



# **New Vehicle Limited Warranty Guide**

## **MY2025 Passenger Cars**

**Mercedes-Benz Canada Inc.**

**Mercedes-Benz**



# **MERCEDES-BENZ NEW VEHICLE LIMITED WARRANTY COVERAGE**

## **MODEL YEAR 2025**

BASIC WARRANTY	4 YEARS/80,000 KM
WEAR & TEAR PERIOD	2 YEARS/40,000 KM
ADJUSTMENT PERIOD	1 YEAR/ 20,000 KM
EMISSION SYSTEM	2 YEARS/40,000 KM
CERTAIN EMISSION PARTS	8 YEARS/130,000 KM
PLUG-IN HYBRID HIGH VOLTAGE BATTERY (CERTAIN EMISSION PARTS)	6 YEARS/100,000 KM
SURFACE CORROSION	4 YEARS/80,000 KM
PERFORATION CORROSION	5 YEARS/UNLIMITED KM
ROADSIDE ASSISTANCE	BASIC/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 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 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 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 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 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.

## Québec Warranty of Availability Exclusion – Mercedes-Benz Canada Inc.

To the fullest extent permitted by law and in accordance with Québec's *Consumer Protection Act* (CQLR, c. P-40.1) (the "**Act**"), MBC does not guarantee the availability of vehicle replacement parts, vehicle repair services, or information necessary to maintain or repair vehicles.

The above exclusion does not affect the application of the New Vehicle Limited Warranty, Extended Limited Warranty or the contractual warranty applicable to genuine Mercedes-Benz replacement parts.

MBC remains committed to meeting its customers' vehicle parts, service and information needs. Please contact your preferred Mercedes-Benz dealer or the MBC Customer Assistance Centre at 1-800-387-0100 or online at [Customer Support | Mercedes-Benz Canada](#) regarding any requests for support.

Additional information may be found at:

**Replacement Parts:** <https://www.mercedes-benz.ca/en/owners/genuine-parts>

**Repair Services:** <https://www.mercedes-benz.ca/en/owners/service-maintenance>

**Information Necessary to Maintain or Repair Goods:** <https://www.mercedes-benz.ca/en/owners/service-maintenance/technical-information>

### Access to Vehicle Data

Vehicle data for purposes of diagnostic, maintenance or repair may be obtained via the vehicle's onboard diagnostic system. For such purposes, additional data may also be accessed via an independent service provider that subscribes to Mercedes-Benz proprietary diagnostic systems, or through your preferred authorized Mercedes-Benz dealer. These parties may charge fees for their services.

## 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 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 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 48 months or 80,000 km, whichever comes first, from the vehicle's date of delivery or when placed into service if earlier.

**ADJUSTMENT PERIOD:** 1 YEAR / 20,000KM. Not all components or adjustments carry a 48 month or 80,000 km warranty. Warranty coverage for specific components or adjustments is based on the vehicle's time in service or kilometers and should always be verified with your authorized Mercedes-Benz dealer prior to any repairs. Examples include, but are not limited to:

- wheel alignment and balancing (*note: Wheel alignment and balancing are covered one time only under adjustments.*

*Adjustments for road crown are not covered.)*

- wiper blades and inserts

- remote control key batteries (covered for first 90 days only)

**WEAR & TEAR WARRANTY PERIOD:** 2 YEARS / 40,000 KM

- brake pads

- brake discs

- brake wear sensors

See **page 10** for items not covered by this warranty.

**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 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 Availability:** 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 Dealership.

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:** Tires are under warranty of 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, racing or competitive driving events, use on a closed-circuit racetrack, 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. See Service Information booklet. For service information, please refer to the Service Booklet posted on our website here for Mercedes-Benz passenger cars.

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 other than Genuine Mercedes-Benz parts and accessories and damages or malfunctions resulting from incorrect fuel usage, poor fuel quality (including biodiesel 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'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 (ie. 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.

**RACING OR COMPETITIVE EVENTS:** Your limited warranties do not cover the costs of repairing damage or conditions caused by racing or from use on closed-circuit race tracks, 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 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.

# Plug-in Hybrid Electric High Voltage Battery Limited Warranty

## General

This Plug-in Hybrid Electric High Voltage Battery Limited Warranty ("Battery Coverage") supplements the warranty coverage for the high voltage battery in a Plug-in Hybrid Electric vehicle offered under the New Vehicle Limited Warranty ("Vehicle's Warranty"). This Battery Coverage is separate from and in addition to the express conditions and warranties set forth in the Vehicle's Warranty and in no way alters or extends that coverage.

