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Mercedes-Benz UK Limited

Battery Certificate for Plug-in Hybrid and Electric Drive Cars

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 Mercedes-Benz passenger cars incorporating, Mercedes-AMG, Mercedes-Maybach and smart equipped with High Voltage Batteries (“HVB”).

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

The PHEV Battery Certificate Warranty covers the purchaser (hereafter referred to as the "warranty holder"), for technical malfunctions of the HVB, arising directly from an inherent manufacturing fault will be covered under the PHEV Battery Certificate Warranty period, should the relevant HVB component(s) fail. The Battery Certificate 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. This applies only if, during the certificate period, the relevant part ceases to function, and it is not expressly excluded in these conditions. Wear and tear elements are not covered by this warranty.

For the S-Class (Model 222), the PHEV Battery Certificate Warranty includes additional cover for 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. For all other models, the high voltage components are covered by the standard manufacturer’s Warranty agreement.

Mercedes-Benz BEV (Battery Electric Vehicles)

The BEV Battery Certificate Warranty offers the warranty holder, that material defects arising directly from an inherent manufacturing fault will be covered during the defined period for the respective models detailed below. In addition to material defects, the HVB can be replaced during the defined period, if the maximum capacity is found to be less than 70% of the rated capacity (energy content) when the battery was initially produced. The rated capacity of the HVB is recorded during vehicle production and information regarding the rated capacity can be obtained from any Mercedes-Benz Authorised Repairer. Furthermore, the rated capacity is also specified on the label directly affixed to the HVB.



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BEV Battery Certificate Warranty Periods by models (FIN/VIN)

EQE (295), EQE SUV (294), EQS (297), EQS SUV (296), EQS Maybach (296.9):

The BEV Battery Certificate Warranty period for the above 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.

EQA (243), EQB (243):

The BEV Battery Certificate Warranty period for the above 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.

G 580 (465) with EQ Technology

The BEV Battery Certificate Warranty period for the above model 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.

For BEV cars not listed in the above model variants, the generic 70% capacity threshold for the HVB does not apply but the individual Warranty period rules listed below are applicable.

EQC (293):

The BEV Battery Certificate Warranty period for the above model 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 HVB can also be replaced during the Warranty period if the maximum capacity of the HVB is found to be less than **<162 Ah** for battery model type EB300 or less than **<155 Ah** for battery model type EB301.

EQV (447):

The BEV Battery Certificate Warranty period for the above model 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 HVB can also be replaced during the Warranty period if the maximum capacity of the HVB is found to be less than **<120 Ah** with sales option code (**E6T**) or less than **<180 Ah** with sales option code (**E7T**).



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B-Class (242):

The BEV Battery Certificate Warranty period for the above model is 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 HVB can also be replaced during the Warranty period if the maximum energy content of the HVB is found to be less than **<19.6 kWh**.

smart (453.091/391/491 excluding smart #1 and #3):

The BEV Battery Certificate Warranty period for smart Electric Drive models above 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 HVB can also be replaced during the Warranty period if the maximum capacity of the HVB is found to be less than **<36 Ah**. This warranty applies to the HVB only and excludes electric drive components.

For smart #1 and #3 cars, please refer to the smart website <https://uk.smart.com/en/> or email the customer support team at hello@smart.support.com

Exemption to BEV Battery Certificate Warranty Periods

Hackney carriage licenced and Taxi Operator licenced cars

For EQE (295), EQE SUV (294), EQS SUV (296) and G 580 (465) models, cars that hold a Hackney carriage vehicle licence (Taxicab) and/or Taxi Operator licence issued by a local authority, the respective BEV Battery Certificate Warranty period is limited up to a maximum distance of 155,000 miles (250,000 km) for models EQE (295), EQE SUV (294), EQS SUV (296) and up to a maximum distance of 100,000 miles (160,000 km) for model G 580 (465) or up to three years (3) years from the date of first registration, whichever comes sooner.

Technical abbreviation note

FIN/VIN = chassis model variant of the passenger car

kWh = kilowatt hours

Ah = ampere hours

Rules relating to PHEV and BEV Battery Certificate Warranty

Should a technical malfunction of the HVB component(s) arise during the respective PHEV and BEV Battery Certificate Warranty periods, subject to these terms, the warranty holder is entitled to have the malfunction to the HVB repaired or replaced at no additional cost. The extent of the claim for repair regarding cost is limited to the current value of the vehicle at the time the malfunction occurred. Replacement is limited to restoration of the condition which corresponds to wear typical of age,



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mileage, and general state of the vehicle at the time of the warranty claim. The Mercedes-Benz Battery Certificate does not provide for any further entitlements.

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

- All maintenance and supplementary work have been carried out in accordance with Mercedes-Benz UK and Mercedes-Benz AG's specifications within the stipulated time periods and durations as listed in the Owner's Manual or highlighted to the driver on the service menu in the vehicle's instrument display;
- 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 and BEV Battery Certificate Warranty

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

- The warranty holder 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 or warnings in the Owner's Manual, vehicle's instrument display 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 warranty holder failed to observe instructions for handling, maintenance, and care of the vehicle, this includes using incorrect operating fluids;
- The malfunction and damage were caused by inadequate or incorrect repairs by a non-authorized independent repairer; or
- Failures caused by external factors such as severe weather conditions, external or environmental impacts, or events such as flooding, saltwater ingress, accident, vandalism or war
- Failures caused by other vehicle components or operating systems leading to direct damage to the HVB



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Obligations of the warranty holder under the PHEV and BEV Battery Certificate Warranty

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

- The warranty holder bears all expenses associated with the operation of the HVB, in particular, power costs and insurance premiums;
- 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;
- 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 electronics, charging unit, heating, air conditioning, wiring or the high voltage battery itself).

All repairs covered under the PHEV or 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 (using new or recondition or remanufactured parts) or repair the defective part. Parts removed/replaced as part of the repair become the property of Mercedes-Benz UK Limited as applicable. The warranty holder is entitled to make claims under the PHEV or BEV Battery Certificate Warranty until the expiration of the respective model's PHEV or BEV Battery Certificate Warranty period. The PHEV and BEV Battery Certificate Warranty does not affect the customer's statutory rights. The terms of the PHEV and BEV Battery Certificate Warranty may be amended at any time by Mercedes-Benz UK Limited without notice. The warrantor is Mercedes-Benz UK Limited.

This version of the PHEV and BEV Battery Certificate Warranty was updated on **14 October 2024**.