



Mercedes-Benz Servicing.

Put your van in the best possible hands.

Mercedes-Benz



Our promise to keep your van performing at its best.

To help you enjoy complete peace of mind, and keep your van performing at its peak, Mercedes-Benz Servicing offers a range of plans to suit your needs and budget.

From flexible servicing options by Authorised Repairers to the highest quality GenuineParts and reliable MobiloVan Breakdown and Roadside Assistance, we promise to keep your van and business going strong.

Servicing that suits you and your business.

From the flexibility of our pay as you go servicing, to our great-value ServiceCare plans, to electric van servicing with your first four services included*, we'll make sure your van will always receive the very best care.

Fixed pricing means there are no surprises when it comes to costs. You know exactly what you're paying, plus there are payment options to suit your needs. And when you add the option of Collect & Deliver to your ServiceCare Complete plan, we'll even pick up your van and return it once servicing is complete.

*Within the first four years of ownership or up to a maximum of 100,000 miles, whichever comes first.



Servicing options that work for you.



Pay As You Go.

Enjoy our premium service experience without commitment.



ServiceCare Maintenance.

Get comprehensive service coverage at a fixed price for up to six services, with no credit agreement and a choice of 12, 24, 36 or 48-month contract periods. Alternatively, you can pay the amount in full upfront as a one-time payment.

- The number of maintenance operations can be freely selected: two, four or six services.
- You can buy a maintenance plan at any time[†], regardless of your vehicle's current mileage.



ServiceCare Complete.

For complete reassurance, upgrade to ServiceCare Complete, giving you up to five years of cover from the date of registration.

[†]A maintenance plan can be purchased up to a maximum of 15 years from date of registration.

Discover our servicing benefits.

	 Pay As You Go	 ServiceCare Maintenance	 ServiceCare Complete
GenuineParts, guaranteed for two years.	✓	✓	✓
All work carried out by Authorised Repairers.	✓	✓	✓
MobiloVan Breakdown and Roadside Assistance across Europe.	✓	✓	✓
Inflation-proof fixed price, not subject to rate changes.		✓	✓
Quick service if your van's health needs a check-up in a hurry.		✓	✓
AdBlue top up.		✓	✓
Can be paid monthly.		✓	✓
MOT included.			✓
All wear and tear ^{††} components covered (wiper blades, brakes, clutches).			✓
All scheduled maintenance covered.			✓
All non-scheduled ^{††} repairs covered.			✓

^{††}Some exclusions apply – please speak to your preferred authorised Mercedes-Benz Vans Dealer to find out more about these or if you have any questions.

Electric van maintenance included*.

Switching to a Mercedes-Benz electric van will not only help drive your business forward more efficiently and sustainably, but you'll also benefit from:

- **Reduced costs to optimise your business.**
- **Battery Capacity Warranty (BCW) for eight years or 100,000 miles**.**
- **24/7 MobiloVan Roadside Assistance cover, free for three years^.**
- **Three years' unlimited Mileage Warranty^^.**

To keep your van and business running smoothly, an Integrated Service Package (ISP) gives you your first four services included*. After that, you can buy an additional two or four services for your electric van. All services are carried out by Mercedes-Benz Authorised Repairers.

Your Integrated Service Package includes four services. Two minor (A service) and two major (B service), which occur in an alternating pattern (A,B,A,B).



*Within the first four years of ownership or up to a maximum of 100,000 miles, whichever comes first.

**Customer must have van serviced in line with Manufacture's guidelines to maintain battery capacity warranty. eSprinter – extended battery capacity warranty available with purchase of complete plan.

^Full list of exclusions and all product terms <https://www.mercedes-benz.co.uk/vans/services/breakdown-damage/mobilo-van.html>.

^^Terms and conditions apply <https://www.mercedes-benz.co.uk/vans/services/warranty.html>.

Mercedes-Benz Service A.

This is a series of checks and inspections that take place every 24,000 miles or one year (whichever occurs first). It includes:

- **18-point condition/safety check (e.g. brake fluid, seat belts, brake pads/discs).**
- **Tyre condition/record results.**
- **Test EV battery capacity/record results.**
- **Perform brake test/record results.**

Mercedes-Benz Service B.

This is a more thorough service that includes an additional set of inspections that need to be done after one year or 24,000 miles (whichever comes first). Service B includes all of the checks, tests and replacements included in Service A, as well as:

- **Nine additional safety checks including suspension ball joints, drive shafts, struts.**
- **Replacement of cabin air filter.**
- **Replacement of brake fluid.**





Servicing that works around you.

Our flexible servicing options can help keep downtime to a minimum, with van maintenance that works around you and your business. With around 100 Mercedes-Benz Authorised Repairers across the UK, using only Mercedes-Benz GenuineParts (some even open 24 hours), you can be sure we'll always work around your schedule.

Keeping van servicing convenient.

Early bird, late night and weekend slots.

More than half of our servicing network is available from 6am 'til 10pm, or even later.

