



# Mercedes-Benz EQ Models

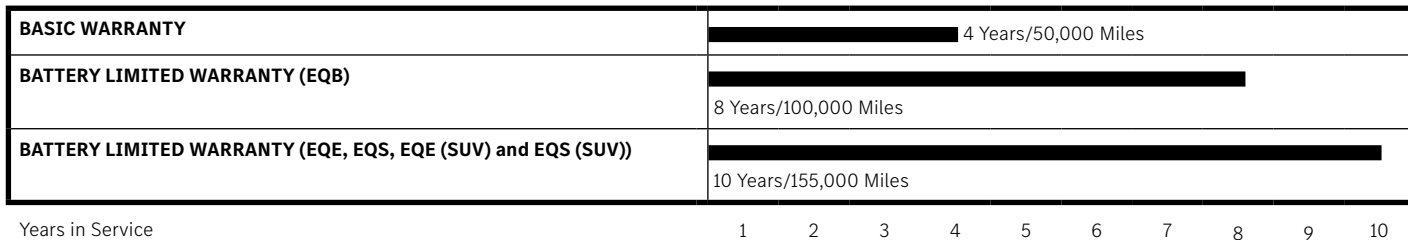
Service and Warranty Information 2025

Mercedes-Benz



## QUICK REFERENCE TO WARRANTY COVERAGE

(Complete warranty coverage starts on (→ Page 17))



Dear Mercedes-Benz Owner:

As an authorized Mercedes-Benz Dealership, we are dedicated to providing you with unparalleled Commitment to Excellence in Sales and Service.

We will always do everything possible to live up to this commitment.

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Authorized Mercedes-Benz Dealership's Signature and Stamp

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Name

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Address

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City

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State

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ZIP Code

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Sales Department Hours

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Telephone

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Fax

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E-mail

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Service Department Hours

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Telephone

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Fax

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E-mail

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Parts Department Hours

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Telephone

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Fax

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E-mail

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Additional Customer Assistance/Services

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Model

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Serial Number

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VIN

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Owner

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Address

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City

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State

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ZIP Code

European Delivery ☐

Domestic Delivery ☐

Delivery/Warranty:

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Month/Day/Year

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Selling authorized Mercedes-Benz Dealership Code

LIMITED WARRANTY TERMS: The first to occur of 4 Years or 50,000 miles from date of delivery or when put into service. (See details starting on (→ Page 17) of this booklet.)

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Owner's Signature

NEW VEHICLE  
PRE-DELIVERY  
INSPECTION  
PERFORMED

\_\_\_\_\_  
Month                      Day                      Year

\_\_\_\_\_  
Service Manager's Signature

Delivery and Owner Instructions

Owner instructed in operation of vehicle per  
Mercedes-Benz New Vehicle Delivery Program ☐

Service and Warranty Information Booklet, Opera-  
tor Manuals and Maintenance Booklet reviewed with  
owner ☐

Owner introduced to Service Department Staff ☐

Owner instructed on:                      Maintenance Schedule ☐  
   Tire Rotation ☐  
   Mercedes me connect ☐  
   Roadside Assistance ☐  
   Vehicle Homepage ☐  
   Charging procedures, ☐  
   times, options

\_\_\_\_\_  
Mercedes-Benz Sales Representative's Signature

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**THIS SERVICE AND WARRANTY INFORMATION BOOKLET CONTAINS AN INDIVIDUAL ARBITRATION AGREEMENT AND CLASS ACTION WAIVER (“THIS AGREEMENT”). BY AGREEING TO THIS AGREEMENT, YOU EXPRESSLY ACKNOWLEDGE THAT YOU HAVE READ, CAREFULLY CONSIDERED, AND UNDERSTAND ALL OF THE PROVISIONS OF THIS, AND THAT YOU EXPRESSLY AGREE TO BE BOUND THEREBY.**



# Individual Arbitration Agreement and Class Action Waiver

Please carefully read this Agreement, as it affects your rights and applies to disputes between you and Mercedes-Benz USA, LLC, including third party beneficiaries such as its owners, members, managers, directors, officers, parent companies, predecessors, successors, manufacturers, suppliers, distributors, affiliated dealerships, subsidiaries and their employees (together “MBUSA”). In arbitration, there is generally less discovery and appellate review than in court and there is no jury.

This Agreement requires arbitration of any disputes between you and MBUSA (together the “Parties”) including, without limitation, claims and disputes related to or arising

out of your vehicle purchase, use, or ownership except those solely for personal-injury claims manifested by physical injury and wrongful-death claims, which are excluded from this Agreement. These include, without limitation, disputes arising out of your warranty, and claims arising before or after you signed this Agreement, such as claims related to statements about your vehicle. This Agreement does not preclude using the dispute resolution program described in your vehicle’s Service and Warranty Information booklet.

At least 30 days before you commence arbitration, you must send to MBUSA a Notice of Dispute (“Notice”) that includes: your Vehicle Identification Number, a copy of your

vehicle sales or lease contract(s); insurance information (if your vehicle is damaged); a copy of any repair orders; a description of your concern; and your proposed resolution. The Notice must be signed by you and sent by certified mail to: Mercedes-Benz USA, LLC, Customer Care Center, One Mercedes Drive, Sandy Springs, GA 30328. If you wish MBUSA to communicate with anyone other than you (such as an attorney), the Notice must include a statement signed by you identifying such person(s) and confirm their authority to resolve the dispute on your behalf. At least 30 days before MBUSA can commence arbitration, MBUSA is required to send you a signed Notice by certified mail. MBUSA's Notice must include the Vehicle Identification Number, a description of the concern that led to the Notice, and MBUSA's proposed resolution. MBUSA may also send Notice by certified mail to your representative or attorney if one has been identified by you.

