

The First Class Finish[®] Lease-End Guide



Mercedes-Benz Financial Services





C-Class Sedan



C-Class Coupe



C-Class Sedan



GLA SUV



GLS SUV



S-Class Sedan



GLC SUV



A-Class Sedan



GLC Coupe



E-Class Cabriolet



GLE SUV



E-Class Coupe

Your lease-end is really just the beginning.

Your loyalty, rewarded.

As a valued customer, we will credit your account for excess wear and use charges up to \$500¹ if you replace your off-lease vehicle with a new Mercedes-Benz vehicle. As an additional benefit, if you lease or finance your next Mercedes-Benz vehicle with Mercedes-Benz Financial Services (MBFS), you will receive a credit for the vehicle turn-in fee, up to \$595². It's our way of thanking you for choosing to stay with us. We also encourage you to ask your Mercedes-Benz dealer if any additional loyalty offers are available.



Decide.



Make the decision that is right for you.

Our lease-end process is designed to be easy and hassle-free. And because we know it is hard to say goodbye to your Mercedes-Benz, we do all we can to help keep you driving the very best. The process begins by deciding which lease-end option is right for you.



Lease or Purchase a New Mercedes-Benz Vehicle

If you're interested in returning your current vehicle and getting behind the wheel of a new Mercedes-Benz, explore the new product line-up and ask your dealer about the loyalty offers we highlighted on the previous page. Plus, use this booklet to help guide you through our simple lease-end process.

Purchase Your Current Mercedes-Benz Vehicle

If you want to purchase your current Mercedes-Benz lease vehicle, you may explore options for financing the purchase price by contacting the Mercedes-Benz Financial Services Lease Maturity Department at 800-873-5471 or your Mercedes-Benz dealer. See back cover for important information concerning this lease-end option.³

To learn more about your lease-end options, visit **mbfs.com**. If you have not yet registered online, go to **mbfs.com/register**.

Prepare.



Get ready for vehicle turn-in.

This guide provides a brief overview of the process, including information regarding your lease-end responsibilities and general vehicle condition guidelines*. The process for returning your vehicle starts approximately four months prior to your lease maturity date and should include the following steps:

1 Schedule Your Vehicle Pre-Inspection

Prior to turning in your leased vehicle, schedule your complimentary pre-inspection with the independent third-party inspection company. You chose the time and location that's most convenient, including at home, at work, or another location of your choosing.

Visit www.AutoVINlive.com/Login to schedule online[†] or contact MBFS at 800-873-5471 where a representative can provide assistance.

2 Review Pre-Inspection Results

Review your pre-inspection report available online at www.AutoVINlive.com/Login. Then explore the option of repairing any excess wear and use items with your Mercedes-Benz dealer in advance of your expected vehicle return date. Please note, if you are replacing your off-lease vehicle with a new Mercedes-Benz, we will credit your account for excess wear and use charges up to \$500[‡].

*This guide provides general excess wear and use guidelines and should not be solely relied upon in determining your lease-end financial obligations. Please refer to your Lease Agreement.

[†]If you choose to schedule online, you will be required to enter your 13 digit account number and the last 8 digits of your Vehicle Identification Number (VIN). Account number can be found on your billing statement and the VIN can be found on your vehicle registration card or on the driver's side of your dashboard.

3 Return Your Vehicle

Contact your dealer to schedule a day and time to return your vehicle.

Prior to returning your vehicle, be sure to detach your vehicle from your Mercedes me connect account. You can do so in the Mercedes me portal: <https://me.mercedes-benz.com>. Upon detachment, your vehicle will be removed from your Mercedes me account and all services will be deactivated. By removing the connection between you and your vehicle, this allows for a smoother transition into your new Mercedes-Benz vehicle. This detachment means that your vehicle is no longer tied to your account.

4 Lease-End Statement

Get your final lease-end statement in the mail^{††} or via your MBFS online account, detailing any charges incurred for mileage overages and/or excess wear and use. Charges will be based on the final, third-party vehicle inspection to be conducted at vehicle turn-in.

^{††}In cases where your third-party pre-inspection report indicates no charges for excess wear and use items, and the condition of your vehicle at turn-in has not changed since pre-inspection, your dealer may be able to present you with a final lease-end statement. For leases contracted in Wisconsin, the final inspection will be used for billing purposes and the pre-inspection is for informational purposes only.



Assess.

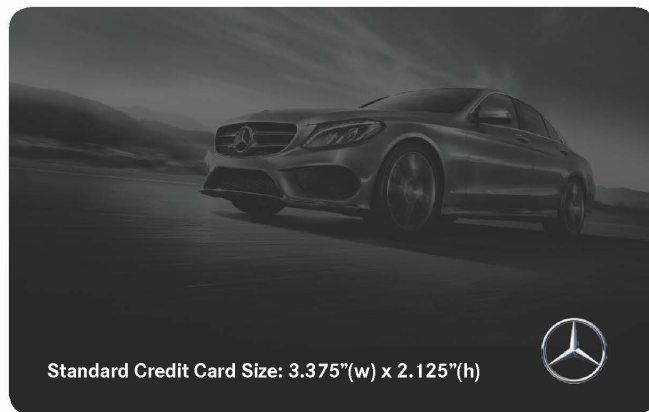


Take a closer look.

