



Mercedes-Benz Service Contracts Dealer Guide

- **Prepaid Maintenance**
- **Essential Care**
- **Extended Limited Warranty**
- **Certified Pre-Owned Limited Warranty**

For Mercedes-Benz passenger cars and smart vehicles

Mercedes-Benz



Mercedes-Benz Service Contracts Dealer Guide

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Mercedes-Benz Prepaid Maintenance

Overview

Why should we sell Prepaid Maintenance?

- Customer retention
- Opportunity to increase revenue
- Customer satisfaction

The Mercedes-Benz Prepaid Maintenance (PPM) plans are effective customer retention tools that will help establish strong relationships with customers who may not currently be coming into your dealership for routine maintenance services.

Mercedes-Benz Prepaid Maintenance offers a simple and convenient way for your customers to prepay for maintenance services, so they know their critical maintenance needs are taken care of right from the start. The plan provides your customers with the following valuable benefits:

- Convenience and measurable savings versus purchasing maintenance as they go*
- Helps to maintain the market value of their Mercedes-Benz
- Mercedes-Benz trained technicians using Genuine Mercedes-Benz Parts

Plus, by prepaying for service with an authorized Mercedes-Benz dealership, customers can maintain the outstanding Mercedes-Benz performance they fell in love with, while guarding against potential future increases in parts and service costs.

The Mercedes-Benz Prepaid Maintenance plans also help establish your dealership as the first choice for all parts and service needs throughout the ownership cycle, leading to a stronger relationship between you and your customers and an increased chance of repeat business. After all, the Sales Team sells the owner their first vehicle, but the Service Department helps sell the rest.

*Savings may vary by dealer and model.

Protecting your customers' investment has never been easier.

The Mercedes-Benz Prepaid Maintenance plans are a simplified, easy-to-sell offering. The plans are appropriate for various types of customers — lessees, new vehicle owners, and pre-owned vehicle owners. The real key to each plan is this: Every vehicle requires maintenance, which makes presenting Mercedes-Benz Prepaid Maintenance to every customer an obvious choice. The plans can help entice customers to bring in their vehicles for maintenance services at your dealership, positioning you for added revenue opportunities.

By prepaying for maintenance service, customers can guard against potential future parts and service increases while they enjoy the peace of mind that comes standard when they service with an authorized Mercedes-Benz dealer.

In addition to delivering customer convenience, the plans can help your dealership reverse the alarming trend of decreased customer retention and workshop demand. This trend has been seen nationwide as a result of great improvements in vehicle quality, as well as more aggressive competition from independent service providers.

Selling Strategies

Emphasize these points:

- **Flexibility** — Plans are either prepaid in full or may be included in the customer's lease or vehicle finance payment
- **Convenience** — Plans require no out-of-pocket payment at the time of service for the length of the Prepaid Maintenance contract purchased
- **Versatility** — Plans are honored at all authorized Mercedes-Benz dealerships nationwide
- **Quality** — The customer receives the best vehicle care possible from factory trained Mercedes-Benz technicians
- **Value** — Plans help maintain the market value of the customer's Mercedes-Benz with certified maintenance according to factory specifications
- **Savings** — Customers receive more savings when purchasing longer plan terms to reward their loyalty

An authorized Mercedes-Benz dealer offers superior care.

Making sure your customer's Mercedes-Benz continues to run like new is easier when they choose to service with an authorized Mercedes-Benz dealership.

When describing the benefits of Mercedes-Benz Prepaid Maintenance, make sure to emphasize the advantages your dealership's Service Department will be able to offer over an independent service provider. Your Service Department can help ensure that each vehicle is cared for with the superior attention to detail it deserves, thanks to:

- The best possible service using specifically designed Mercedes-Benz diagnostic processes and tools, performed by factory trained Mercedes-Benz Service technicians
- Service using Genuine Mercedes-Benz Parts for any needed replacement or augmentation

Key Highlights

- Value created in purchasing longer contract terms
- Introductory vehicle tiers are more affordable than higher tiers
- Wiper blade sets now included with every service interval, including first service

Eligibility

Premier Prepaid Maintenance is available for vehicles prior to the first service or with less than 10,000 miles, whichever comes first. Star Prepaid Maintenance is available for vehicles less than 8 model years old or with less than 80,000 miles. Depending on the service history and age of the vehicle, customers can choose among 2, 3, or 4 service packages.

Coverage: Model Year 2015 to present

All Models¹	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Synthetic motor oil & filter replacement	•	•	•	•	•	•	•	•	•	•	•
Wiper blade sets	•	•	•	•	•	•	•	•	•	•	•
Fluid levels check & correction ²	•	•	•	•	•	•	•	•	•	•	•
Multi-Point Inspection	•	•	•	•	•	•	•	•	•	•	•
Activated charcoal combination filter replacement		•		•		•		•		•	
Dust filter replacement		•		•		•		•		•	
Brake fluid change		•		•		•		•		•	
Spark plugs replacement					•					•	
Engine air filter replacement					•					•	
Transmission oil & filter replacement						•					
Fuel filter replacement (diesel models)					•					•	

Specific Model Services	2K	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Rear differential fluid replacement (AMG® P30 models)	•				•				•			
Main circuit coolant replacement (V12 models)				•			•			•		
Replace poly-V-belt							•					
Transfer case oil replacement					•	•			•		•	

Specific AMG Model Services¹	2K	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Rear axle oil change	•			•			•			•		
Engine air filter replacement				•			•			•		
Transmission oil & filter replacement				•			•			•		

Specific CLA AMG Model Services	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Engine air filter replacement	•	•	•	•	•	•	•	•	•	•	•
Rear axle oil change	•		•		•		•		•		•
Transmission oil & filter replacement			•			•			•		

Mercedes-Benz Electric Models	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Replace high-voltage battery desiccant cartridge	•	•	•	•	•	•	•	•	•	•	•
Wiper blade sets	•	•	•	•	•	•	•	•	•	•	•
Fluid levels check & correction ²	•	•	•	•	•	•	•	•	•	•	•
Multi-Point Inspection	•	•	•	•	•	•	•	•	•	•	•
Combination filter replacement		•		•		•		•		•	
Brake fluid change		•		•		•		•		•	

¹ Not applicable for G models.

² Includes coolant, brake, power steering, windshield washer fluids, and AdBlue® (diesel models).

Vehicle-specific information could vary from the information displayed in the chart. Please refer to the Owner's Manual or speak to a Service Advisor for more details.

Coverage: Model Year 2010 to Model Year 2014

All Models¹	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Synthetic motor oil & filter replacement	•	•	•	•	•	•	•	•	•	•	•
Wiper blade sets	•	•	•	•	•	•	•	•	•	•	•
Fluid levels check & correction ²	•	•	•	•	•	•	•	•	•	•	•
Multi-Point Inspection	•	•	•	•	•	•	•	•	•	•	•
Activated charcoal combination filter replacement		•		•		•		•		•	
Dust filter replacement		•		•		•		•		•	
Brake fluid change		•		•		•		•		•	
Spark plugs replacement					•	•				•	
Engine air filter replacement				•				•			
Transmission oil & filter replacement				•		•	•	•			
Fuel filter replacement (diesel models)				•				•			

Specific Model Services	2K	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Rear differential fluid replacement (AMG® P30 models)	•				•				•			
Main circuit coolant replacement (V12 models)				•			•			•		

Specific AMG Model Services¹	2K	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Rear axle oil change	•			•			•			•		
Engine air filter replacement					•				•			
Transmission oil & filter replacement					•			•	•			

Specific CLA & GLA AMG Model Services	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Engine air filter replacement	•	•	•	•	•	•	•	•	•	•	•
Rear axle oil change	•		•		•		•		•		•
Transmission oil & filter replacement			•			•			•		

Mercedes-Benz Electric Models	10k/1yr	20k/2yr	30k/3yr	40k/4yr	50k/5yr	60k/6yr	70k/7yr	80k/8yr	90k/9yr	100k/10yr	110k/11yr
Replace high-voltage battery desiccant cartridge	•	•	•	•	•	•	•	•	•	•	•
Wiper blade sets	•	•	•	•	•	•	•	•	•	•	•
Fluid levels check & correction ²	•	•	•	•	•	•	•	•	•	•	•
Multi-Point Inspection	•	•	•	•	•	•	•	•	•	•	•
Combination filter replacement		•		•		•		•		•	
Brake fluid change		•		•		•		•		•	

¹ Not applicable for G models.