If one party files a court action, the Parties agree that either party may immediately petition the Court to commence arbitration or otherwise initiate the arbitration process notwithstanding the procedure set forth in the preceding paragraph.

Any disputes subject to this Agreement will be decided by a single arbitrator administered by the American Arbitration Association ("AAA") ([www.adr.org](http://www.adr.org)). The arbitration will adhere to AAA's Consumer Arbitration Rules ([www.adr.org](http://www.adr.org)), including without limitation the AAA's Mass Arbitration Supplementary Rules. The Parties also agree that they may have valuable trade secrets and confidential information. The Parties agree to take all necessary steps to protect from public disclosure the Parties' trade secrets and confidential information in any proceeding pursuant to this Agreement.

In initiating arbitration, the initiating party will pay the filing fee directly to AAA. While MBUSA agrees to pay all subsequent AAA fees for the arbitration, you are responsible for your own attorney, expert, and other witness fees and costs, except where applicable law would entitle that party to recover such fees and costs if the dispute were litigated in court. If you pay the filing fee and prevail on any claim, we will reimburse you your filing fee.

**TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE PARTIES AGREE THAT EACH PARTY MAY ASSERT A CLAIM OR COUNTERCLAIM IN THAT PARTY'S INDIVIDUAL CAPACITY ONLY (NOT AS A CLASS OR REPRESENTATIVE ACTION) AND YOU EXPRESSLY WAIVE ANY RIGHT YOU MAY HAVE TO PROCEED IN ANY CLASS OR REPRESENTATIVE ACTION. IF A COURT OR ARBITRATOR DECIDES THAT ANY PART OF**

**THIS AGREEMENT CANNOT BE ENFORCED AS TO A PARTICULAR CLAIM FOR RELIEF OR REMEDY (SUCH AS INJUNCTIVE RELIEF), THEN, TO THE MAXIMUM EXTENT PERMITTED BY LAW, THAT CLAIM OR REMEDY (AND ONLY THAT CLAIM OR REMEDY) MUST BE BROUGHT IN COURT AND MUST BE STAYED PENDING ARBITRATION OF THE ARBITRABLE CLAIMS AND REMEDIES.**

Disputes concerning the validity, application, scope, enforceability, or interpretation of this Agreement will be exclusively decided by the arbitrator. This Agreement and associated arbitration-related proceedings and conduct, including issues regarding discovery, waiver, estoppel, breach, default, or timing of arbitration-related payments—before, during, or after arbitration—will be governed by the Federal Arbitration Act, 9 U.S.C § 1 et seq., and federal common law, not by any state laws or procedures regarding arbitration.

The arbitrator at all times holds the exclusive authority to address challenges to this Agreement, including questions of waiver, estoppel, breach, default, or the timing of payments relating to arbitration, or the validity or scope of this Agreement.

If one party files a court action instead of arbitration, all proceedings will be stayed until resolution of any proceedings to compel arbitration, including appeals. The Parties retain the right to seek relief in a small claims court for disputes or claims within that court's jurisdiction.

If any provision of this Agreement is found to be invalid or unenforceable, such provision shall be severed, and the severed provision shall be reformed only to the extent necessary to make it enforceable. The balance of the Agreement will remain in full force and effect.

**YOUR WARRANTY IS MADE SUBJECT TO THE TERMS OF THIS BINDING INDIVIDUAL ARBITRATION AGREEMENT AND CLASS ACTION WAIVER. BY USING THE VEHICLE, OR REQUESTING OR ACCEPTING BENEFITS UNDER THIS WARRANTY, INCLUDING HAVING ANY REPAIRS PERFORMED UNDER WARRANTY, YOU AGREE TO BE BOUND BY THESE TERMS.**

You may opt out of the arbitration obligations of this Agreement within 30 days after the date of initial delivery of your vehicle to you by sending a letter to:

Mercedes-Benz USA, LLC  
Customer Care Center  
One Mercedes Drive  
Sandy Springs, GA 30328

stating your name, Vehicle Identification Number, and intent to opt out of the arbitration obligations of this Agreement. If you do not opt out, then the arbitration obligations of this Agreement are binding. Opting out of the arbitration obligations of this Agreement has no effect on your or MBUSA's arbitration obligations arising out of any other agreement or contract.

# To the Owner

**General.** The subsequent pages of this Service and Warranty Information booklet 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 authorized Mercedes-Benz Dealership will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Please keep this booklet together with the Operator's Manual, Maintenance Booklet and other documents concerning your vehicle so that future owners will have access to this literature if you should sell the vehicle.

See (→ Page 64) for a list of models covered in this edition.

**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 Dealership.

These parts meet the same exacting quality control standards as the original equipment on your vehicle and comply with all applicable Federal and State safety regulations. Mercedes-Benz does not warrant 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 Dealership for warranty and other details. Also ask your Dealership about exchange parts under the Mercedes-Benz Exchange Program. These parts cost less than new parts but carry the same warranty terms.

As a MERCEDES-BENZ OWNER you deserve service unparalleled in the industry.

To meet your service needs, your authorized Mercedes-Benz Dealership employs factory trained staff using the latest diagnostic and service techniques. Whether it is a small adjustment or major service, your authorized Mercedes-Benz Dealership will work to accommodate you quickly and efficiently.

