this warranty.

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 from authorized Mercedes-Benz Vans dealers and select independent service providers.

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.

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.

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. MBC has certified a network of body repair facilities which are qualified to perform both cosmetic and structural repairs to your vehicle.

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.

Tires

Tires are warranted by the tire manufacturer. Many authorized Mercedes-Benz Vans dealers are also tire dealers and can assist you obtaining tire adjustments.

Powertrain Warranty

General

You are covered by the Powertrain Warranty for up to 5 years or 100,000 kms on the odometer, whichever comes first.

What's Covered

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; 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.

Gasoline Engine Warranty

These gasoline engine parts are covered for **5 years or 100,000 kilometres**, whichever occurs first.

Gasoline 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

General

Mercedes-Benz Canada warrants to the original and each subsequent owner of an OM247 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.

"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.

The warranty will be performed by any authorized Mercedes-Benz Vans dealer of the owner's choice – repairing, replacing or adjusting at the dealer's discretion, upon dealer 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.

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 Information 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 Vans 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.

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.

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We recommend that all maintenance services be performed by your authorized Mercedes-Benz Vans 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 2023 Metris – Gasoline

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 Metris 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.

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 page 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 emission maintenance parts after, and including, their first replacement interval.
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.

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 then specified components in the attached list (P.21) which have been installed in or on the vehicle for the sole or primary purpose of reducing vehicle emissions

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.

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 strongly warns against the introduction of fuels with an anti-knock index less than 91 octane or ethanol blends greater than E10 in non flexfuel capable gasoline engine equipped vehicles, and in vehicles equipped with a diesel engine, strongly warns against the introduction of biodiesel blends greater than B5 and/or not meeting ASTM D6751 or EN590 quality standards. 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 ethanol blends greater than E10 for non-flex-fuel vehicles, or premium fuel is recommended. If the recommended fuel grade is not available, unleaded regular fuel with an octane rating of 87 can be used temporarily. Prolonged use of unleaded regular fuel can reduce engine performance and increase fuel consumption. Avoid full throttle and hard acceleration. In no event shall fuel with an octane rating lower than 87 be used.

This Warranty Does Not Cover:

- a. Malfunctions in any part caused by many 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 emission maintenance parts after, and including, their first replacement interval.
- d. Loss of time, inconvenience, loss of use of the vehicle, or other incidental or consequential damages.
- e. Any vehicle on which the odometer 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. MERCEDES-BENZ 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.

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 2023

Gasoline engine

I. Air Induction System

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

II. Fuel Metering System

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

III. Ignition System

Ignition Coil & Spark Plug

IV. Fuel Evaporative Control

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

VI. Exhaust

Three-Way-Catalyst*

VII. Engine Emissions Control

Systems/Sensors, Camshaft Position Sensor, Crankshaft Position Sensor. Engine Control Module*, Engine Coolant, Temperature Sensor, Thermostat, Cooling Water, Fuel System Control Module, Fuel Temperature/High Pressure Sensor Intake Air Temperature Sensor, Manifold Air Pressure Sensor, Knock Sensor, O2 Sensor, Transmission Control Module Vehicle Speed Sensor (Front Wheels), Vehicle Speed Sensor (Rear Wheels), Engine Control Module Software*, Fuel System, Control Module Software, Transmission Control Module Software

VIII. On-Board Diagnostics

Instrument Cluster (Malfunction Indicator Lamp) *

*** These items are warranted for 8 years/130,000 km (whichever occurs first).**

All other items are warranted for 2 years/40,000 km (whichever occurs first).

Emission Performance Warranty – Things you should know

General

You may present a claim under this warranty immediately after your vehicle 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.

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 Vans 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.

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 Regional Service Manager.

FINALLY –

If you have additional comments or questions regarding your Mercedes-Benz after discussion with your dealer and Regional Service Manager, please email us: cs.can@cac.mercedes-benz.com

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 contact our Customer Assistance Centre at cs.can@cac.mercedes-benz.com for further information.

Such notification is likewise necessary for your own safety after expiration of the original warranty. The Canadian Environmental Protection Act requires Mercedes-Benz AG 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 contacting our Customer Assistance Centre at cs.can@cac.mercedes-benz.com

Roadside Assistance

Beyond the services and assistance provided through the Mercedes-Benz dealer network, which is strategically located across the country, Mercedes-Benz AG has put in 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

- Roadside Assistance services are included at no additional charge for the duration of the basic warranty coverage, extended limited warranty (ELW), if purchased, and the pre-owned limited warranty (PLW), if applicable.
- No responsibility can or will be assumed for delays in service caused by severe weather conditions.

Roadside Assistance Service 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. Multiple fuel deliveries for the same vehicle will be at the discretion of Mercedes-Benz Roadside Assistance.
- **Flat Tire Service** – If your vehicle has a flat tire, its serviceable inflated and mounted spare tire (where applicable) will be installed. Otherwise, the vehicle will be towed to the nearest Mercedes-Benz dealership.
- **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, the vehicle will be towed to the nearest Mercedes-Benz dealership (charges may apply for toll bridges or ferries). If towing is required due to a collision, there may be a charge for the service if the vehicle is more than 80 km away from an Authorized Mercedes-Benz Collision Centre. Charges will be determined by the service operator at the scene of the collision.
- **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 when calling Roadside Assistance. Your 17 digits 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. It is usually also located on your ownership papers or insurance slip.

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.

How to claim for reimbursement (exclusive zones only*)

*Exclusive zones are restricted towing zones which can only be accessed by authorized towing companies.

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 submitted to <https://roadsideclaims.xperigo.com>
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. The vehicle must be towed to a Certified Mercedes-Benz dealership to qualify for towing reimbursement or Trip Interruption.
5. A cheque is sent upon receipt and confirmation of information (please allow 4-6 weeks for processing).
6. 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 AG.
7. For reimbursement, please submit claims online at <https://roadsideclaims.xperigo.com>

What To Do In The Event Of A Collision

In 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, please call Roadside Assistance at 1-800-387-0100. They will dispatch a tow truck to your location and bring the vehicle to an Authorized Mercedes-Benz Collision Centre. Charges may apply if the vehicle needs to be towed elsewhere or to a non Mercedes-Benz facility.

Liability and Limitations

Mercedes-Benz reserves the right to limit Roadside Assistance services and reimbursement to an owner or driver 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 AG. 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.

Service and Literature

Reprinting, translation and copying, even of excerpts, are not permitted without our prior authorization in writing.

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Models

44760313-CA4 METRISC - MY23 - 126" WB Cargo

44760513-CA4 METRISC L - MY23 - 135" WB Cargo

44770313-CA4 METRISP - MY23 - 126" Passenger