² Includes coolant, brake, power steering, windshield washer fluids, and AdBlue® (diesel models).

Vehicle-specific information could vary from the information displayed in the chart. Please refer to the Owner's Manual or speak to a Service Advisor for more details.

Pricing

Mercedes-Benz Prepaid Maintenance pricing

With a few simple steps, your dealership can initiate a customer relationship that's about more than maintenance — it's a partnership in care.

The tier structures group vehicles with similar service needs into logical categories and allow pricing to be based upon expected actual costs for the work performed at your dealership.

		2 SERVICES		3 SERVICES		4 SERVICES	
		PPM	PO PPM	PPM	PO PPM	PPM	PO PPM
Tier 0 B (Electric)	DNET	–	\$790	–	\$1,010	–	–
	MSRP	–	\$890	–	\$1,110	–	–
Tier 1 A, CLA, GLA	DNET	\$750	\$1,030	\$1,010	\$1,460	\$1,420	–
	MSRP	\$850	\$1,130	\$1,110	\$1,560	\$1,520	–
Tier 2 C, E, GLB, GLC, GLK, SLK, SLC	DNET	\$870	\$1,150	\$1,180	\$1,650	\$1,660	–
	MSRP	\$970	\$1,250	\$1,280	\$1,750	\$1,760	–
Tier 3 GLE, M, Diesel	DNET	\$1,100	\$1,270	\$1,540	\$1,900	\$2,150	–
	MSRP	\$1,200	\$1,370	\$1,640	\$2,000	\$2,250	–
Tier 4 AMG, CLS, G, GL, GLS, GT, Maybach, S, SL	DNET	\$1,390	\$1,390	\$1,960	\$2,090	\$2,750	–
	MSRP	\$1,490	\$1,490	\$2,060	\$2,190	\$2,850	–
smart (gas)	DNET	–	\$800	–	\$1,125	–	–
	MSRP	–	\$900	–	\$1,200	–	–
smart (ed)	DNET	–	\$700	–	\$1,000	–	–
	MSRP	–	\$800	–	\$1,100	–	–

All AMG Sport models are one tier higher than their base. All 45, 63 and 65 AMGs are Tier 4.

For Example: A C-Class is Tier 1; C43 is Tier 2 and a C63 is Tier 4.

Sample Lease Payment

Sample Vehicle	2019 C300		2019 C300 4MATIC®	
Sample Lease Term	36 months		36 months	
	Featured Lease Structure without PPM	Featured Lease Structure with 3 Services PPM	Featured Lease Structure without PPM	Featured Lease Structure with 3 Services PPM
Base MSRP	\$41,400	\$41,400	\$43,400	\$43,400
Premium Package/P1	\$1,600	\$1,600	\$1,600	\$1,600
Automatic Transmission	Incl.	Incl.	Incl.	Incl.
Prepaid Maintenance	N/A	\$1,110	N/A	\$1,110
Transportation Charge	\$995	\$995	\$995	\$995
Total MSRP	\$43,995	\$45,105	\$45,995	\$47,105
Suggested Dealer Contribution	\$2,099	\$2,099	\$2,119	\$2,119
Gross Capitalized Cost	\$41,896	\$43,006	\$43,876	\$44,986
Customer Down Payment	\$4,223	\$4,223	\$4,343	\$4,343
Net Capitalized Cost	\$37,673	\$38,783	\$39,533	\$40,643
Terms (in months)	36	36	36	36
Residual	58%	58%	59%	59%
Money Factor	0.00078	0.00078	0.00094	0.00094
Monthly Payment*	\$486	\$500	\$509	\$524
Customer Down Payment	\$4,223	\$4,223	\$4,343	\$4,343
Acquisition Fee	\$795	\$795	\$795	\$795
First Month's Payment	\$486	\$500	\$509	\$524
Amount Due at Signing	\$5,504	\$5,518	\$5,647	\$5,662
Mileage	10,000	10,000	10,000	10,000
Total Miles	30,000	30,000	30,000	30,000
Vehicle Turn-In Fee	\$595	\$595	\$595	\$595
Total Lease Payments	\$17,494	\$18,010	\$18,336	\$18,850
Total Payments	\$22,512	\$23,028	\$23,474	\$23,988
Residual Value at Lease End	\$25,517	\$26,161	\$27,137	\$27,792

*Just a \$14/\$15 difference

Lease Prepaid Maintenance Program Advertising

The following language must be utilized for all advertised lease pricing that is inclusive of Prepaid Maintenance:

(Example) “Lease the 2019 C300 for \$500/month for 36 months or the C300 4MATIC for \$524/month for 36 months with Mercedes-Benz Prepaid Maintenance.*”

The following Prepaid Maintenance Program disclaimer must be used:

“*For details, exclusions, and limitations on Mercedes-Benz Prepaid Maintenance, contact your authorized dealer, visit www.mbusa.com/maintenance, or call 1-800-FOR-MERCEDES.”

Note that all other general lease advertising guidelines and disclaimers pertinent to the advertisement must also be followed. The advertised lease payment, including Mercedes-Benz Prepaid Maintenance, must be greater than the advertised lease structures stated in the monthly sales program guide.

Frequently Asked Questions

How much money can I save with a Prepaid Maintenance plan?

Although it varies from vehicle to vehicle, you can save up to 30% as compared to paying as you go.

Some other luxury vehicle manufacturers include “free” maintenance in the sale of every vehicle. Why does Mercedes-Benz sell its maintenance separately?

Maintenance is never truly “free.” These manufacturers add the cost of maintenance into the price of their vehicles, so even though it is not called out separately, you are still paying for the service. Mercedes-Benz gives our customers the option to choose, providing transparency in maintenance costs and the convenience of not having to worry about these costs later on.

Do I need to return to the same dealership where I purchased the plan to service my vehicle?

No. The purchase of a Mercedes-Benz Prepaid Maintenance plan does not confine you to only one dealership for your service needs. The plan follows you, so if you require service when you’re on the road – or if you relocate – your plan will be honored at any participating authorized Mercedes-Benz dealer nationwide.

Why do I need a maintenance plan for my Mercedes-Benz?

The Mercedes-Benz Prepaid Maintenance plan is designed to maximize the service life of your vehicle’s components and systems for optimum performance. The plan provides you with a convenient way to service your vehicle without the worry of having to pay later on – so you can avoid unwanted surprises.

Is the Prepaid Maintenance plan refundable?

No. The Prepaid Maintenance plan cannot be refunded. No refunds will be given if your lease is terminated early or if the lease term is less than the coverage period. The contract can be canceled within the first 30 days of purchase. If you live in California, you may submit a written cancellation to either a Selling Dealer or any authorized Mercedes-Benz dealership for a refund.

Frequently Asked Questions *(continued)*

If I'm leasing my vehicle, why should I purchase a Prepaid Maintenance plan?

Lease contracts require manufacturer-specified maintenance to ensure trouble-free vehicle performance and protect the residual value of your vehicle. The plan is a smart way to “lock in” the cost of future maintenance so you can guard against any potential price increases for parts.

Even when you are leasing your vehicle, you are responsible for all needed maintenance and repairs. Lease customers who purchase a Prepaid Maintenance plan may receive a residual increase, thus lowering their monthly payments.

Can I still receive a required service if I exceed a mileage service interval?

The Prepaid Maintenance plan recommends that you service your vehicle within the recommended 10,000-mile maintenance intervals. Failure to do so may result in services being denied.

Is there an incentive for purchasing a longer-term Prepaid Maintenance plan?

Yes, there is a value incentive when purchasing 3 versus 2 service intervals, and an increased value when purchasing 4 versus 3 service intervals, to reward loyal customers.

Why should a dealer sell Prepaid Maintenance?

There are several good reasons for selling Prepaid Maintenance from a dealer's perspective.