Finally, should you ever experience an emergency repair situation, our 24-Hour Roadside Assistance Program is only a toll free call away. (1-800-FOR-MERCEdes)



**THANK YOU . . . for the confidence you have placed in us.  
We will always do everything possible  
to continue to earn your trust and goodwill.**

Business Card  
of  
Mercedes-Benz Sales Representative  
(Insert here)

Business Card  
of  
Service Manager  
(Insert here)



# New Vehicle Limited Warranty

In the event a dispute arises relating to your warranty coverage based on the Lemon Law of your State, or the federal Magnuson-Moss Warranty Act, Mercedes-Benz USA, LLC offers assistance through the Dispute Settlement Program administered through the National Center for Dispute Settlement (“NCDS”). You may contact NCDS to submit a claim as follows:

National Center for Dispute Settlement

P.O. Box 515315

Dallas, TX 75251-5315

(866) 659-1909 (Toll Free)

eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org)

Email: [info@ncdsusa.org](mailto:info@ncdsusa.org)

**Important:**

You must use the Dispute Settlement Program before asserting any rights or remedies created by the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301, et seq. Additionally, you may also be required to use the Dispute Settlement Program before seeking rights and remedies under your state's Lemon Law provisions. If you choose to seek redress by pursuing rights and remedies not created by Title 1 of the Magnuson-Moss Warranty Act, prior resort through the Dispute Settlement Program is not required by any provision of the Magnuson-Moss Warranty Act. Please carefully read the Warranty Enforcement Laws (Lemon Laws) section (and, in particular, if it applies to you, the section titled, IMPORTANT NOTICE for California Retail Buyers and Lessees) of this booklet for more information about this program and applicable laws, which may affect your legal rights.

## Items Which Are Covered:

**DEFECTS:** Mercedes-Benz USA, LLC (MBUSA) warrants to the original and each subsequent owner of a new Mercedes-Benz vehicle that any authorized Mercedes-Benz Dealership will make any repairs or replacements necessary to correct defects in material or workmanship, but not design, arising during the warranty period.

**ANY AUTHORIZED MERCEDES-BENZ DEALERSHIP:** To make a warranty claim you must present your vehicle to an authorized Mercedes-Benz Dealership so a diagnosis can be performed to determine whether it is necessary to correct a defect in material or workmanship. Any authorized Mercedes-Benz Dealership of the owner's choice will perform warranty repairs or replacements. The vehicle

should be delivered to an authorized Mercedes-Benz Dealership during normal service hours. A reasonable time should be allowed after taking the vehicle to an authorized Mercedes-Benz Dealership for performance of the repair.

Occasionally, delays in repairs occur due to back-ordered parts and other circumstances outside MBUSA's control. Delays occurring for such circumstances will not be considered an unreasonable performance of the repairs.

**WARRANTY STARTS:** The warranty period starts on the date the vehicle is delivered to the first retail purchaser or put in service as an authorized Mercedes-Benz Dealership demonstrator or MBUSA or Mercedes-Benz U.S. International, Inc. (MBUSI) or Mercedes-Benz Research & Development North America, Inc. (MBRDNA) company vehicle but no later than 18 months from the vehicle production date. Warranty coverage will be adjusted to reflect the actual warranty period start date.

**WARRANTY PERIOD: This warranty is for 48 months or 50,000 miles, whichever occurs first.**

Not all components or adjustments carry a 48 month or 50,000 mile warranty. Warranty coverage for specific components or adjustments is based on the vehicle's time in service or mileage and should always be verified with your authorized Mercedes-Benz Dealership prior to any repairs. Examples include, but are not limited to:

- Wheel alignment and balancing
- Brake pads
- Brake discs
- Glass
- Wiper blades and inserts
- Remote control key batteries

See (→ Page 24) for items not covered by this warranty.

**TIRES:** The tires supplied on your vehicle are covered against defects in material or workmanship from date of delivery or when the vehicle was put in service. Coverage should be verified with your authorized Mercedes-Benz Center prior to performed service. Should the tire become unserviceable for either of the above reasons, the tire will be replaced free of charge, including mounting and balancing, provided 1.6 mm of tread depth remains over the entire tread surface. (→ Page 24)

The tire manufacturer's warranty coverage may extend beyond the Mercedes-Benz coverage. See tire manufacturer's warranty booklet in the owner's literature package or consult with the tire manufacturer's dealer for specific details.

Tire rotations, if applicable to your vehicle's tire configuration, are a recommended maintenance service.

**NO CHARGE:** Warranty repairs will be made at no charge for parts and labor.

**WARRANTY AVAILABILITY:** This warranty is only available at authorized Mercedes-Benz Dealerships within the United States and Puerto Rico. This warranty is not applicable for vehicles exported from the United States or its territories. The only exception is for vehicles taken to Canada on a temporary basis, such as for vacation purposes, where warranty service may be requested from an authorized Mercedes-Benz Dealership.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF A MERCEDES-BENZ VEHICLE. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE FIRST TO OCCUR OF 48 MONTHS OR 50,000 MILES FROM THE DATE OF RETAIL DELIVERY OR INITIAL OPERATION AS AN AUTHORIZED MERCEDES-BENZ DEALERSHIP DEMONSTRATOR OR MERCEDES-BENZ USA, LLC OR MERCEDES-BENZ U.S. INTERNATIONAL, INC. OR MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC. COMPANY VEHICLE, WHICHEVER EVENT SHALL FIRST OCCUR. MERCEDES-BENZ AG, MERCEDES-BENZ USA, LLC, MERCEDES-BENZ U.S. INTERNATIONAL, INC, MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC. OR THE AUTHORIZED MERCEDES-BENZ DEALERSHIP NEITHER ASSUME NOR AUTHORIZE ANY 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 states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitation may not apply to you.