### Items Which Are Covered:

For warranty claims specific to battery capacity, the replacement battery will be in a condition appropriate to the age and kilometers of the vehicle sufficient to achieve or exceed the minimum battery capacity for the remainder of the warranty period of the original battery. Note that the vehicle's range estimates are an imperfect measure of battery capacity because they are affected by additional factors separate from battery capacity. The measurement method used to determine battery capacity, and the decision of whether to repair, replace, or provide reconditioned or re-manufactured parts, and the condition of any such replaced, reconditioned or re-manufactured parts, are at the sole discretion of Mercedes-Benz.

**BATTERY COVERAGE:** Mercedes-Benz Canada ("MBC") warrants the high voltage battery in your vehicle to the original and each subsequent owner for any repairs or replacements necessary to correct defects in material or workmanship, relating to the battery which may arise after the expiration of the Vehicle's Warranty.

**DAMAGE:** Please note the difference between "defects" and "damage." Defects are covered since we, the distributor, are responsible. Conversely, we have no control over damage caused by things including, but not limited to, collision, misuse, and lack of or improper maintenance. Therefore, damage to the high voltage battery for whatever reason is not covered by the warranty. Do not assume that an issue you may experience with the high voltage battery is due to a defect. Parts can fail for many different reasons not attributable 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.

**OWNER'S RESPONSIBILITY:** It is the owner's responsibility to maintain the vehicle according to the Maintenance Schedule provided. All maintenance services must be accomplished to keep your Battery Coverage valid.

**BATTERY COVERAGE PERIOD:** The Battery Coverage begins on the same date as the Vehicle's Warranty (**Page 2**): The length of this Battery Coverage is up to 6 years or 100,000 KM, whichever comes first.

**AVAILABILITY OF BATTERY COVERAGE:** This Battery Coverage has the same geographic restrictions as the Vehicle's Warranty, including restrictions against the applicability of the Battery Coverage outside of Canada. (**Page 9**).

## Items Which Are Not Covered:

**EXCLUSIONS FROM BATTERY COVERAGE:** In addition to the Items Which Are Not Covered under the Vehicle's Warranty (**Page 10**), the Battery Coverage does not cover damage or failures to the battery or its components resulting from or caused by:

- Physically damaging or intentionally attempting to reduce the life of the high voltage battery
- Exposing the high voltage battery to a direct flame
- Immersing any portion of the high voltage battery in water or fluids
- Opening the high voltage battery enclosure or having it serviced by someone other than an authorized Mercedes-Benz dealer
- Neglecting to follow correct charging procedures as recommended in the Operator's Manual
- Using incompatible charging devices
- Failing to repair an existing problem, or otherwise properly maintain the battery
- Using the vehicle as a power source for alternative functions other than factory installed equipment

**EXCLUSIONS FOR GRADUAL CAPACITY LOSS:** The vehicle's battery, like all batteries, will experience gradual capacity loss with time and use. Loss of capacity due to or resulting from gradual capacity loss is not covered beyond the terms and limits specified in this Battery Limited Warranty (as set forth above). See the Operator's Manual for recommendations on how to maximize the life and capacity of the vehicle's high voltage battery.

**OTHER EXCLUSIONS:** In addition to the exclusions set forth above, this Battery Coverage does not cover the costs of repairing damage or conditions caused by:

- Accident, collision, or any object striking the vehicle
- Towing of the vehicle (Flatbed recommended)
- Abuse or negligence
- Failure to operate the vehicle in accordance with the Operator's Manual
- Misuse – such as towing, driving over curbs, overloading, using the vehicle as a power source, or for any other purpose for which the vehicle is not designed
- Use of replacements parts other than Genuine Mercedes-Benz parts
- Use of used parts, even if supplied by an authorized Mercedes-Benz dealer
- Improper repair or maintenance
- Fire, explosion, earthquake, windstorm, lightning, hail, flood
- Normal wear and tear
- Failure to repair an existing problem or otherwise properly maintain the vehicle

**NO COVERAGE FOR INSURANCE WRITE-OFF; OR REPAIRED OR REPLACED PARTS:** Like the Vehicle's Warranty coverage, this Battery Limited Warranty Coverage provides no coverage of any kind if the owner, insurer, financing institution or leasing company determined the vehicle to be a "total loss," "write off," or equivalent, or for any parts repaired or replaced under an insurance claim, which are not required under the Vehicle's Warranty or Battery Coverage

## Obligations of the purchaser

1. The purchaser shall bear all expenses associated with the operation of the high-voltage battery, particularly electricity costs and insurance premiums. Maintenance and repair costs shall be assumed by the purchaser only if they are not assumed by Mercedes-Benz in accordance with the “Mercedes-Benz battery certificate” section.

