

# First Class Protection Plan



**Confidence for the road ahead.** Your Mercedes-Benz was built to offer you many kilometres of driving pleasure and confidence on the road. Help maintain your Mercedes-Benz with the added value of convenience, peace of mind, and security. Your Mercedes-Benz dealer can help you find the right protection products and package options to fit your lifestyle and driving needs. Ask about the First Class Protection Plan today.

Mercedes-Benz Financial Services



# First Class Protection Plan Multi-Coverage Packages

Mercedes-Benz Financial Services offers a suite of optional protection products to help keep your Mercedes-Benz vehicle looking its best and performing even better. Drive with confidence knowing you have coverage that will help maintain your vehicle's appearance, performance and value for years to come. Talk to your Mercedes-Benz dealer today about our Multi-Coverage Protection Packages and find the coverage that's right for you.

**Multi-Coverage Protection Package options include various combinations of the following:**



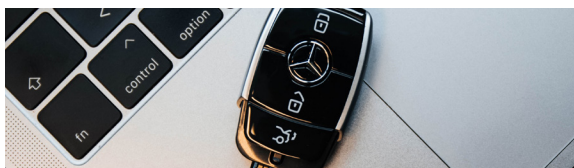
**Tire and Rim Protection**



**Paintless Dent Repair**



**Windshield Protection**



**Key Protection**



**Interior and Exterior Protection**

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First Class Tire and Rim Protection and First Class Interior and Exterior Protection are available as stand-alone products. First Class Paintless Dent Repair, Windshield Protection, and Key Protection are only available within Multi-Coverage Protection Packages.

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# First Class Tire and Rim Protection

## Make everyday hazards of the road less expensive.

Tire and Rim Protection will cover the replacement cost of your tires and rims if they are damaged by a road hazard. While it may be difficult to avoid these unexpected hazards in the road, we've made it easier to prepare and protect yourself from the unexpected expense.

### What does it cover?

- Replacement of tires or rims if damaged due to road hazards<sup>1</sup>
  - Covers replacement of the tire due to covered road hazard damage including glass, metal, potholes, debris, nails, etc. (includes tires with run-flat technology)
  - Covers replacement of the rim if road hazard damage prevents the tire from sealing to the rim and maintaining the tire manufacturer's air pressure specifications
- Repair of rims if cosmetic damage occurs when accompanied by an approved corresponding tire claim
  - Covers cosmetic rim repair includes damage such as nicks, scrapes, and curb rash
- Covers approved costs related to the replacement of tires and rims including taxes, labour costs, mounting and balancing fees, valve stems, environmental/disposal fees, as well as towing expenses up to \$100
- Rental car reimbursement for up to two (2) days, at \$60 per day, in the event that a vehicle inspection is required or a covered repair requires shipment of damaged rims

### Coverage

- No kilometre restrictions on this coverage
- No deductible

### Coverage exclusions may apply:<sup>2</sup>

- Damage to tires with less than 2.4 mm (3/32") tread depth at the lowest point on the tire at the time of damage
- Cosmetic damage to tires
- Cosmetic rim damage claims not accompanied by an approved corresponding tire claim
- Damage caused by vandalism
- Repairs or replacements made without prior authorization
- Damage caused by road conditions (such as uneven lanes or metal plates) found in construction zones or construction sites
- Failures from normal wear and tear, improper wear, or dry rot

First Class Tire and Rim Protection is available for purchase as stand-alone product, or within the Multi-Coverage Protection Packages.

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<sup>1</sup> Limitations on coverage or claim benefits may apply in your province or territory. Please see your Agreement for specific coverage details.

<sup>2</sup> Additional exclusions may apply. Please see your Agreement for specific coverage details, including limitations and exclusions.



# First Class Paintless Dent Repair

## Coverage for the perils of the parking lot.

In addition to being unsightly, dents and dings can greatly reduce the resale or trade-in value of your vehicle. Maintaining the value and beauty of your vehicle is easy with Paintless Dent Repair.

### What does it cover?

- The repair of the dents and dings that inevitably appear on your vehicle, simply through everyday driving
- Permanently removes door dings and minor dents without harming your vehicle's factory finish
- Repair of dents and dings, no larger than 10 cm (4") in diameter, that are within an accessible area on a body panel of your vehicle
- Eliminates unsightly and unavoidable imperfections
- Keeps your vehicle's appearance looking brand new

### Convenient Protection

With your convenience in mind, repairs can be performed at the dealership, your home, or your place of business.

### Coverage

- No limit on occurrences or claim benefits
- No limit on the number of service calls
- No kilometre restrictions
- No deductible

### Coverage exclusions may apply:<sup>1</sup>

- Dents or dings that are larger than 10.16 cm (4") in diameter
- Dents or dings that cannot be repaired by the Paintless Dent Repair process
- Damage caused by vandalism
- Repairs that will affect or damage the vehicle's paint or finish
- Damage caused by hail

First Class Paintless Dent Repair is only available within Multi-Coverage Protection Packages.

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<sup>1</sup> Additional exclusions may apply. Please see your Agreement for specific coverage details, including limitations and exclusions.