1. Customer Retention – Customers with Prepaid Maintenance are more loyal to a Mercedes-Benz dealership and the brand than customers without Prepaid Maintenance. Prepaid Maintenance ensures that your customers return to your dealership for all of their maintenance and repairs throughout their ownership period, and not to independent repair facilities. There is great revenue potential from loyal service customers.
2. Customer Satisfaction – J.D. Power has reported that customers with Prepaid Maintenance score higher on their CSI than customers without Prepaid Maintenance. It creates many opportunities for your dealership to deliver a positive customer experience between vehicle purchases, thereby helping to support future vehicle sales.
3. Ensure Proper Maintenance – Over the long term, it benefits both your dealership and your customers in the form of higher residual values and lower reconditioning costs for off-lease and trade-in vehicles. Studies show that even after their plan expires, customers who have purchased the Prepaid Maintenance package will remain more loyal to the dealership for service.

Why would a customer want to purchase Prepaid Maintenance if they are leasing their vehicle?

Even when leasing a vehicle, the customer is still responsible for all vehicle maintenance and repairs. Plus, lessees may receive a higher residual value on their vehicle, making Prepaid Maintenance more affordable.

Who can perform Prepaid Maintenance?

Maintenance work can be performed by any authorized Mercedes-Benz dealership in the United States or Puerto Rico.

Frequently Asked Questions *(continued)*

When can a Prepaid Maintenance plan be purchased?

Premier Prepaid Maintenance is eligible for vehicles prior to the first service or with less than 10,000 miles/1 year in service, whichever comes first. Star Prepaid Maintenance is eligible for vehicles less than 8 model years old or with less than 80,000 miles.

Depending on the service history and age of the vehicle, customers can choose among 2, 3, or 4 service packages.

If a customer misses a service interval during the term of a purchased Prepaid Maintenance plan, can the plan be extended to the next required service interval?

No. Due to the content variability of each service interval, the customer must receive only the services they have purchased. Any additional services required beyond the content of the purchased service interval must be paid for by the customer.

Example: If a customer who purchased a 4 Services Prepaid Maintenance plan comes into the dealership for their second service at 30K miles and accidentally missed their 20K service, then they would receive the 30K service from their purchased service plan. The service plan would not be extended to cover a 5yr/50K service as a result of the missed service; however, the value of the missed 20K service interval would be applied toward the 5yr/50K service and the remaining balance would be the obligation of the customer.

If the customer sells or trades in the vehicle, can the plan be transferred to a subsequent owner?

If the original owner sells the vehicle in a private sale, any remaining coverage under the Prepaid Maintenance plan may be transferred to the subsequent owner.* If a vehicle is traded in to a dealership, the Prepaid Maintenance plan is terminated.** The Prepaid Maintenance plan cannot be refunded. The refund policy may vary based on your state's regulations. Please see the provisions of the contract for more details.

Also, MBUSA will not grant an exception for cancellation or refunds for Prepaid Maintenance contracts that have not been paid in full; however, Prepaid Maintenance contracts may be canceled within 30 days of purchase. A Prepaid Maintenance plan sold in California may be canceled and a refund issued in an amount equal to the purchase price minus the value of services already received at the time of cancellation.

A Prepaid Maintenance plan can be canceled after 30 days for the following reasons only:

- Customer request – traded to a Mercedes-Benz dealership
- Customer request – traded to an independent dealership
- Customer request – keeping the vehicle
- DDR cancellation
- Contract reported incorrectly
- Customer request – vehicle totaled
- Customer request – private sale
- Customer request – repossessed
- Customer request – stolen
- Auction
- MBUSA buyback
- Traded to a Mercedes-Benz dealership – purchased replacement Mercedes-Benz vehicle and Prepaid Maintenance

Where can Prepaid Maintenance be sold?

It can be sold in the F&I office when the vehicle is first purchased or in the service lane after point of sale.

*If a customer transfers or sells the Vehicle to a Private Party Purchaser, the remaining benefits of this Agreement will be transferred to the Private Party Purchaser if, and only if, the Private Party Purchaser presents the Selling Dealer or any Authorized Dealer with proof of ownership for the Vehicle, a copy of this Agreement and the completed Transfer Form or "Notice of Address Change or Change of Ownership" card in the centerfold of the Service and Warranty Information booklet. A Transfer Form is available from any Authorized Dealer.

**Beginning January 1, 2018 outstanding services remaining on an active contract will be transferable to subsequent owner that purchased vehicle from non-franchised dealership.

Frequently Asked Questions *(continued)*

Which VMI statuses would void the Prepaid Maintenance agreement?

- Buyback in Progress
- Buyback Completed
- Stolen Vehicle
- Totaled Vehicle
- Warranty Review
- Warranty Voided

Are courtesy vehicles eligible for Prepaid Maintenance?

Yes, if the vehicle has already been serviced, it may be eligible for the Star Prepaid Maintenance package. If the vehicle has not been serviced, it may be eligible for the Premier Prepaid Maintenance package.

Is a Certified Pre-Owned (CPO) vehicle eligible for Prepaid Maintenance?

A CPO vehicle is eligible for Premier PPM if it has less than 5,000 miles and it's been less than six months from the warranty start date at the time of certification. Since service maintenance is required afterward as part of the certification process, a CPO vehicle that is more than six months old or has more than 5,000 miles qualifies for the Star PPM only.

Mercedes-Benz Essential Care Plan

Overview

The Mercedes-Benz Essential Care Plan is a Service Contracts package available for all passenger vehicles. The main goals for this product are to drive incremental service traffic by targeting unknown customers and increase eligible Express Service™ volume. Mercedes-Benz vehicles more than eight model years old with more than 80,000 miles are eligible for Essential Care.

Why should we sell Essential Care?

- To identify unknown customers
- To drive Express Service volume
- To increase customer retention

Benefits to your customers:

While the Essential Care Plan does not replace a regularly scheduled service visit, customers can:

- Pay in advance to make service visits convenient
- Get Multi-Point Inspections with oil changes
- Receive only Genuine Mercedes-Benz Oil & Parts
- Enjoy service at any participating authorized Mercedes-Benz dealership in the U.S. and Puerto Rico
- Take advantage of service in less than an hour* with Express Service by Mercedes-Benz

The Essential Care Plan includes:

- Oil change
- Oil filter change
- Multi-Point Inspection

Along with the oil change, this plan also features a Multi-Point Inspection that checks the following:

- Engine compartment fluid levels
- Belts, coolant hoses, radiator, and motor mounts
- Under-vehicle inspection covering the exhaust system, tire condition, suspension, and brake pads
- Windshield washer and wipers, mirrors, and lights
- Horn, seat belts, windows, climate control, and gauges

Once the inspection has been completed, the vehicle owner will be notified of any potential issues.

*Actual time may vary based on certain external circumstances. Participating dealers only.

Pricing

		2 SERVICES	3 SERVICES	4 SERVICES
Tier 1 All models except Tier 2 models	DNET	\$350	\$515	\$675
	MSRP	\$450	\$615	\$775
Tier 2 (AMG®s*, GT, G, and Maybach)	DNET	\$425	\$615	\$800
	MSRP	\$525	\$715	\$900

*AMG models must be a 45, 63 or 65 vehicle variant for Tier 2 classification.

Mercedes-Benz Extended Limited Warranty

Overview

A wealth of value, made even richer: Mercedes-Benz Extended Limited Warranty.

The Mercedes-Benz Extended Limited Warranty (ELW) has always been the standard by which all other luxury manufacturer and third-party warranties have been measured.

These policies and prices provide simple and convenient options for your customers, as well as more opportunities for your dealership to sell the Mercedes-Benz Extended Limited Warranty – one of your most powerful customer retention tools.

Benefits for your dealership: more profit now and for the long term.

The Mercedes-Benz Extended Limited Warranty program is more competitive than ever, delivering more profit at the time of sale. It also offers greater opportunities for revenue and new vehicle sales beyond the life of the plan.

- Increased customer retention and satisfaction drives long-term service and parts revenue
- Increased future vehicle sales from loyal and satisfied customers

On average, customers with a Mercedes-Benz ELW will visit their dealerships more frequently and generate more gross profit than customers without an ELW.

Benefits for your customers: an investment in long-term protection.

The Mercedes-Benz Extended Limited Warranty protects customers from unforeseen expenses while also protecting vehicle value for the long term.

- Saves money and time on unexpected repairs with no deductibles, cumbersome paperwork, or prior approvals
- Protect vehicle value by preserving vehicle integrity and allowing the transfer of the warranty to subsequent owners in a private sale
- Trust superior service from experts who know Mercedes-Benz vehicles best, using the latest diagnostic equipment and Genuine Mercedes-Benz Parts
- Lower MSRP within 30 days of point of sale*

Third-party warranty sellers may come and go, but this is the most comprehensive coverage for your Mercedes-Benz in the market, backed by the manufacturer itself.