Look your vehicle over before your pre-inspection using **The Credit Card Test®** (referenced below) and the vehicle condition guidelines on the next few pages. Both will assist you in determining if your vehicle has incurred excess wear and use that you may be charged for at lease end. A self-assessment and the pre-inspection will help you conclude whether repairs may be necessary. We recommend these repairs be performed by an authorized Mercedes-Benz dealer.

The Credit Card Test®

Use The Credit Card Test® to assess some of your exterior damage. In general, if exterior damage cannot be seen when a standard-size credit card is placed over it, you won't be charged.*



Standard Credit Card Size: 3.375"(w) x 2.125"(h)

*The Credit Card Test® does not apply to any of the following: damage to windshields, lights, wheels, tires, exterior cracks, gouges, holes in the sheet metal, collective damage, tears, cuts, holes, or burns to the interior.

→ Interior & Exterior

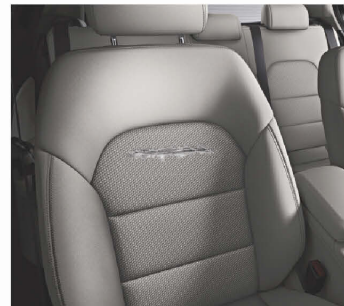
The following vehicle conditions will result in excess wear and use charges:

- Holes, cracks, gouges, tears, or cuts in the sheet metal or bumper, regardless of size
- Dents that are larger than the size of a credit card
- Scratches that are through the paint and larger than the size of a credit card
- The sixth and each subsequent scratch per panel that is through the paint and smaller than the size of a credit card
- Tears, cuts, holes, or burns to the interior, regardless of size
- Damaged safety items, regardless of size (e.g., torn seat belts)
- Glass or lights that have cracks, stars, holes, or plugs (a star is a chip with one or more legs, and a plug is considered unsafe for vehicles with supplemental restraint systems)
- Collective damage, regardless of size, that is caused by a single event (e.g., hail damage)

The below images are examples of excess wear and use.



Large fender scratch.



Torn seat.



Large dent.



Star in windshield.

→ Tires & Rims

The following vehicle conditions will result in excess wear and use charges:

- Wheels that are cracked or bent
- Wheels that weren't originally equipped with the vehicle at the time of delivery (upgraded aftermarket wheels installed by an authorized Mercedes-Benz dealership are acceptable)
- Rims that are bent or have breaks (regardless of size)
- Tires with less than 1/8" (or 4/32") tread depth
- Tires that have sidewall damage (which includes plugs and cuts), bulges, or exposed cords
- Tires that are mismatched: Tires on each axle that are not the same size, brand, model, type and/or speed rating, and equivalent in quality and performance to the original tires*
- Spare tire and rim (or inflation kit for those vehicles without a spare tire) that are missing or not in operable condition

The below images are examples of excess wear and use.



Broken rim.



Dented rim.

→ Mechanical & Electrical

The following vehicle conditions will result in excess wear and use charges:

- Maintenance specified by the manufacturer has not been performed and documented
- Warranty repairs have not been completed

→ Aftermarket Modifications

The following vehicle conditions will result in excess wear and use charges:

- The vehicle's factory-installed parts are not present, are damaged, or are in poor working order
- Third-party aftermarket alterations have not been restored to their original condition
- Changes to vehicle color or the addition of non-factory paint schemes
- Damage caused by parts and accessories removal

*If you plan on replacing the tires on your vehicle, you should visit www.mbusatirecenter.com to locate the appropriate replacement tires for your model. Additionally, please note that if your vehicle came equipped with run-flat tires, the replacement tires must also be run-flats.

➔ Missing Parts

Prior to turn-in, be sure to remove all personal items from the vehicle, complete all scheduled maintenance, and ensure all originally equipped items (if applicable) are returned with your vehicle. These items include, but are not limited to:

- Second key
- DVD system
- Remote controls
- Headphones for entertainment system(s)
- Becker MAP PILOTs
- Navigation disc or SD card
- Headrests
- Cargo cover
- Tool kit
- Spare tire

➔ Mileage Provisions

If your mileage is over the maximum number of miles allowed on your Lease Agreement (plus any additional miles purchased midterm), an excess mileage charge will be assessed at vehicle return. Refer to your Lease Agreement for the per-mile rate.

➔ Contact

If you have any questions regarding The First Class Finish[®] lease-end process or vehicle condition guidelines, please contact the Mercedes-Benz Financial Services Lease Maturity Department at 800-873-5471 or your Mercedes-Benz dealer.

mbfs.com

¹To be eligible, you must not be in default under your current contract. You will remain responsible for any excess wear and use charges greater than the \$500 loyalty waiver, excess mileage, and overdue maintenance charges.

²To be eligible, you must not be in default under your current contract, and you must apply for and meet current credit approval criteria and guidelines through Mercedes-Benz Financial Services.

³Not all vehicles are eligible. Financing subject to credit approval. Not everyone will qualify. Please reference your lease agreement for information concerning how to calculate the Purchase Option Price. The exact purchase option price may vary based on several factors, including but not limited to, unpaid balances, taxes and the timing of the quote. You may contact us at any time for the exact purchase option price. If you wish to include an extended warranty or service product as part of your vehicle purchase, please contact your dealership. Extended warranties and service products may be available as an additional cost to your vehicle purchase option referenced above.