Mobile service.

Our Authorised Repairers can come to you, whether that's at your home or place of work.

Overnight service.

Simply drop your van off at the end of your working day and collect it the next morning. Please check with your Authorised Repairer to see if they offer extended hours for servicing.

Express one hour service.

Checks, tests, repairs and replacements while you wait.



MobiloVan Breakdown and Roadside Assistance to keep you on the road.

We understand the importance of vehicle uptime to your business. That's why, to give you extra peace of mind, you'll receive MobiloVan Breakdown and Roadside Assistance as standard when you service your Mercedes-Benz van with us. So, if the unexpected happens, we'll get you back up and running.

With MobiloVan, you'll enjoy:

Three-years' free Europe-wide breakdown cover.

Technical breakdown and minor mishap cover anywhere in Europe. Plus, out of charge cover for electric vans, free for three years from the date of registration.

Up to 30 years' cover.

Enjoy total peace of mind. Cover is automatically extended, or can be reactivated, with every Mercedes-Benz authorised service.

Free 24/7 support.

Our support teams are available 24 hours a day, 365 days a year across both the UK and Europe.

Rapid response.

More than 70% of the time, we'll get you back in business within two hours.

Rapid repair.

Thanks to the highly-trained technicians on call, with access to Mercedes-Benz diagnostic equipment, repair expertise and GenuineParts, nine out of ten Mercedes-Benz vans are repaired on the roadside.

The reassurance of GenuineParts and expert technicians.

Mercedes-Benz GenuineParts are developed for Mercedes-Benz vans and intensively tested for reliability, durability and quality in real driving conditions. Only once all requirements are met, are parts approved for sale. That's what makes GenuineParts the ideal choice to keep your van working as hard as you.



GenuineParts:

- **Quality, made for purpose.**
All genuine replacement parts are developed and tested for Mercedes-Benz vans.
- **Precise fit.**
All GenuineParts are tailor-made for Mercedes-Benz vehicles.
- **Optimum safety.**
Comprehensive testing and Mercedes-Benz quality minimises safety issues.
- **Reduced waiting times.**
Standardised Mercedes-Benz design means GenuineParts are widely available, fitted quickly by highly-trained experts.
- **Two-year warranty.**
GenuineParts come with an unlimited mileage warranty, guaranteeing performance for two years.



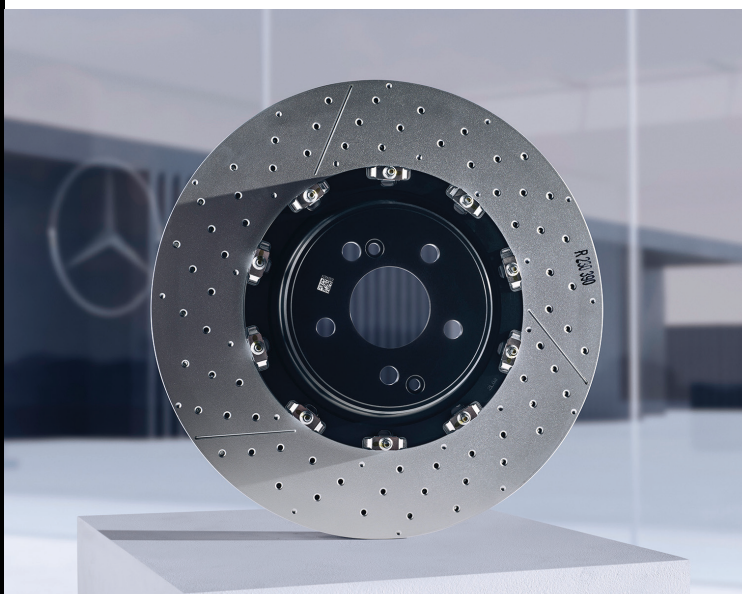
Mercedes-Benz Genuine Remanufactured Parts:

- **Quality without compromise.**
Refurbished parts thoroughly inspected and tested – to exceed your expectations.
- **High quality at lower costs.**
Sustainable and attractively priced, with no compromise on quality.
- **Guaranteed as if they were new.**
Same two-year warranty that you get with brand new GenuineParts.



Mercedes-Benz Genuine Oil:

- **Maximised efficiency, minimised emissions.**
Developed by Mercedes-Benz specifically for Mercedes-Benz vehicles. The premium oil is designed to reduce fuel consumption for the latest generation of petrol engines equipped with modern emission control systems.
- **Optimum safety at extreme temperatures.**
Your engine oil can cope with temperatures from -30°C up to 260°C – peace of mind, wherever your journey takes you.
- **More power, better performance.**
By reducing internal friction, less energy is lost, making sure your Mercedes-Benz van keeps on delivering.
- **Longer engine life.**
Less wear and better engine cleanliness keeps the heart of your Mercedes-Benz van beating.



Visit us at mbvans.co.uk or visit your local Authorised Repairer for more information.



Mercedes-Benz

© 2024 Mercedes-Benz Group AG