* 15% discount when customer purchases the Extended Limited Warranty within 30 days of sale.

Highlights

Research recommends that buyers purchasing extended coverage choose a manufacturer's warranty over a third-party warranty because customers can trust that manufacturers will stand behind their vehicles. The Mercedes-Benz Extended Limited Warranty has long been considered among the best in its class for luxury vehicle makers. The following are some of the highlights of the Extended Limited Warranty:

- Comprehensive inclusionary agreement
- 5-, 6-, or 7-year terms (from original in-warranty date)
- 5 tiers priced by model groupings
- No deductible
- 15% discount when customer purchases the Extended Limited Warranty within 30 days of sale
- 100% refundable if canceled prior to the expiration of the New Vehicle Limited Warranty (no fee)¹
- Customer loaner vehicles are eligible
- 75,000 and 100,000 total mileage plan options
- Network-wide acceptance (U.S. and Puerto Rico)
- Transferable in private sale only (no fee)

Comprehensive coverage, additional benefits.

The Mercedes-Benz Extended Limited Warranty is an extension of the original New Vehicle Limited Warranty with minor exceptions², and covers the following components:

- | | | |
|----------------------------------|------------------------------------|---------------------------|
| • Radio Receiver | • Climate Control | • COMAND®/MCS |
| • Rear Axle | • Speakers | • Fuel Injection System |
| • Suspension | • Passenger Car 4MATIC® Components | • Power Seat Drive Cables |
| • Radio | • Turbocharger | • Engine |
| • Traction and Stability Systems | • Central Locking System | • Steering System |
| • Electrical Systems | • Antenna Motor and Mast | • Transmission |
| • SUV 4-Wheel Drive System | • Engine Motor Mounts | |
| • CD Player | • Navigation System | |
| • Radio Receiver | • Cooling System | |
| • Rear Axle | • Supercharger | |
| • Suspension | | |

¹ Refunds for subsequent cancellations vary according to state regulations. Review contract provisions for details.

² This is only a summary of coverage. Please see the new contract for complete terms, including coverage exclusions and warranty information. Some types of service may not be covered under the Extended Limited Warranty plan.

Highlights *(continued)*

Trip Interruption and Roadside Assistance add value and sales power.

As part of the Mercedes-Benz promise of delivering superior service for the life of the vehicle, customers who choose the Extended Limited Warranty also get protection on the road with Mercedes-Benz Trip Interruption coverage and Roadside Assistance¹ for the life of the warranty.

¹ Roadside Assistance repairs may involve charges for parts, service, and towing. Vehicle must be accessible from main roads. Depending on the circumstances, these services may be provided by an outside service courtesy of Mercedes-Benz Roadside Assistance. Every attempt will be made to assist a customer; however, circumstances such as restricted roadways, acts of nature, and vehicle accessibility may limit our ability to provide services.

Selling Strategies

Selling the Mercedes-Benz Extended Limited Warranty.

During the exciting moments of buying a new Mercedes-Benz, it can be difficult for some buyers to think about adding an Extended Limited Warranty to their purchase. Below are some suggested selling points that have been proven to resonate with customers during the vehicle purchasing stage.

Protect vehicle value

- Helps protect the customer's investment by covering key components
- Genuine Mercedes-Benz Parts built to factory specifications are used for repairs, delivering optimal performance
- Fully transferable with private vehicle sale, enhancing resale value
- Honored at all authorized Mercedes-Benz dealerships in the United States and Puerto Rico
- Can be sold throughout the new vehicle warranty

Save money and time on unexpected repairs

- Continues coverage of essential vehicle components, potentially saving customers from costly, unexpected repairs
- Hassle-free: No deductibles, cumbersome claims processing, or pre-approval process prior to repairs
- Enjoy 15% off MSRP when customer purchases the ELW within 30 days of vehicle sale

Trust superior service

- Mercedes-Benz factory trained technicians: no one knows a Mercedes-Benz better
- Advanced diagnostic equipment made specifically for Mercedes-Benz vehicles
- Mercedes-Benz dealerships offer convenience and amenities that no independent service provider can match

Selling Strategies *(continued)*

Selling ELW: Best Practices.

While customers may have some knowledge of Extended Limited Warranty products, it is essential that they make true, “apples-to-apples” comparisons to competitive plans in order to understand the total value of a manufacturer-backed Extended Limited Warranty. When placed side by side, the choice is abundantly clear: The Mercedes-Benz Extended Limited Warranty provides superior value, savings, and convenience.

Offer to every customer at the point of sale – and beyond.

The Mercedes-Benz Extended Limited Warranty should be offered to every customer at the point of vehicle sale and before the expiration of their New Vehicle Warranty:

- Engaging the Business Development Center at your dealership and motivating your Service Advisors on the drive will provide additional opportunities to sell the ELW to your customers
- In-dealership materials should be displayed throughout the dealership. They help initiate discussions with your customers on the program’s many benefits. A complete list of marketing materials is available on the back cover of this guide.
- Customers who opt NOT to purchase the Extended Limited Warranty at initial sale may purchase a Mercedes-Benz ELW up to the expiration of their New Vehicle Warranty; however, customers who purchase an Extended Limited Warranty within 30 days of vehicle sale can take advantage of a 15% discount off the MSRP
- It is critical to consistently market to these customers in order to help prevent roll-off to Independent Service Providers as New Vehicle Warranties expire
- Additional marketing tools are available, such as customizable AutoPoint email and direct mail templates, which may be sent to appropriately targeted customer lists. Access your dealer portal under MBUSA.com to obtain more resources.

Eligibility Requirements

- Vehicle must be under New Vehicle Warranty (4 years or up to 50,000 miles, whichever comes first)
- Any authorized Mercedes-Benz dealer may sell an Extended Limited Warranty to the original or a subsequent owner during the New Vehicle Limited Warranty*
- Demo Program and Courtesy Vehicle Program vehicles may be eligible
- Vehicles used for commercial, rental, law enforcement, professional emergency, or for-hire purposes are not eligible
- Vehicles updated with an indicator in the WAR STAT field of the VMI may be excluded from eligibility
- 77777 status (gray market) vehicles or vehicles sold in Canada are not eligible

*Cannot be sold to a subsequent owner who purchased vehicle used from a Mercedes-Benz franchise dealer.

Pricing

Capture more revenue in every department. Pricing and policies designed to help you and your customers.

Price points present your dealership with the ability to match a customer's needs to an appropriate Mercedes-Benz Extended Limited Warranty package! The end result is more revenue for your dealership and a lower-cost solution for your customer.

ELW	6yr/80K	5yr/75K	5yr/100K	6yr/75K	6yr/100K	7yr/75K	7yr/100K
TIER 1 A, CLA, GLA, GLB, C, GLK, GLC, SLK, SLC	N/A	\$1,250 <i>\$2,250</i>	\$1,750 <i>\$2,750</i>	\$1,450 <i>\$2,450</i>	\$2,000 <i>\$3,000</i>	\$1,750 <i>\$2,750</i>	\$2,750 <i>\$3,750</i>
TIER 2 E, M, GLE	N/A	\$1,450 <i>\$2,450</i>	\$2,000 <i>\$3,000</i>	\$1,650 <i>\$2,650</i>	\$2,250 <i>\$3,250</i>	\$1,950 <i>\$2,950</i>	\$3,000 <i>\$4,000</i>
TIER 3 GL, GLS, S, SL, CLS, Diesel, R	N/A	\$1,950 <i>\$2,950</i>	\$2,600 <i>\$3,600</i>	\$2,450 <i>\$3,450</i>	\$3,100 <i>\$4,100</i>	\$3,250 <i>\$4,250</i>	\$4,000 <i>\$5,000</i>
TIER 4 B, CL, G, GT, AMG 45, AMG 63, AMG 65, Maybach, Hybrid, Alternative Fuel	N/A	\$3,250 <i>\$4,250</i>	\$4,000 <i>\$5,000</i>	\$4,950 <i>\$5,950</i>	\$5,350 <i>\$6,350</i>	\$5,950 <i>\$6,950</i>	\$6,350 <i>\$7,350</i>
smart (gas)	\$1,250 <i>\$1,550</i>	N/A	N/A	N/A	N/A	N/A	N/A

DNET
MSRP

¹ The Extended Limited Warranty package may be prepaid up front.