2. The purchaser is responsible for ensuring that the high voltage battery is used exclusively as energy storage for the electric drive vehicle and is handled according to the manufacturer’s operating instructions. In particular, the purchaser is obliged to the following:

- The vehicle with a high-voltage battery must always be stored in accordance with the instructions for battery care in the vehicle Owner’s Manual, provided that the high voltage battery is not connected to a power source.
- The high-voltage battery must be charged properly, i.e. only the approved/recommended charging cable for the vehicle may be used.

3. The high-voltage battery must be used only as intended in the contract, be treated with sufficient care and protected from damage. The Purchaser and each subsequent purchaser may not make any modifications (e.g. tuning) or improper repairs to the high-voltage on-board electrical system and its components (electric motor, power electronics, charging unit, heating, air conditioning, wiring or the high-voltage battery itself). The purchaser may connect additional consumers only in accordance with the vehicle Owner’s Manual. The purchaser shall ensure that the high-voltage battery is only used in a roadworthy and reliable condition.

4. The purchaser is obliged to have maintenance work carried out on the vehicle with high-voltage battery, including service and additional maintenance work, in accordance with Mercedes-Benz specifications within the indicated period, so that the necessary maintenance as well as wear and tear repairs can be correctly performed on the high-voltage battery. The service due date is displayed to the purchaser in the instrument cluster of the vehicle.

## Warranty Service

ANY AUTHORIZED MERCEDES-BENZ DEALER: To make a warranty claim under this Battery Coverage 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 dealer of the owner’s choice will perform warranty repairs or replacements. The location of the nearest authorized Mercedes-Benz dealer may be obtained by visiting [www.mercedes-benz.ca](http://www.mercedes-benz.ca) or by contacting our Customer Relations department at [cs.can@cac.mercedes-benz.com](mailto:cs.can@cac.mercedes-benz.com). In the event a warranty or service matter is not handled to your satisfaction, see **(Page 23)** for suggested steps.

Your satisfaction is our primary concern. MBC will do everything it can to assist your authorized Mercedes-Benz dealer in resolving your warranty problem or provide you with an explanation of MBC’s position.

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS

LIMITATION OF DAMAGES: This Battery Coverage does not cover incidental or consequential damages such as damage or injury to person or property or any loss of revenue which might be paid, incurred or sustained by reason of the failure of the battery covered by this warranty.

# 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.

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 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 10**), 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 dealers.

### **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 dealers are also tire dealers and can assist you obtaining tire adjustments.

## **Charging Station Adapter Policy**

To avoid risk of serious injury and property damage when charging at NACS-compatible DC stations with an adapter, you must only use adapters sold or provided by Mercedes-Benz. Your use of any other adapter with NACS-compatible charging stations is strictly prohibited. Ensure that you follow all instructions contained in the User Manual accompanying the Mercedes-Benz adapter.

# Emission Control System Warranty – Vehicles

## General

In accordance with Environment Canada's motor vehicle emission requirements, Mercedes-Benz AG 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 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.

"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 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 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 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 AG (MBAG) 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 labor (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 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 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 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

## **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 kilometers 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 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.

## **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 honor 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 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 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.

## 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 an 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 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](mailto: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](mailto: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](mailto: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 labor 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 digit 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.

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

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

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

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

## **Trailer Towing**

Trailer towing service is included but is limited to one tow per breakdown and does not include winching.

Tow is to a safe location and not to the Mercedes-Benz Dealership.

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

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. The vehicle must be towed to a Certified Mercedes-Benz dealership to qualify for towing reimbursement or Trip Interruption.
5. A cheque or e-transfer is sent upon receipt and review of claim 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.

## 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 Canada, the claims become excessive in frequency or type of occurrence. Mercedes-Benz Canada 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 vehicle or your personal property resulting from the rendering of such service. Service operators may decline providing service if the vehicle is unattended without prior authorization. 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. Press time: November 2025

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## **Models**

CLA (118347, 118351, 118354)  
CLE COUPE (236347, 236361, 236362)  
CLE CABRIO (236447, 236462, 236462)  
C-SEDAN (206047, 206087)  
E-SEDAN (214047, 214061, 214063)  
S-CLASS (223163, 223176, 223182)  
MERCEDES-MAYBACH S-CLASS SEDAN (223976, 223979)  
SL-CLASS (232450, 232480, 232481)  
AMG GT (290661, 290688, 290679)  
AMG GT 2 Door (192342, 192380, 192378, 192382)  
GLA SUV (247747, 247751,)  
GLB SUV (247647, 247651)  
GLC SUV (254647, 254656, 254687, 254680)  
GLC COUPE (254347, 254387, 254380)  
GLE SUV (167145, 167146 [plug-in hybrid], 167159, 167161, 167189)  
GLE COUPE (167359, 167361, 167389)  
GLS SUV (167959, 167986, 167989, 167987 [Maybach])  
G-CLASS (465210, 465600, 465250)