

## Terms & Conditions

### Mercedes-Benz Service Plan

#### 1. General

- 1.1. This Service Plan (hereafter referred to as SP) is active from the date of registration of the Vehicle.
- 1.2. For the Vito 447 and Sprinter 910 the SP is limited to a mileage of 80,000km or 2 years whichever comes first, and includes a maximum of one (1) 'A' service and one (1) 'B' service on the Vehicle in accordance with manufacturers specifications.
- 1.3. For the Sprinter 907 the SP is limited to 120,000km or 2 years whichever comes first, and includes a maximum of one (1) 'A' service and one (1) 'B' service on the Vehicle in accordance with manufacturers specifications.
- 1.4. Service intervals are calculated by the on-board Service Assyst system and therefore may reduce the service intervals depending on vehicle use.
- 1.5. Only Mercedes-Benz authorised dealers (hereafter referred to as MBCV dealers) can offer this SP.
- 1.6. This SP applies only to the Sprinter 907/910 Panel Van and Chassis Cab with engine OM651 and manual transmission; and the Vito 447 with engine OM651 and manual transmission or with engine OM622 and manual transmission.
- 1.7. Additional charges may apply to carry out a brake fluid change on the Vehicle.
- 1.8. Additional charges may apply to replace the engine air filter on the Vehicle.
- 1.9. Vehicle service can only be carried out in an authorised Mercedes-Benz workshop in the Republic of Ireland.
- 1.10. Only Genuine Mercedes-Benz Parts and only Approved Mercedes-Benz Operating Fluids will be used on the Vehicle by the MBCV dealer as part of this SP.
- 1.11. Mercedes PRO connect will be used by the customers appointed workshop to schedule a due service on connected vehicles.

#### 2. Exclusions

##### The "SP" does not include

- 2.1. The rectification of damage caused by:
  - 2.1.1. Accidents or force.
  - 2.1.2. Neglect, misuse, abuse or improper handling of the Vehicle, which expression shall include but not be limited to, overloading and unauthorised modifications.
- 2.2. Reimbursement of the cost of the SP to persons other than the authorised MBCV dealer who performed work on the Vehicle.
- 2.3. The provision of any courtesy vehicle or a collection & delivery service.
- 2.4. The repair of damaged glass.
- 2.5. The maintenance of any paint work.
- 2.6. The repair and maintenance of any bodywork or equipment not fitted to the Vehicle as originally manufactured.
- 2.7. The carrying out of any modifications.
- 2.8. Repairs carried out under any warranty given at the time of sale of the Vehicle.
- 2.9. Test fees for CVRT testing and/or any repairs associated with.
- 2.10. Replacement of tyres for damage to, or wear of the tyres.
- 2.11. The replacement of the windscreen or windscreen wiper blades.
- 2.12. The replacement of bulbs.
- 2.13. The Replacement of any batteries associated with the vehicle.
- 2.14. The repair or replacement of any electronic or electrical components on the Vehicle.
- 2.15. The replacement of wear & tear components which shall include but not be limited to the driveline, the suspension system or the brake system; or any other component deemed 'wear & tear' by MDL or the MBCV workshop carrying out the service on the Vehicle.
- 2.16. The replacement or topping-up of AdBlue during the service.