Sport AMGs are one Tier above their base and true AMGs are Tier 4. For example, a C-Class is Tier 1, a C43 is Tier 2, and a C63 is Tier 4.

No-Charge 1Yr/75K Goodwill Extended Limited Warranty

The Mercedes-Benz After-Sales Operations Manager (AOM) determines when the Goodwill ELW is warranted, as there may be unintended consequences.

To implement the Goodwill Extended Limited Warranty:

- Verify that the customer is the original owner, via Vista
- The vehicle **MUST** have the New Vehicle Limited Warranty remaining
- The completed application form should be emailed to MBCPOTeam@mbusa.com
- Contact your AOM for assistance with completing the necessary paperwork. Once the application has been received, approved, and recorded, the dealer must print the Electronic Application Contract and mail it to the customer.
- You will automatically be billed for 5yr/75K
- You must then submit a claim for corresponding reimbursement with field authorization using policy damage code 21514008 claimed as a “sublet” using sublet code “SUB” for dealer cost

“No Charge” to the Customer 5-Year/75,000-Mile Goodwill Extended Limited Warranty Application & Authorization	
Note: All fields must be completed to avoid processing delays.	
Dealer Information:	
Dealer Name	Dealer Code
Dealer Representative	
Rep Telephone	Rep Email
Customer Information:	
Customer Name	
Street Address	
City, State ZIP	
Customer Telephone	
Vehicle Information:	
Model	Model Year
VIN	
Original New Vehicle In-Service/Warranty Start Date (MM/DD/YY)	
Current Mileage	
Market Team Member Authorization:	
Region	Market #
Print Name	Telephone
Title	Date
Authorized Participation %: MBUSA (minimum 50%)	Dealer %
Contract # (provided by MBUSA)	
1. Vehicle must have original New Vehicle Limited Warranty remaining. 2. Completed application form should be e-mailed to: MBCPOTeam@mbusa.com. 3. Once the application has been received, approved and recorded, the dealer must print the Electronic Application Contract and mail to the customer. 4. Dealer will automatically be billed on next monthly consolidated parts statement as per the Dealer Fee Schedule for a 5/75k extended limited warranty. 5. Dealer must then submit a warranty claim for corresponding reimbursement with field authorization using policy damage code 21514008 claimed as a “sublet” using sublet code “SUB” for dealer cost.	
Rev. 10/15	

Frequently Asked Questions from Customers

We've collected the most commonly asked customer questions here along with "best practice" answers to help you close the deal:

Why do I need an Extended Limited Warranty?

Because it's the best investment you can make for your vehicle's longevity. Although Mercedes-Benz products are built to be durable, any product with moving parts is subject to malfunctions over a period of time. These repairs can be expensive. An Extended Limited Warranty can help minimize repair bills if you plan on keeping your vehicle beyond the 4yr/50K mile New Vehicle Limited Warranty period.

What makes the Mercedes-Benz Extended Limited Warranty better than third-party warranties that appear to be cheaper?

Many third-party warranties:

- Cover only a limited number of components
- Require pre-approvals prior to repair
- Require the filing of cumbersome claim forms
- May not be universally accepted by all Mercedes-Benz dealerships
- Do not offer the same level of customer satisfaction
- May go out of business

The Mercedes-Benz Extended Limited Warranty offers coverage that essentially continues your original New Vehicle Limited Warranty (with minor exceptions):

- Delivers exceptional customer satisfaction and support
- Covers over 80 parts under the Extended Limited Warranty
- Offers a seamless process: no deductibles, cumbersome claim forms, or prior approvals needed
- Work is performed according to Mercedes-Benz standards and specifications
- If you purchase the Extended Limited Warranty at the time of sale, you can roll the cost into your financing and receive a 15% discount off the MSRP
- Mercedes-Benz stands behind and honors our commitment to servicing our customers

Who can perform my warranty repairs?

All warranty work must be completed by an authorized Mercedes-Benz dealership. That way, we can ensure that the work is done by a factory trained Mercedes-Benz technician using Genuine Mercedes-Benz Parts.

Frequently Asked Questions from Customers *(continued)*

These plans seem pretty expensive. Wouldn't I be better off just taking my chances?

It's possible that you may never file a claim. However, it really doesn't take many repairs to equal the cost of a Mercedes-Benz Extended Limited Warranty. Plus, you'll get the peace of mind knowing that you're protected from expensive repairs in the future. Best of all, if you purchase an Extended Limited Warranty within 30 days of vehicle sale, you can enjoy a 15% discount off the MSRP.

Do I have to decide and purchase it today?

Mercedes-Benz gives its customers the option of purchasing an Extended Limited Warranty up to 4yr/50K miles from the New Vehicle Warranty start date. But it is simpler to do it right here and now before you forget:

- If you buy later, you will not be able to roll the cost into your monthly payment
- ELW coverage purchased within 30 days of vehicle sale can result in a 15% discount off the MSRP
- There is no risk in buying now — you always have the option to cancel your Extended Limited Warranty Agreement throughout the duration of your New Vehicle Limited Warranty for a full refund¹

How do I know that I'm not overpaying for a Mercedes-Benz Extended Limited Warranty if I buy a plan?

The Mercedes-Benz Extended Limited Warranty is one of the most competitively-priced programs in the market and includes a wide range of covered repairs.

¹ Refunds for subsequent cancellations vary according to state regulations. Review contract provisions for details.

Frequently Asked Questions from Dealers

Just as customers may have questions about the plan, so do dealership personnel. The following list has been compiled to help answer some of those questions.

When can the ELW be purchased?

The Mercedes-Benz Extended Limited Warranty may be purchased at any time prior to the expiration date of the original New Vehicle Limited Warranty. Over 80% of our customers purchase their ELW within 30 days of vehicle purchase.

Is there a surcharge if it's not purchased with the new vehicle?

No, there will be no surcharge if the customer does not purchase an ELW contract with their new vehicle. If a customer purchases the ELW within 30 days of vehicle sale, the customer will enjoy a 15% discount off the MSRP, however, we should always offer this package to the customer at the point of sale.

Frequently Asked Questions from Dealers *(continued)*

Can the charges be rolled into a finance agreement?

Yes, if the plan is purchased at the time of vehicle sale, the cost of the plan may be rolled into the finance agreement.

Are demos and ex-CVP vehicles eligible for an ELW?

Yes, vehicles used for demonstration purposes that have remaining New Vehicle Limited Warranty coverage and are being sold to an end customer may be eligible for ELW purchase. Ex-CVP vehicles are eligible for New Vehicle Extended Limited Warranty.

Can an ELW be transferred?

Yes, if the Mercedes-Benz is sold to a private party, its new owner can continue to enjoy any remaining ELW coverage with no transfer fee. The ELW may be transferred from the owner to a subsequent owner.

Does the ELW agreement terminate when a customer trades their vehicle in to the dealership?

Yes, the agreement will terminate if the vehicle is sold or traded to a motor vehicle dealer (including authorized Mercedes-Benz dealers), or to a person/entity actively engaged in the business of buying, selling, or exchanging vehicles (i.e., auction).

Is the second owner of a Mercedes-Benz eligible to purchase an ELW?

Yes, but ONLY if:

- The customer purchased the vehicle privately or through a non-Mercedes-Benz dealership AND
- The vehicle has not gone through a Mercedes-Benz dealer's pre-owned inventory AND
- The vehicle is still covered under the New Vehicle Limited Warranty

Certified Pre-Owned Extended Limited Warranty

Overview

Peace of mind comes standard with every Mercedes-Benz Certified Pre-Owned vehicle.

Backed with value and pride, the Mercedes-Benz Certified Pre-Owned Program features:

- 1-Year, Unlimited Mileage Warranty
- Rigorous inspection that gives each vehicle the once-over – 155+ times
- CARFAX® History Report, which reveals the vehicle's past for total transparency
- 7-day/500-mile Exchange Privilege

To qualify as Certified Pre-Owned, a Mercedes-Benz vehicle must meet stringent criteria and pass a rigorous inspection.

Appearance – All Certified Pre-Owned vehicles must offer the hallmark appearance of a Mercedes-Benz, and technicians need to evaluate and address any areas in need of repair or refinishing – both inside and out – to provide the high-quality finish for which Mercedes-Benz is known.