## First Class Windshield Protection

**Extra protection from the most important point of view.**

### **What does it cover?**

Windshield Protection covers front windshield replacement for your Mercedes-Benz, due to chips and cracks caused by rocks and other road debris.

### **Convenient Protection**

With your convenience in mind, service can be performed at the dealership, your home, or your place of business.

### **Coverage**

- There is a \$5,000 aggregate claim limit during the Agreement term
- No limit on the number of service calls
- No kilometre restrictions
- No deductible

### **Coverage exclusions may apply:<sup>1</sup>**

- Damage in areas other than the front windshield
- Stress cracks
- Damage caused by hail, vandalism, or neglect

First Class Windshield Protection is only available within Multi-Coverage Protection Packages.

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<sup>1</sup> Additional exclusions may apply. Please see your Agreement for specific coverage details, including limitations and exclusions.





## First Class Key Protection

### Lost keys? We have got you covered.

Key Protection provides security and peace of mind whether your keys are lost, stolen, locked in your vehicle — or even broken.

#### What does it cover?

- If your vehicle keys or transponder are lost, damaged, or misplaced, Key Protection covers the replacement of the key/remote up to \$800 per occurrence
- Taxi/rental vehicle/public transportation reimbursement, up to \$75

#### Additional benefits

- Home Lock-Out Assistance benefit includes:
  - Locksmith services up to \$100 per occurrence
  - Coverage for up to three (3) replacement house keys during the coverage term, up to \$75 per replacement key
- Replacement benefit for additional non-programmable keys on the key ring, such as RV/trailer keys and office keys, up to \$250 per occurrence
- Emergency message relay for up to three (3) emergency contacts

#### Coverage

- No kilometre restrictions
- No deductible

#### Coverage exclusions may apply:<sup>1</sup>

- Replacement keys, if you did not receive two (2) master keys at the time of sale or lease of the vehicle
- Replacement keys, if your keys are covered by the manufacturer, repairer or supplier's warranty or recall
- Any replacement keys made without prior authorization

First Class Key Protection is only available within Multi-Coverage Protection Packages.

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<sup>1</sup> Additional exclusions may apply. Please see your Agreement for specific coverage details, including limitations and exclusions.



## First Class Interior and Exterior Protection

### Keep your new car looking its best, inside and out.

Enjoy your Mercedes-Benz for years to come by protecting both the interior and exterior appearance of your new car. Interior and Exterior Protection covers vehicles inside and out including paint, fabric, carpet, vinyl, and leather.

#### What does it cover?

- Covers repair of damage to exterior paint, interior fabric, and leather
- Exterior coverage: protects against damage such as exposure to the sun, damage caused by acid rain, hard water, de-icing materials, and spray paint or paint overspray from roads
- Interior protection: covers fabric or leather passenger seats, door trim, carpet, floor mats, and cargo area from stains caused by everyday usage

#### Coverage

- No limit on occurrences
- No kilometre restrictions
- No deductible

#### Coverage exclusions may apply:<sup>1</sup>

- Damage to areas of the vehicle that were not treated with the Armor All® SmartShield® product
- Damage caused by collision
- Damage caused by vandalism
- Damage due to defects in the vehicle's manufacturing materials
- Staining or fading caused by corrosive materials
- Repairs made without obtaining prior approval/inspection

First Class Interior and Exterior Protection is available for purchase as stand-alone product, or within the Multi-Coverage Protection Packages.

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<sup>1</sup> Additional exclusions may apply. Please see your Agreement for specific coverage details, including limitations and exclusions.

[mercedes-benz.ca/mbfs](https://mercedes-benz.ca/mbfs)

The purchase of the Mercedes-Benz Financial Services First Class Protection Plan program is optional and is not insurance. All transactions related to the optional Mercedes-Benz Financial Services First Class Protection Plan are governed solely by the provisions of the First Class Protection Plan Multi-Coverage Service Contract ("Agreement"). This document provides general information about the Mercedes-Benz Financial Services First Class Protection Plan program and should not be solely relied upon when purchasing coverage. Please refer to the Agreement for details of terms, conditions, and specific coverage details, including limitations and exclusions. Coverage may vary by province. Not all vehicle models may be eligible for coverage. Please see your dealer for more information.

The Provider of the First Class Tire and Rim Protection, First Class Paintless Dent Repair, First Class Key Protection, and First Class Windshield Protection coverages included in the Mercedes-Benz Financial Services First Class Protection Plan program is Mercedes-Benz Financial Services Canada Corporation, 2680 Matheson Blvd. E, Suite 500, Mississauga, ON L4W 0A5. The Warrantor of the First Class Interior and Exterior Protection coverage is MTC, LLC, 24 Maple Street, Wethersfield, CT 06109. The Administrator of the Mercedes-Benz Financial Services First Class Protection Plan Multi-Coverage program is Safe-Guard Canada Ltd., 1790 Matheson Boulevard, Suite C-3, Mississauga, ON L4W 0B3, Toll-free number: 844-756-8552.

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