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Mercedes-Benz UK Limited Plug-in Hybrid and Electric Drive Battery Certificate

This document contains information on the warranty provisions for Mercedes-Benz UK Battery Certificate for Plug-in Hybrid Vehicles (“PHEV Battery Certificate Warranty”) and Battery Electric Drive Vehicles (“BEV Battery Certificate Warranty”), applicable to both Mercedes-Benz cars and smart cars equipped with High Voltage Batteries (“HVB”).

Mercedes-Benz PHEV (Plug-in Hybrid Electric Vehicles)

The PHEV Battery Certificate Warranty is valid for up to a maximum distance of 62,000 miles (100,000 km) or up to six (6) years from the date of first registration, whichever comes sooner. The PHEV Battery Certificate Warranty covers technical malfunctions of the HVB, arising directly from an inherent manufacturing fault during the PHEV Battery Certificate Warranty period, should the relevant HVB component(s) fail.

For the S-Class (Model 222), the PHEV Battery Certificate Warranty also covers technical malfunctions of the associated plug-in components (electric machine and power electronics) arising directly from an inherent manufacturing fault during the PHEV Battery Certificate Warranty period.

Mercedes-Benz BEV (Battery Electric Vehicles)

The BEV Battery Certificate Warranty is valid for up to a maximum distance and/or time period for the following:

The BEV Battery Certificate Warranty period for EQS (297), EQS SUV (296), EQE (295) and EQE SUV (294) models is up to a maximum distance of 155,000 miles (250,000 km) or up to ten (10) years from the date of first registration, whichever comes sooner.

The BEV Battery Certificate Warranty period for EQC (293), EQV (447), EQA and EQB (243) models is up to a maximum distance of 100,000 miles (160,000 km) or up to eight (8) years from the date of first registration, whichever comes sooner.

The BEV Battery Certificate Warranty covers technical malfunctions of the HVB, arising directly from an inherent manufacturing fault during the BEV Battery Certificate Warranty period for the respective model, should the relevant HVB component(s) fail.



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Additional information for specific models, which are:

For electric B-Class (242) model, the BEV Battery Certificate Warranty is valid for up to a maximum distance of 62,000 miles (100,000 km) or up to eight (8) years from the date of first registration, whichever comes sooner. The battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum energy content of the high voltage battery is found to be less than <19.6 kWh.

For EQC (293) model, the battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <162 Ah.

For EQV (447) model, the battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <120 Ah with sales option code (E6T) or less than <180 Ah with sales option code (E7T).

For EQA and EQB (243) models, the battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <133 Ah with sales option code (BAD), less than <131 Ah with sales option code (BAE) or less than <160 Ah with sales option code (BAF).

For EQE (295) and EQE SUV (294) models, the battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <204 Ah.

For EQS (297) model, the battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <192 Ah.

For EQS SUV (296) model, the battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <197 Ah.

BEV Battery Certificate Warranty for Hackney carriage licenced and Taxi Operator licenced cars

For EQE (295), EQE SUV (294) and EQS SUV (296) models, cars that hold a Hackney carriage vehicle licence (Taxicab) and/or Taxi Operator licence issued by a local



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authority, the respective BEV Battery Certificate Warranty period is up to a maximum distance of 155,000 miles (250,000 km) or up to three years (3) years from the date of first registration, whichever comes sooner.

smart Electric Drive

The BEV Battery Certificate Warranty period for smart Electric Drive (453) models is up to a maximum 62,000 miles (100,000 km) or up to eight (8) years from the date of first registration, whichever comes sooner. The battery can also be replaced during the BEV Battery Certificate Warranty period if the maximum capacity of the high voltage battery is found to be less than <36 Ah.

The BEV Battery Certificate Warranty covers technical malfunctions of the HVB, arising directly from an inherent manufacturing fault during the BEV Battery Certificate Warranty period, should the relevant HVB component(s) fail.

Technical abbreviation note

Ah = ampere hours

kWh = kilowatt hours

Rules relating to PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty

Should an inherent technical malfunction of the HVB component(s) arise during the respective PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty periods, subject to these terms, the vehicle owner is entitled to have the malfunction to the HVB repaired at no cost.

A prerequisite for making a claim under PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty is that:

- All maintenance work has been carried out in accordance with Mercedes-Benz Cars UK Limited and Mercedes-Benz AG specifications;
- No subsequent software, chip, or external tuning or modification or similar measures have been carried out on the car ; and
- A full digital service history report is required for the assessment of claims under the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty





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Repairs under the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty shall **not** be applicable if any of the following apply:

- The vehicle owner was aware of a prolonged malfunction or damage and failed to either indicate this immediately or to arrange for the malfunction/damage to be rectified;
- Ignoring any instructions in the Owner's Manual or given by an Authorised Mercedes-Benz Repairer;
- The vehicle has been handled inappropriately, damaged or subjected to excessive demands (e.g. through use for motor sport competitions, vehicle performance tuning, overloading);
- Damage/malfunction as a result of non-genuine OEM parts being installed or the vehicle was converted in a manner not approved by the manufacturer;
- The vehicle owner failed to observe instructions for handling, maintenance and care of the vehicle, this includes using incorrect operating fluids;
- The malfunction and damage was caused by incorrect repairs by a non-authorised independent repairer; or
- Failures caused by external factors such as extreme weather conditions, external or environmental impacts, or events such as flooding, salt water ingress, accident, vandalism or war.

Obligations of the vehicle owner under the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty

The benefits for the vehicle owner under the PHEV Battery Certificate Warranty period and BEV Battery Certificate Warranty period shall **only** be applicable if the vehicle owner ensures that:

- The HVB is charged properly, i.e. only the approved/recommended charging cable for the vehicle is used;
- The HVB is used only as intended and be treated with sufficient care and protected from damage;
- A vehicle with a HVB is stored in accordance with the instructions for battery care in the vehicle Owner's Manual;
- The HVB is, at the latest charged within 14 days after the charge level of the HVB has reached zero percent (0%) according to the charge level display in the vehicle;
- The HVB is used exclusively as energy storage for the electric drive vehicle and not for any other applications; and
- No modifications or improper repairs have been carried out to the high voltage on-board electrical system and its components such as (electric motor, power





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electronics, charging unit, heating, air conditioning, wiring or the high voltage battery itself).

All repairs covered under the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty must be carried out by a Mercedes-Benz Authorised Repairer. In the event of a request for a repair, Mercedes-Benz UK Limited may, at its own discretion, either replace or repair the defective part. Parts removed/replaced as part of the repair become the property of Mercedes-Benz UK Limited as applicable.

The customer is entitled to make claims under the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty until the expiration of the respective model's PHEV Battery Certificate Warranty period and BEV Battery Certificate Warranty period.

The PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty does not affect the customer's statutory rights. The terms of the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty may be amended at any time by Mercedes-Benz UK Limited without notice.

This version of the PHEV Battery Certificate Warranty and BEV Battery Certificate Warranty was updated on **6 April 2023**.