### CALIFORNIA SUPPLEMENT

THIS IS THE ONLY EXPRESS WARRANTY PROVIDED IN CONNECTION WITH THE PURCHASE OF A MERCEDES-BENZ VEHICLE. THE STATE OF CALIFORNIA ALSO PROVIDES AN IMPLIED WARRANTY OF MERCHANTABILITY, AND WHERE APPLICABLE, AN IMPLIED WARRANTY OF FITNESS. THE DURATION OF THESE IMPLIED WARRANTIES, HOWEVER, SHALL BE LIMITED TO ONE (1) YEAR FROM THE DATE OF THE ORIGINAL RETAIL SALE OR PUT IN SERVICE AS AN AUTHORIZED MERCEDES-BENZ DEALERSHIP DEMONSTRATOR OR MERCEDES-BENZ USA, LLC OR MERCEDES-BENZ U.S. INTERNATIONAL, INC. OR MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC. COMPANY VEHICLE. OTHER THAN THE EXPRESS WARRANTIES CONTAINED IN THIS BOOKLET AND THE IMPLIED WARRANTY OF MERCHANTABILITY, AND WHERE APPLICABLE, THE IMPLIED WARRANTY OF FITNESS, AS LIMITED IN DURATION ABOVE, MERCEDES-BENZ USA, LLC DISCLAIMS ANY AND ALL OTHER IMPLIED WARRANTIES. NEITHER MERCEDES-BENZ AG, MERCEDES-BENZ USA, LLC, MERCEDES-BENZ U.S. INTERNATIONAL, INC., MERCEDES-BENZ RESEARCH & DEVELOPMENT NORTH AMERICA, INC., NOR ANY MERCEDES-BENZ AUTHORIZED SALES OR SERVICE DEALERSHIP CAN ASSUME OR AUTHORIZE ANY PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH A MERCEDES-BENZ VEHICLE. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS DAMAGE OR INJURY TO PERSONS 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.

## Items Which Are Not Covered:

**THIRD PARTY EXTERNALLY CONNECTED ELECTRICAL PRODUCTS:** This warranty does not apply to hardware or software of a third party device that is connected to the vehicle or its components, even if integrated or delivered with the vehicle. Mercedes-Benz is not responsible for the quality or accuracy of any information, or service accessed through or from any third party device or platform. Software distributed by Mercedes-Benz inside or outside the vehicle (including, but not limited to system software or applications) is not covered by this warranty. Mercedes-Benz does not warrant that connections to, from or through the vehicle will be uninterrupted or error-free. Also, the user should back-up their data and information frequently. Mercedes-Benz is not responsible for any loss or damage to data or

information made available in connection with the use of the vehicle. In addition, this warranty does not apply:

- (a) to consumable parts that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- (b) to damage caused by use with another product or service;
- (c) to damage caused by a third party device or service (including upgrades and expansions), or
- (d) to obsolescence or lack of utility due to incompatibility with future versions of external hardware or software, including, but not limited to mobile devices.

**TIRE AND RIM DAMAGE:** Damage to the tires such as punctures, cuts, snags, bruises, impact damage and breaks resulting from pothole impact, curb impact, or from other objects/road hazards is not covered. Damage from incorrect inflation, excessive axle load, high speed spinning (when stuck in ice, mud or snow), tire chains, racing or competitive driving events, use on a closed-circuit race track, off-road trails and tracks, incorrect mounting or demounting, improper puncture repair, misuse, negligence, alteration and misapplication is not covered. Rapid or irregular tire tread wear due to lack of tire rotation according to the recommended intervals specified in your vehicle's maintenance booklet or incorrect wheel alignment or tire balance is not covered. Tire tread wear is also not covered.

Damage to the rims resulting from pothole impact, curb impact, 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.

**BRAKE PADS AND DISCS:** Replacement due to normal wear or as part of regular maintenance is not covered. Driving usage and habits can impact brake wear.

**WIPER BLADES AND INSERTS:** Damaged or worn wiper blades and wiper blade inserts are not covered.

**DAMAGE DUE TO LACK OF MAINTENANCE:** Lack of proper maintenance as described in the Maintenance Booklet. Use of service parts or fluids which are non-approved by MBUSA will cause damage not covered by the warranty.

**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 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; overloading, driving through high standing water or flooded areas, improper operation,

storage or transport (Proper use is described in the Operator's Manual).

**NOISE, VIBRATION, OR HARSHNESS:** noises, vibrations, and harshness which are not caused by malfunctioning parts or are caused by environmental conditions, including, without limitation, squeaks, rattles, creaks, wind noise, road vibration or harshness, knocks, and squeals.

**DRIVER ASSIST FEATURES:** any failure of blind spot detection, auto-steering, self-driving, or other driver assistance features to operate as the user might expect which is not caused by malfunctioning hardware.

**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 required and are not covered by this warranty. See Maintenance Booklet for details.

Damage caused by the use of improper filters, fluids, cleaners, polishes, or waxes is not covered.

**DAMAGE CAUSED BY IMPROPER BODY REPAIRS:** Damage or malfunctions caused by body repairs not performed in accordance with Mercedes-Benz specified repair procedures or otherwise improperly performed are not covered by this warranty.

**ALTERED ODOMETER:** No warranty coverage shall apply to any vehicle on which the odometer has been altered and/or the actual mileage cannot be determined.

**DAMAGE TO GLASS:** Glass breakage or scratches are not covered unless positive physical proof of a manufacturing defect can be established.

**DAMAGE CAUSED BY OUTSIDE INFLUENCES AND THE ENVIRONMENT:** Damage from accidents or acts of nature or other events beyond the control of MBUSA is not covered (e.g., 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.

**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.

**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:** This warranty does not cover the costs of repairing damage or conditions caused by racing or from use on closed-circuit race tracks, nor does it

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 a 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.