Electrical – Technicians must inspect all electrical components – headlamps, fuses, the radio, heated seats, the front seat-belt extender, and the rear-window sunshade – to make sure they meet Mercedes-Benz quality criteria.

Chassis – The steering, suspension, brakes, wheels, tires, and drive shaft must be scrutinized to ensure a smooth ride. From the body structure to the glass, lamp frames, lenses, seat belts, and vanity mirrors, all aspects of the chassis are inspected to meet our standard of excellence.

Engine – A technician must carefully examine the engine, transmission, brakes, clutch, oil, rear-axle oil, and level-control fluids. They also have to perform a thorough condition verification check of the filters, spark plugs, engine mounts, and V-belts to ensure safety, reliability, and an unparalleled driving experience.

Inspection – A Mercedes-Benz technician must first verify a vehicle's mileage and history, and then assemble the owner's manuals and spare keys. They also conduct a test drive, during which they check instruments, the shift lock, and other mechanical operations as well as evaluate vibration and noise levels. Finally, they check for leaks, verify that fluids are at the proper levels, and complete the climate control inspection initiated during road testing.

Overview *(continued)*

Two more years of unlimited mileage protection.

Before their one-year base term runs out, the MBCPO Extended Limited Warranty program lets the owner buy an extra 1 or 2 years of warranty coverage regardless of miles.¹

Plus, the Extended Limited Warranty gives them the extra confidence and security of knowing that their MBCPO vehicle is protected for up to two additional years, regardless of where the road takes them.

¹ If a vehicle is still covered by the New Vehicle Limited Warranty at the time of MBCPO purchase, that coverage continues and will apply until four years from the original New Vehicle Warranty start date or 50,000 total accumulated miles, whichever comes first. MBCPO Limited Warranty coverage will then begin and apply until one year from the vehicle's original warranty end date, with no mileage limitations. If the New Vehicle Warranty has expired prior to MBCPO purchase, MBCPO Limited Warranty coverage will apply for 12 months from MBCPO purchase, with no mileage limitation.

Eligibility*

MBCPO Extended Limited Warranty: Vehicles eligible for the CPO program must be 6 model years old or newer with less than 75,000 miles. In addition, the vehicle must be reconditioned to MBCPO standards by a Certified MBCPO Dealer. Every CPO vehicle comes with a base warranty of 12 months offered by MBUSA. The cost of the warranty must be included in the total vehicle selling price, and it is not to be represented as a separate line item on the purchase order.

MBCPO Extended Limited Warranties are available on Certified Pre-Owned vehicles only and can be purchased if there is either a New Car or MBCPO vehicle warranty. If the MBCPO ELW purchase date is more than 30 days after the MBCPO vehicle purchase, a surcharge of 15% may apply to the MSRP. These warranties are an option that may be purchased by customers to lengthen the warranty protection on their vehicle.

Vehicles ineligible for the MBCPO Program:

- Vehicles more than six model years old with more than 75,000 miles
- Vehicles with Identifiable Structural Damage
- Vehicles with True Mileage Unknown
- Vehicles that fail a Vehicle Master Inquiry (VMI) — an internal MB system check
- Vehicles without a clean CARFAX® Vehicle History Report

For full details, see the MBCPO Reconditioning and Program Manual.

*Mercedes-Benz Guard, SLR, SLS, Fuel Cell, "For-Hire," and Commercial Rental vehicles are not eligible for the Mercedes-Benz Certified Pre-Owned Program. However, some vehicles from specific rental partners are now eligible.

Pricing*

CPO ELW	CPO Base (Low Mileage)	CPO Base (Standard Mileage)	1 Yr/Unlimited Mileage	2 Yr/Unlimited Mileage
Tier 1				
A, CLA, CLK, GLA, C, GLK, SLK, SLC, E, (AMG Sport Models)	\$595	\$850	\$1,390 \$2,045	\$1,895 \$2,745
Tier 2				
CLS, R, GL, GLS, ML, GLE, (AMG Sport Models)	\$795	\$1,165	\$1,770 \$2,645	\$2,520 \$3,745
Tier 3				
G, S, SL, CL, Hybrid, Electric, AMG 45, AMG 63, AMG 65, GT	\$895	\$1,580	\$2,245 \$3,245	\$3,600 \$4,945
DNET MSRP				

NetStar Process

Claim Preparation

Mercedes-Benz Contract and Claims Processing for Prepaid Maintenance

Contract generation is completed through the Electronic Contract System found in NetStar. NetStar Homepage > Service > VMI > Service Packages.

Claims will be reimbursed at your dealer warranty labor rate, parts at MSRP, and labor times per Xentry. For claim submission procedures, please refer to the Warranty Policy and Procedures Manual, available in NetStar/Service under Service Links.

Note: Claims submitted within two weeks of contract sale will not be processed until the contract has been processed and approved by MBUSA. The vehicle will show the contract in VMI once it has been processed.

Any questions regarding the submission of PPM claims should be addressed to the Warranty Services Group via an online case or by calling 1-877-WSG-MBUSA (1-877-974-6287).



Adding a Service Contract

NetStar

ALL Search News Articles and Microsites

SERVICE / VEHICLE INFORMATION

MULTIPLE VIN'S VIN/FIN Last 7 or 14, 17 character VIN/FIN FIND CLEAR PRINT

2018 CLA250C

VIN WDDSJ4EB5JN583036 FIN WDD1173441N583036

Vehicle Status 5-NO WARR START DATE IS FILLED ENGINE #

Upholstery 151-Black MB-Tex Transmission

Paint 650-Cirrus White Tire Brand

WARRANTY & SALE PRODUCTION INFO

Warranty Start Production Date 9/3/2017

Retail Date Radio Serial

Selling Dealer 56113 Radio Code

REMOTE DIAGNOSTICS TEST CREATE CASE

Option Codes PTSS Info TIPS Service Sheets Owner Info Service Bulletin

E-PDI Guides / Manuals Service Walk Around Form Multi Point Inspection Form Electronic Test Data Available Accessories

ALERTS

Vehicle in Status 5-NO WARR START DATE IS FILLED

VEHICLE WITHOUT WARRANTY START DATE

CAMPAIGNS VEHICLE CAMPAIGN STATUS

Campaign Number Brief Description

SERVICE PACKAGES 50000 X AVAILABLE PACKAGES

Type Code Start Date End Date

VEHICLE HISTORY

Damage Code Damage Text

- 1 To add or review a Service Contract, open NetStar 5, log in, and click on *Service > VMI*
- 2 Enter VIN
- 3 Enter vehicle mileage
- 4 Select *Available Packages*

Adding a Service Contract *(continued)*

- 5 Select package (available package is based on the mileage and vehicle type)
- 6 Click "Print" to print a price quote for the customer
- 7 Click "Add Contract"

Available Packages (8)

Type	Name	Price
Maintenance	STR PPMSC-2 Services	\$950.00
Maintenance	STR PPMSC-3 Services	\$1,250.00
ELW	5 YR 75000 MILE ELW	\$2,000.00
ELW	5 YR 100000 MILE ELW	\$2,500.00
ELW	6 YR 75000 MILE ELW	\$2,200.00
ELW	6 YR 100000 MILE ELW	\$2,750.00
ELW	7 YR 75000 MILE ELW	\$2,500.00
ELW	7 YR 100000 MILE ELW	\$3,500.00

ADD CONTRACT
PRINT

Vehicle Master Inquiry (VMI)
FOR INTERNAL USE ONLY

Dealer : 00030
VIN:WDDSJ4EB5JN583036

Following packages are valid for today for the entered mileage: 50000

VIN: WDDSJ4EB5JN583036 Owner: NONE Engine: 27092031450005
 FIN: WDD1173441N583036 Transmission: 72400320893308 No:

Vehicle Info
 Model/Year: CLA250C 2018 Upholstery: 151-Black MB- Tex Paint: 650-Cirrus White

Warranty & Sale
 Warranty Start: 10/13/2017 Retail Date: 10/13/2017 Selling Dealer: 56113

Production Info
 Radio Code: Serial No: Prod Date: 09/03/2017

Status: 0-NORMAL
 Status Need Authorization Mileage Discrepancies Warranty < 30 Days Review History