## 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 performed by an authorized Mercedes-Benz Dealership. 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 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 for whatever reason is not covered by the warranty. Do not assume that an issue you may expe-

rience 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. MBUSA is committed to customer satisfaction, which is why it is important for you to take your vehicle to an authorized Mercedes-Benz Dealership where trained professionals can make the appropriate diagnosis and, if necessary, repair.

**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 warranty coverage valid. When requesting service or repair work under warranty, the owner must present to the authorized Mercedes-Benz Dealership evidence**

**that the periodic servicing requirements have been accomplished. Receipts covering completion of required servicing should be retained in the event a question arises concerning maintenance.**

These receipts should be transferred to each subsequent owner of the vehicle. For your convenience, the Maintenance Booklet has been designed to incorporate the signature of your authorized Mercedes-Benz Dealership upon completion of the required maintenance services.

This signature is evidence of completion of the maintenance services and should be kept together with other receipts, repair orders and invoices.

If the owner has a warranty claim and can show through receipted invoices that the vehicle has received the required servicing, the authorized Mercedes-Benz Dealership will perform the warranty work without charging for parts and labor. It is the responsibility of the owner to prove and the authorized Mercedes-Benz Dealership to judge whether the required maintenance service has been performed.

MBUSA's obligation under this warranty 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 MBUSA. Warranty repairs do not constitute an extension of the original warranty period for the vehicle or a part thereof.



**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 this warranty. This includes but is not limited to vehicles issued a “salvage”, “scrap”, “dismantled” or similar title under any state’s 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 24)), 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.

**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 authorized Mercedes-Benz Dealership during new vehicle inspection. We suggest that if you find any paint or appearance problems that you advise your authorized Mercedes-Benz Dealership 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.**

**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 using Genuine Mercedes-Benz parts by repair facilities which have been certified by MBUSA as having the tools, equipment and training necessary to perform such repairs. MBUSA 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 Dealership or call 1-800-FOR-MERCEdes.

**Customer Repair Orders.** MBUSA does not maintain copies of Repair Orders on warranty repairs performed. Your servicing authorized Mercedes-Benz Dealership will give you a copy of the Repair Order on all warranty repairs performed. Please keep this copy with your vehicle records.

**Note:** Your vehicle is a mechanical device. All mechanical devices make some sort of noise and/or vibration, and these noises and vibrations can differ from vehicle to vehicle. Mercedes-Benz recognizes those noises as normal and characteristic of the product. Normal noises or vibrations as determined by Mercedes-Benz can be anything from brake squeal to road vibration. Therefore, normal noise and/or vibration and/or deterioration as determined by Mercedes-Benz or its representative are not covered by this warranty.

# Battery Limited Warranty

## General

This Battery Limited Warranty (“Battery Coverage”) supplements the warranty coverage for the lithium-ion battery in a Mercedes-Benz 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 mileage 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 USA, LLC (MBU-SA) warrants the certified lithium-ion battery in a Mercedes-Benz vehicle to the original and each subsequent owner for:

- Any repairs or replacements necessary to correct defects in material or workmanship to the battery arising after the expiration of the Vehicle's Warranty.
- Any repair or replacement of the battery if the battery's capacity drops below:  
204 Ah (EQE), 192 Ah (EQS), 133 Ah or 160 Ah (EQB),  
204 Ah (EQE SUV), 197 Ah (EQS SUV) during the Battery Coverage.

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

**BATTERY COVERAGE PERIOD:** The Battery Coverage starts on the same date as the Vehicle's Warranty. (→ Page 17). For any battery maintaining its certified status (as described above), the length of this Battery Coverage is:

- 8 years/100,000 miles (whichever occurs first) for EQB
- 10 years/155,000 miles (whichever occurs first) for EQE, EQS, EQE (SUV) and EQS (SUV).

**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 the United States and Puerto Rico (→ Page 21) .

LITHIUM-ION BATTERY CAPACITY COVERAGE: The battery is warranted to maintain at least:  
204 Ah (EQE), 192 Ah (EQS), 133 Ah or 160 Ah (EQB), 204 Ah (EQE SUV), 197 Ah (EQS SUV) for the duration of this warranty. The coverage under this warranty includes any repairs required to maintain the battery's minimum capacity. If possible, the battery's components will be repaired or replaced and the original battery returned to the vehicle. If necessary, the battery will be replaced with either a new or factory re-manufactured lithium-ion battery. Any repair or replacement may not return the battery to an "as new" or 100% energy content but will have at least:  
204 Ah (EQE), 192 Ah (EQS), 133 Ah or 160 Ah (EQB), 204 Ah (EQE SUV), 197 Ah (EQS SUV) for capacity.

## Items Which Are Not Covered:

EXCLUSIONS FROM BATTERY COVERAGE: In addition to the Items Which Are Not Covered under the Vehicle's Warranty (→ Page 24) , the Battery Coverage does not cover damage or failures resulting from or caused by:

- Leaving the vehicle parked for more than 14 days with a 0% battery charge displayed
- Physically damaging or intentionally attempting to reduce the life of the lithium-ion battery
- Exposing the lithium-ion battery to a direct flame
- Immersing any portion of the lithium-ion battery in water or fluids
- Opening the lithium-ion battery enclosure or having it serviced by someone other than an authorized Mercedes-Benz Dealership
- Neglecting to follow correct charging procedures as recommended in the Operator's Manual
- Using incompatible charging devices
- Failure to repair an existing problem or otherwise properly maintain the vehicle
- 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 lithium-ion 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 lithium-ion 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 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 replacement parts other than Genuine Mercedes-Benz parts
- Improper repair or maintenance
- Fire, explosion, earthquake, windstorm, lightning, hail, flood
- Normal wear and tear

NO COVERAGE FOR INSURANCE WRITE- OFF; OR REPAIRED OR REPLACED PARTS: Like the Vehicle's Warranty coverage, this Battery Limited Warranty 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 or Battery Warranty coverage (→ Page 31).

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## 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.
  - The high-voltage battery must be charged, at the latest, within 14 days after the charge level of the high-voltage battery has reached zero (according to the charge level display in the vehicle).

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 DEALERSHIP: To make a warranty claim under this Battery Coverage you must present your vehicle to an authorized Mercedes-Benz Dealership so a diagnosis can be performed to determine whether it is necessary to correct a defect in material or workmanship. Any authorized Mercedes-Benz Dealership of the owner's choice will perform warranty repairs or replacements. The location of the nearest authorized Mercedes-Benz Dealership may be obtained by visiting [www.mbusa.com](http://www.mbusa.com) or calling 1-800-FOR-MERCEdes. In the event a warranty or service matter is not handled to your satisfaction, see (→ Page 59) for suggested steps.

Your satisfaction is our primary concern; and MBUSA will do everything it can to assist your authorized Mercedes-Benz Dealership in resolving your warranty problem or provide you with an explanation of MBUSA'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.**

ANY IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long any implied warranties last, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

MERCEDES-BENZ AG, Mercedes-Benz USA, LLC, Mercedes-Benz U.S. International, Inc., Mercedes-Benz Research & Development North America, Inc., and authorized Mercedes-Benz Dealerships do not authorize anyone to create for them any other warranty or any other liability in connection with your vehicle.

# Zero Emission Vehicle

## General

Mercedes-Benz EQ vehicles are Zero Emissions Vehicles (ZEV). As such, federal or state emission related warranty coverages for these models are not applicable.

If you have questions, please contact:

Mercedes-Benz USA,LLC  
Customer Care Center  
One Mercedes Drive  
Sandy Springs, GA 30328



# Warranty Enforcement Laws (Lemon Laws)

Laws in many states and federal law permit owners and/or lessees to obtain a replacement vehicle or a refund of the purchase or lease price under certain circumstances. The provisions of these laws vary from state to state and vary from the federal law. To the extent allowed or not prohibited by applicable law, MBUSA requires that you first provide us with direct written notification of any alleged unrepaired defect or malfunction, or any other dissatisfaction you have experienced with your vehicle so that we have the opportunity to cure the problem or dissatisfaction ourselves. Giving MBUSA itself this direct notice and opportunity to cure enables us to supplement prior efforts by our authorized Mercedes-Benz Dealership so any ongoing problem can be resolved or the dissatisfaction addressed by us. In states that do not require it, we also require, without constituting any liability beyond the Mercedes-Benz new vehicle warranty, that you give us direct written notice of any service difficulty you have experienced. Written notifications, either required under an applicable Lemon Law or other written notifications should be sent to us, not one of our authorized Mercedes-Benz Dealership, at Mercedes-Benz USA, LLC, Customer Care Center, One Mercedes-Benz Drive, Sandy Springs, GA 30328.

### **California Consumer Notice**

At least 30 days prior to the commencement of an action seeking civil penalties under subdivision (c) of Section 1794 of the California Civil Code, the consumer shall send notice in writing to either CA\_Retention\_Mailbox@mbusa.com or by certified or registered mail, return receipt requested to:

Mercedes-Benz USA, LLC  
Customer Care Center  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328

The notice must contain all of the following:

1. Your name, the Vehicle Identification Number (“VIN”) of the motor vehicle, and a brief summary of the repair history and problems with your motor vehicle.
2. Demand that Mercedes-Benz USA, LLC repurchase or replace the motor vehicle.

## **NEW JERSEY LEMON LAW DISCLOSURE**

**IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY IMPAIRS ITS USE, VALUE OR SAFETY, OR THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY BE ENTITLED UNDER NEW JERSEY'S LEMON LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS.**

**Here is a summary of your rights:**

- 1. To qualify for relief under the New Jersey Lemon Law, you must give the manufacturer or its dealer the opportunity to repair or correct the defect in the vehicle within the Lemon Law's term of protection, which is the first 24,000 miles of operation or two years after the vehicle's original date of delivery, whichever is earlier.**
- 2. If the manufacturer or its dealer is unable to repair or correct a defect within a reasonable time, you may be entitled to return the vehicle and receive a full refund, minus a reasonable allowance for vehicle use.**
- 3. It is presumed that the manufacturer or its dealer is unable to repair or correct the defect if substantially the**

**same defect continues to exist after the manufacturer has received written notice of the defect by certified mail, return receipt requested, and has had a final opportunity to correct the defect or condition within 10 calendar days after receipt of notice. This notice must be received by the manufacturer with the term of protection and may be given only after (i) the manufacturer or its dealer has had two or more attempts to correct the defect, (ii) the manufacturer or its dealer has had at least one attempt to correct the defect if the defect is one that is likely to cause death or serious bodily injury if the vehicle is driven; or (iii) the vehicle has been out of service for repair for a cumulative total of 20 or more calendar days, or in the case of a motorhome, 45 days or more.**

- 4. If substantially the same defect continues to exist after the manufacturer has had the final opportunity to repair or correct the defect, you may file an application for relief under New Jersey's Lemon Law.**

**FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, INCLUDING THE MANUFACTURER'S ADDRESS TO GIVE NOTICE OF THE DEFECT, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, TEL. NO. (973) 504- 6226.**