Informational Status

Status Code	Status Description
05	VEHICLE LESS THAN 90 DAYS IN SERVICE

Available ELW Packages

Warranty Package	Price
5 YR 75000 MILE ELW	\$2000.0
5 YR 100000 MILE ELW	\$2500.0
6 YR 75000 MILE ELW	\$2200.0
6 YR 100000 MILE ELW	\$2750.0
7 YR 75000 MILE ELW	\$2500.0
7 YR 100000 MILE ELW	\$3500.0

Available Maintenance Packages

Warranty Package	Price
STR PPMSC-2 Services	\$950.0
STR PPMSC-3 Services	\$1250.0

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Adding a Service Contract *(continued)*

The screenshot displays the NetStar Service Contract interface. It is divided into several sections:

- Vehicle Information (Left):** Shows a car icon, VIN (CLA259C 2018), and details for a 2017 CLA259C. It includes fields for Warranty Start (10/13/2017), Delivery Date (10/13/2017), Use Code (Q2), CAN, Retail Type, PO Sales Count (00), Package Description (6 YR 75000 MILE ELW - 2014), and Vehicle Owner (STEPHANY RAMOS, 188 IRVING AVE APT 1L, BROOKLYN, NY 112374213, Phone 3477818600).
- Warranty Type (Left):** A section with radio buttons for ELW, CPO, and PPM. Under ELW, there are options for 5 YR 75000 MILE ELW, 5 YR 100000 MILE ELW, 6 YR 100000 MILE ELW, 7 YR 100000 MILE ELW, 5 YR 75000 GOODWILL, 6 YR 75000 MILE ELW, and 7 YR 75000 MILE ELW.
- Pricing (Center):** A table comparing Customer Pricing and Dealer Pricing.

Customer Pricing		Dealer Pricing	
Original Price	2200.00	Original Price	\$1200.00
Surcharge R	0.00	Surcharge Amount	\$0
Total Price	\$2200.00	Total Price	\$1200.00
Tax R (\$176.00)	8	Tax	\$0
		Late Fee	0
Grand Total	\$2376.00	Grand Total	\$1200
- Lienholders Information (Center):** A section for entering lienholder details, including a dropdown for Lienholders List (MBFS), Name (MBFS), Address (MBUSA), City (ATLANTA), State (GA), Zip (30394), and Phone (8772026262).
- Representative Information (Right):** Fields for Rep Name (MBUSA), First Name (MBUSA), Last Name (MBUSA), Email (mbusa@mbusa.com), and Phone (8772026262). It also has a Job Title dropdown (Sales - F & I / Other) and buttons for DELETE, UPDATE, and ADD.
- Electronic Contract Buying Customer (Right):** A section with a checked box for 'SAME AS OWNER' and fields for First Name (MBUSA), Last Name (MBUSA), Address (MBUSA), City (ATLANTA), State (GA), Zip (30394), and Phone (8772026262). It includes CANCEL and SAVE buttons.

 Numbered callouts (8-12) are placed over the interface: 8 points to the vehicle VIN, 9 to the warranty type selection, 10 to the pricing table, 11 to the tax rate field, and 12 to the SAVE button.

- 8 The system will launch the primary contracting screen, displaying customer and vehicle information
- 9 Select the Service Contract type desired. (vehicle VIN determines warranty package for the model)
- 10 Contract cost will populate based on the respective package chosen for vehicle type (dealer has the ability to manually adjust markup)
- 11 Enter the state tax percentage for dealership location, lienholder's information, and representative information
- 12 Click "Save" and continue to the next screen

Adding a Service Contract *(continued)*



The screenshot shows a 'Signature' dialog box. It has two columns: 'DEALER SIGNATURE' and 'CUSTOMER SIGNATURE'. Each column contains a text box with the text 'TEST USER MBUSA12'. At the bottom right, there are two buttons: 'CANCEL' (red) and 'OK' (green).

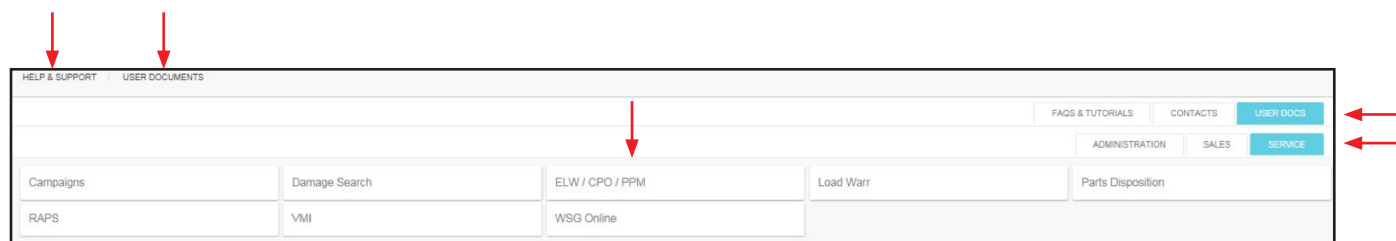
- 13 In order to generate the contract, both the dealer's and customer's electronic signatures are required. Enter and click "OK"



The screenshot shows a 'NetStar Information' dialog box. It displays the text 'New Contract Added - 3974839'. At the bottom right, there is a red 'OK' button.

- 14 A contract number will be displayed and a PDF copy of the contract will be generated

Additional Information



For NetStar Service Contracts support:

- *Help & Support*
- *User Documents*
- *Service > ELW/CPO/PPM*

Review contract

At any time, you can review an ELW or PPM contract through NetStar:

NetStar > Service > ELW/CPO/PPM

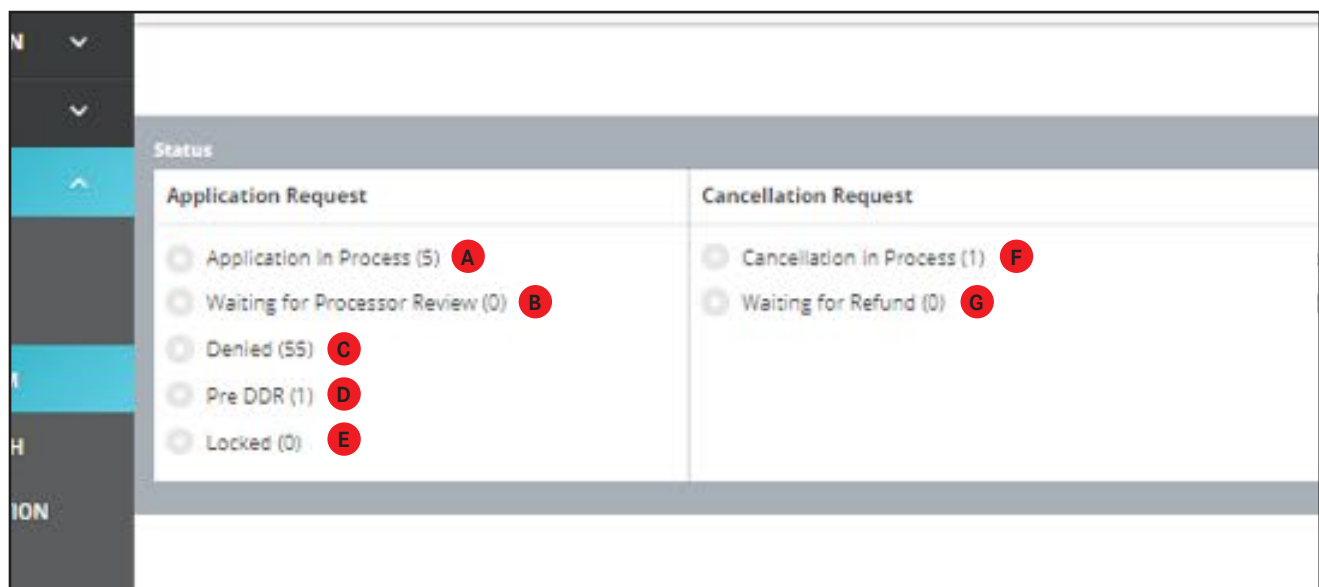
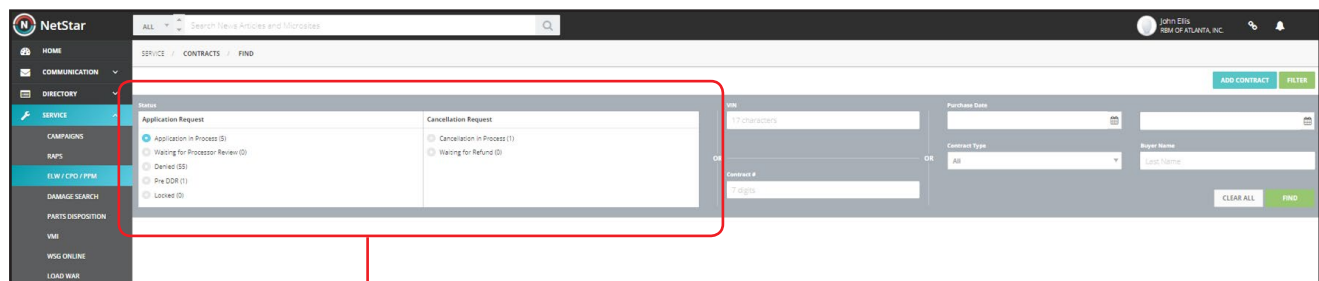
The screenshot shows the NetStar web application interface. On the left is a dark sidebar with navigation links: HOME, COMMUNICATION, DIRECTORY, SERVICES (highlighted), CAMPAIGNS, BAPS, ELW / CPO / PPM, DAMAGE SEARCH, PARTS DISPOSITION, VMI, WSG ONLINE, LOAD WAR, SALES, SECURITY ADMIN, REPORTS, CUSTOMER, and OPERATIONAL SYSTEM. The main content area has a top navigation bar with 'SERVICE / CONTRACTS / FIND'. Below this, there are two columns: 'Application Request' and 'Cancellation Request'. The 'Application Request' column lists: Application in Process (5), Waiting for Processor Review (0), Denied (5), Pre CDR (7), and Locked (0). The 'Cancellation Request' column lists: Cancellation in Process (1) and Waiting for Refund (0). On the right side of the main content area, there is a search filter panel highlighted by a red box. It contains fields for VIN (15 characters), Purchase Date, Contract Type (dropdown menu), Region Name, and Contract # (7 digits). There are 'ADD CONTRACT' and 'FILTER' buttons at the top right of the filter panel, and 'CLEAR ALL' and 'FIND' buttons at the bottom right.