## **NEW JERSEY LEMON LAW DISCLOSURE**

**IMPORTANTE: SI ESTE VEHICULO TIENE UN DEFECTO QUE SUBSTANCIALMENTE AFECTA SU USO, VALOR O SEGURIDAD, O QUE PUEDE CAUSAR MUERTE O SERIO DAÑO CORPORAL SI SE MANEJA, Y FUE COMPRADO, ARRENDADO O REGISTRADO EN NUEVA JERSEY, USTED PUEDE TENER EL DERECHO BAJO LA LEY DE LIMÓN DEL ESTADO DE NUEVA JERSEY A UN REEMBOLSO DEL PRECIO DE COMPRA O A LOS PAGOS DE SU ARRENDAMIENTO.**

**Aqui le damos un sumario de sus derechos:**

- 1. Para calificar por compensación bajo la Ley de Limon de Nueva Jersey, usted debe darle al fabricante o a su concesionario la oportunidad de reparar o corregir el defecto del vehículo dentro del término de protección bajo la Ley de Limón, que son las 24,000 millas primeras de operación o dos años después de la fecha original de la entrega del vehículo o lo que suceda primero.**
- 2. Si el fabricante o su concesionario no puede arreglar o corregir el defecto dentro de un tiempo razonable, usted puede tener el derecho de devolver el vehículo y recibir un reembolso completo, menos un descuento por el uso del vehículo.**

- 3. Si se supone que el fabricante o su concesionario no puede reparar o corregir el defecto y si substancialmente el mismo defecto continúa existiendo después que el fabricante ha recibido un aviso del defecto, mandado por correo certificado con recibo de retorno, y ha tenido una oportunidad final para corregir el defecto o condición dentro de los 10 días naturales después de recibir el aviso. Este aviso tiene que ser recibido por el fabricante dentro del término de protección y solo se puede dar después que (i) el fabricante o su concesionario ha intentado dos o más veces de corregir el defecto; (ii) el fabricante o su concesionario ha intentado por lo menos una vez de corregir el defecto si el defecto es uno que puede causar la muerte o serio daño corporal si el vehículo se maneja; o (iii) el vehículo ha estado fuera de servicio por reparos por una acumulación total de 20 días naturales o más, o en el caso de una casa rodante motorizada (motorhome) de 45 días o más.**
- 4. Si substancialmente el mismo defecto continua existiendo después que el fabricante ha tenido la ultima oportunidad de reparar o corregir el defecto, usted puede presentar una solicitud para compensación bajo la Ley de Limón de Nueva Jersey.**

**PARA INFORMACION COMPLETA ACERCA DE SUS DERECHOS Y RECURSOS BAJO ESTA LEY, INCLUYENDO LA DIRECCIÓN DEL FABRICANTE PARA NOTIFICARLE EL DEFECTO, PÓNGASE EN CONTACTO CON: NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, NÚMERO DE TELÉFONO (973) 504-6226.**

# IMPORTANT NOTICE for California Retail Buyers and Lessees

Under California law you may be entitled to a replacement of your vehicle or a refund of the purchase price or lease price, if MBUSA and/or its authorized repair or service facilities fail to fix one or more substantial defects in the vehicle that are covered by its express warranty after a reasonable number of repair attempts, less an offset for the mileage accumulated before the first repair of the substantial defect. During the period of 18 months from original delivery of the vehicle or the accumulation of 18,000 miles on the odometer of the vehicle, whichever occurs first, a reasonable number of repair attempts is presumed for a retail buyer or lessee if one or more of the following occurs: (1) the same substantial defect or malfunction results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, that defect or malfunction has been subject to repair two or more times, and you have directly notified MBUSA in writing of the need for its repair, (2) the same substantial defect or malfunction of a less serious nature than category (1) has been subject to repair four or more times and you have directly notified us in writing of the need for its repair, or (3) the vehicle is out of service by reason of repair of the same or different substantial defects or malfunctions for a cumulative total of more than 30 calendar days. Written direct notification should be sent to us, not an Authorized Mercedes-Benz Dealership, at Mercedes-Benz USA, LLC, Customer Care Center, One Mercedes-Benz Drive, Sandy Springs, GA 30328.

1. Mercedes-Benz USA, LLC (“Mercedes-Benz”) participates in the California Dispute Settlement Program (“CDSP”), a mediation/arbitration program administered by the National Center for Dispute Settlement (“NCDS”). The CDSP and Mercedes-Benz have been certified under the California Department of Consumer Affairs’ Arbitration Certification Program.
2. If you have a problem arising under your Mercedes-Benz written warranty, we encourage you to bring it to our attention. If we are unable to resolve it, you may file a claim with the CDSP. Claims must be filed with CDSP within six (6) months after the expiration of the warranty.
3. To file a claim with CDSP, you can eFile a claim at [NCDSUSA.ORG](https://www.ncdsusa.org); call 1-866-659-1909; mail your Customer Claim Form to National Center for Dispute Settlement, P.O. Box 515315, Dallas, TX 75251-5315; or email your Customer Claim Form to [info@ncdsusa.org](mailto:info@ncdsusa.org)
4. In order to file a claim with CDSP, you will have to provide your name and address, general information about your vehicle, including the make, model and year, and the vehicle identification number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of



the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of Mercedes-Benz or one of our authorized dealers, and a statement of the relief you are seeking.

5. CDSP staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your claim is filed; there may be a delay of 7 days if you did not first contact Mercedes-Benz about your problem, or a delay up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by the CDSP.
6. You may be required to use CDSP before asserting certain rights or remedies conferred by California Civil Code Section 1793.22(b), including the right to assert a presumption under this Code Section. You are also required to use CDSP before exercising rights or seeking remedies created by Title I of the Magnuson-Moss Warranty Act, 15 U.S.C. Section 2301 et seq. If you choose to seek redress by pursuing rights and remedies not created by California Civil Code Section 1793.22(b) or Title I of the Magnuson-Moss Warranty Act, resort to CDSP is not required by those statutes. You are not required to use CDSP before pursuing rights and remedies under any other state or federal law. The CDSP is provided at no cost to you.

7. California Civil Code Section 1793.2(d) requires that, if Mercedes-Benz or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Mercedes-Benz shall be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Mercedes-Benz has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:
- The same nonconformity [a failure to conform to the written warranty that substantially impairs the use, value or safety of the vehicle] results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven **AND** the nonconformity has been subject to repair two or more times by Mercedes Benz or its agents **AND** the buyer or lessee has directly notified Mercedes-Benz of the need for the repair of the nonconformity; OR
  - The same nonconformity has been subject to repair 4 or more times by Mercedes-Benz or its agents **AND** the buyer has notified Mercedes-Benz of the need for the repair of the nonconformity; OR
  - The vehicle is out of service by reason of repair of nonconformities by Mercedes-Benz or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**NOTICE TO MERCEDES-BENZ AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:**

**Mercedes-Benz USA, LLC  
Customer Care Center  
One Mercedes Drive  
Sandy Springs, GA 30328**

8. .The following remedies may be sought in CDSP: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under Mercedes-Benz's written warranty or applicable law.
9. The following remedies may **not** be sought in CDSP: punitive or multiple damages, attorneys' fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).
10. You may accept or reject the decision issued by a CDSP arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

11. If you accept the arbitrator's decision, Mercedes-Benz will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

12. For CDSP program details, you may contact CDSP at the following:

**CALIFORNIA DISPUTE SETTLEMENT PROGRAM (CDSP)**

P.O. Box 515315

Dallas, TX 75251-5315

(866) 659-1909 (Toll Free)

eFile a Claim: [www.ncdsusa.org](http://www.ncdsusa.org)

Email: [info@ncdsusa.org](mailto:info@ncdsusa.org)

# What To Do...

## If You Have Questions Regarding Warranty or Service

The satisfaction and goodwill of Mercedes-Benz owners is of primary concern to authorized Mercedes-Benz Dealerships and MBUSA. 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 authorized Mercedes-Benz Dealership management. Talk to the Service Manager, then if you still have questions,

discuss them with the authorized Mercedes-Benz Dealership's owner.

**THEN** - Request Clarification - If unanswered questions remain, contact Mercedes-Benz USA, LLC, Customer Care Center, One Mercedes-Benz Drive, Sandy Springs, GA 30328. 1-800-FOR-MERCEdes.

When you contact MBUSA please be sure to include the MODEL, and

VEHICLE IDENTIFICATION NUMBER (VIN) of your vehicle. This is important to assure fast, efficient handling of your inquiry.

### **If You Have Lost the Service and Warranty Information Booklet -**

Should you lose your Service and Warranty Information booklet, have your local authorized Mercedes-Benz Dealership arrange for a replacement.

**If You Have Changed Your Address** - Should your address change, please do not fail to notify us by doing the following:

To notify MBUSA of an address or ownership change, you may either call, e-mail, or send physical mail to the Customer Care Center.

To call the Customer Care Center to update your information, please call 1-800-FOR-MERCEdes and supply the information needed.

To e-mail the Customer Care Center, please send an email to:

[mercedes\\_benz@mailca.custhelp.com](mailto:mercedes_benz@mailca.custhelp.com)

With the following information:

Please State if the mail is for a Change of Address or Pre-Owned Vehicle Purchase Notice

Mileage:

Purchase Date:

Purchased From:

Vehicle Identification Number:

Model:

Last Name (Owner/Lessee):

First Name:

Middle Initial:

Street Address:

City:

State:

Zip Code:

Telephone # (Home):

Telephone # (Work):

Telephone # (Mobile):

Email:

To send physical mail to the Customer Care Center, please address the mail to:

Mercedes-Benz USA, LLC  
Customer Care Center  
One Mercedes Drive  
Sandy Springs, GA 30328

Containing the following information:

Please State if the mail is for a Change of Address or Pre-Owned Vehicle Purchase Notice

Mileage:

Purchase Date:

Purchased From:

Vehicle Identification Number:

Model:

Last Name (Owner/Lessee):

First Name:

Middle Initial:

Street Address:

City:

State:

Zip Code:

Telephone # (Home):

Telephone # (Work):

Telephone # (Mobile):

Email:

# To Purchasers of Pre-Owned Vehicles

If you have purchased a pre-owned Mercedes-Benz vehicle before the expiration of its original warranty, you may be entitled to any unexpired portion of the warranty provided you establish your ownership and the purchase date of the vehicle. Data needs to be provided as per templates on (→ Pages 60 and 61), or you may call 1-800-FOR-MERCEdes to provide the information.

Such notification is likewise necessary for your own safety after expiration of the original warranty.

The “National Traffic & Motor Vehicle Safety Act of 1966” requires MBUSA to be in a position to contact Mercedes-Benz owners when a correction of a product defect becomes necessary.



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## Internet

For further information you can find us on the Mercedes-Benz website [www.mbusa.com](http://www.mbusa.com)

## Service and Literature

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

Printed in U. S. A.

Press time December 2024

## Model

This warranty book applies to all Mercedes-Benz EQ Model Variants that are certified for sale in the USA, including, but not limited to the following:

(Passenger Cars)

EQE 350+, EQE 350-4M, EQE 500-4M, AMG EQE, EQS 450+, EQS 450-4M, EQS 580-4M, AMG EQS

(SUV)

EQB 250+, EQB 300-4M, EQB 350-4M, EQE 350+, EQE 350-4M, EQE 500-4M, AMG EQE, EQS 450+, EQS 450-4M, EQS 500-4M, EQS 580-4M, Maybach EQS 680-4M