- To review an application in the system, enter the VIN and click “Contract Details,” or you can search using other criteria and click on “Find”
- Using other criteria, you can search for a specific application or for a range of dates or applications
- Following is a brief explanation of the application/cancellation status.

Reviewing an ELW or PPM Agreement

At any time, you can review an ELW or PPM contract through NetStar:

NetStar Operational System > Service > ELW/CPO/PPM > Select Desired Status > Click Find



- A** Application has not reached fulfillment
- B** Exception error; need MBUSA approval
- C** Not accepted by MBUSA
- D** Application created and pending DDR

- E** Application locked for agent/dealer review
- F** Waiting for cancellation approval from MBUSA
- G** Cancellation approved; refund pending

Service

Contracts

Details

BACK TO SEARCH

Selling Dealer Code75568StateTXContract #3987458.1StatusCompletedActiveCurrent Mileage23206Internal Contract #3987459Alerts1



C300W4 2016

VIN55SWF4KB9GU138694Delivery Date10/30/2017

Max Mileage999999Warranty Start03/21/2016

Purchase Date10/30/2017End Date03/20/2023

TypeCPOPackage24 MO CPO ADDITIONAL

Lienholder Information
Mercedes-Benz Financial
Servic
9080803416
13656 Heritage PK Ft. Worth
TX
76177

ADD COVERAGE

MBUSA ACTIONS

Approve Contract

Deny Contract

Lock Contract

Restore Contract

PRICING

Customer Pricing

Original Price\$2,495.00

Surcharge %0.00

Total Price\$2,495.00

Tax\$0.00

Grand Total\$2,495.00

Dealer Pricing

CPO Base Price\$0.00

Package Price\$1,645.00

Surcharge Amount\$0.00

Late Fee\$0.00

Grand Total\$1,645.00

Billing Date is 10/30/2017

COMPUTE REFUND AND CANCEL CONTRACT

Step 1: Cancellation Reason

Current Mileage *

Cancellation Reason *

Select

CALCULATE REFUND

Step 2: Refund and Cancellation Information

CUSTOMER INFORMATION

Customer Name on DDR

MARY MANTAS
5823 DELOACHIE AV/
DALLAS TX 75225
2144606103

Electronic Contract Owner
MARY MANTAS
5823 DELOACHIE AVE/
DALLAS TX 752253004
2144606103
Subsequent Owner

CUSTOMER HISTORY

Created Date

Name

10/30/2017

MARY MANTAS

10/30/2017

MARY MANTAS

DEALER COMMENTS

Rep Name & Contact
Anderson, Matt
manderson@parkplace.com
2145268701

Added By / On
Matt And / 10/30/2017

Comment
Contract created through DealerTrack.

ADD CONTRACT

PRINT / PREVIEW

CREATE WSIG CASE

Canceling an ELW Contract

- 1 Enter VIN
- 2 Locate and select the contract you want to cancel
- 3 Click "Contract Details"

ADD CONTRACT

FILTER

Status

Application Request

☐ Application in Process (5)
☐ Waiting for Processor Review (0)
☐ Denied (55)
☐ Pre DDR (1)
☐ Locked (0)

Cancellation Request

☐ Cancellation in Process (1)
☐ Waiting for Refund (0)

VIN

WDDVP9AB5HJ012453

OR

Contract #

7 digits

OR

Purchase Date

Contract Type

All

Buyer Name

Last Name

CLEAR ALL

FIND

Showing 1 Contract (s)

DOWNLOAD TO EXCEL

☒	Contract	Status	Dealer Code	Additional Contract	VIN	Purchase Date	Package
☒	3987459	Submitted Clear	17302		WDDVP9AB5HJ012453	12/29/2017	Premier40K NPPMS-4YR

CONTRACT DETAILS

Canceling an ELW Contract *(continued)*

- 1 Select "Compute Refund and Cancel Contract"
- 2 Enter mileage, select the cancellation reason, and click on "Calculate Refund"
- 3 Enter Rep Name and any additional comments, and click on "Cancel Contract"
- 4 Click "Continue Cancellation," then click "Yes"

1

COMPUTE REFUND AND CANCEL CONTRACT

Step 1: Cancellation Reason

Current Mileage

40000

Cancellation Reason

Customer Request - Private sale

CALCULATE REFUND

Step 2: Refund and Cancellation Information

COMPUTE REFUND AND CANCEL CONTRACT

Step 1: Cancellation Reason

Step 2: Refund and Cancellation Information

Customer Refund		Dealer Refund	
Customer Price	\$2,500.00	Dealer Price	\$1,500.00
Refund %	100.00	Refund %	100.00
Refund Amount Before Claims	\$2,500.00	Refund Amount Before Claims	\$1,500.00
Claims (Subtracted)	\$0.00	Claims Amount	\$0.00
Total Refund	\$2,500.00	Refund Amount	\$1,500.00
Cancellation Fees (Subtracted)	\$0.00	Cancellation Fees	\$0.00

Dealer to issue refund check to customer in the amount of \$2,500.00

Rep Name & Contact

Phone: 9759928915

Email:

Comments

TEST

CANCEL CONTRACT

3

Warning

Have you confirmed this is the owner of the vehicle?

CLOSE **YES**

Warning

No refund due. Do you want to continue with the cancellation?

CLOSE **4** **CONTINUE CANCELLATION**

Resources

The following Point of Sale brochures can be ordered through Paragon:

Prepaid Maintenance Customer Brochure	PSMKG-0117-PCPPM
Essential Care Plan Brochure	PSMKG-0117-PCEC
Extended Limited Warranty Customer Brochure	PSMKG-0118-PCELW

Quick Reference

For administrative issues on Service Contracts, please contact the Pre-Owned Operations Team at **1-877-202-6262**.

For assistance or questions regarding claims submission, please call the Warranty Service Group at **1-877-WSG-MBUSA** (1-877-974-6287).

For specific product information on Mercedes-Benz Prepaid Maintenance and Essential Care Plans, please contact your Dealer Relations Manager or visit the Mercedes-Benz Service Contracts microsites on NetStar.



Mercedes-Benz