

Daimler Vans USA (DV)
Delayed Start Warranty Policy
Version: *March 2017*

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1. TERMS & DEFINITIONS

- NetStar – dealership facing, ordering, and inventory electronic tool
- Sold To Bodybuilder (STB) – identifies a sales channel which is exclusive to only one scenario, where a Mercedes-Benz or Freightliner dealership retails a van to a customer, specifically an upfitter (bodybuilder); prior to upfit and prior to the finished product being sold to the ultimate end-customer.
- STB Codes – accessory code assigned to a van in NetStar which signifies that the van is being retailed to a bodybuilder, therefore qualifying for Delayed Start Warranty
- MasterUpfitter Program – upfitter program exclusive to self-certified upfitters for Mercedes-Benz and Freightliner chassis
- www.upfitterportal.com – website where upfitters, bodybuilders, dealerships, or any associate of the commercial vans market can access technical guidelines and product information as it pertains to Daimler vans; upfit companies may apply for the MasterUpfitter Program via the portal
- Upfitter Token – 8-digit identification code unique to each MasterUpfitter; token is sent directly to MasterUpfitters following admittance into the Program. MasterUpfitter can share its token with its dealer network or agent
- Warranty – in the context of this policy, warranty is defined as the standard 3 year /36,000 mile limited factory warranty for end-customer of Mercedes-Benz and Freightliner Vans

2. DELAYED START WARRANTY POLICY DETAILS

For commercial vans that qualify for the Delayed Start Warranty Policy, the warranty on the vans will start on the date that the MasterUpfitter, or its sales agent, sells a van to its end-customer. This is a benefit offered specifically to MasterUpfitters to allow for the additional time it may take to upfit and sell these specialty vans.

Rules:

- Warranty start can only be delayed for a maximum of 18 months from the van's original date of production (date of production can be obtained from authorized dealer)
- If the van is not sold to an end-customer before the 18-month period, the warranty will automatically start at 18 months after the production date of the van
- Warranty start can only be delayed for a maximum of 3,500 miles, before it is sold to the final end customer of the MasterUpfitter or its sales agent
- Van-related issues that may arise prior to the warranty start, but while the van is in possession of the MasterUpfitter or its sales agent, shall be covered by any Mercedes-Benz or Freightliner Van authorized dealership only until the van reaches 3,500 miles
- The handling of finished vans (before they are sold to an end customer) must be in accordance with the Daimler standard safety precautions for new vans that are being put into storage (**see section 6**)

3. WHAT VANS QUALIFY?

For any van to qualify for Delayed Start Warranty Policy it must be retailed to a MasterUpfitter (bodybuilder), who will be responsible for upfitting the van—this is the core principle of the Sold To Bodybuilder (STB) sales channel. This retail transaction must be conducted in NetStar by the upfitter facing Mercedes-Benz or Freighliner authorized dealership. From NetStar, the selling authorized dealer must assign a STB code to the VIN by selecting “Yes”, once prompted.

The upfitter to whom the dealer retails the van must be a member of the MasterUpfitter Program. More details for requisites and how to qualify for the MasterUpfitter Program can be accessed through the following link: www.UpfitterPortal.com

When handling finished vans in inventory, before they are sold to an end customer, the MasterUpfitter must strictly abide by the Daimler standard safety precautions for new vans that are being put into storage. Please refer to **section 6** for details.

4. HOW TO ACTIVATE DELAYED START WARRANTY?

A MasterUpfitter with vans qualifying under the Delayed Start Warranty Policy is the only party responsible for activating delayed start warranty!

On the date of sale to the MasterUpfitter’s end-customer, the MasterUpfitter, or its sales agent, must electronically submit a request for warranty activation using the Delayed Start Warranty Form found on the Daimler Vans Upfitter Portal. The form requires the following information:

- Upfitter Token
- Vehicle Identification Number (VIN)
- Date In Service (day van was sold to the final end customer)
- Van mileage
- Customer first & last name
- Customer address (Street, City, State, Zip Code)
- Customer contact telephone number
- Customer email address (optional)

The form can be accessed through the following path: <https://www.upfitterportal.com/en-us/resources/delayed-warranty-form>

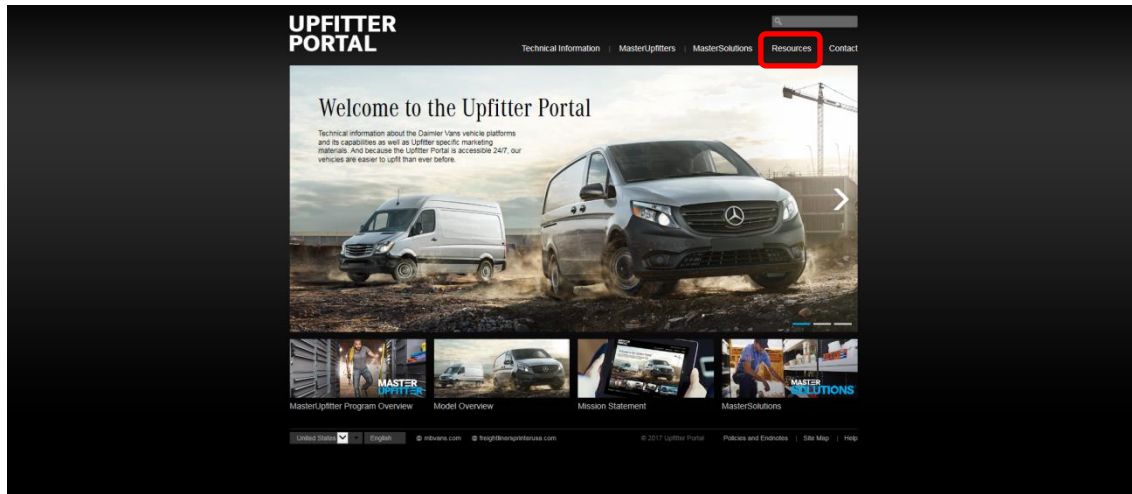
Please refer to the **section 5** for further guidance in delayed warranty activation.

If you have any questions or concerns regarding Delayed Start Warranty, please don’t hesitate to contact us via the upfitter portal’s contact forms.

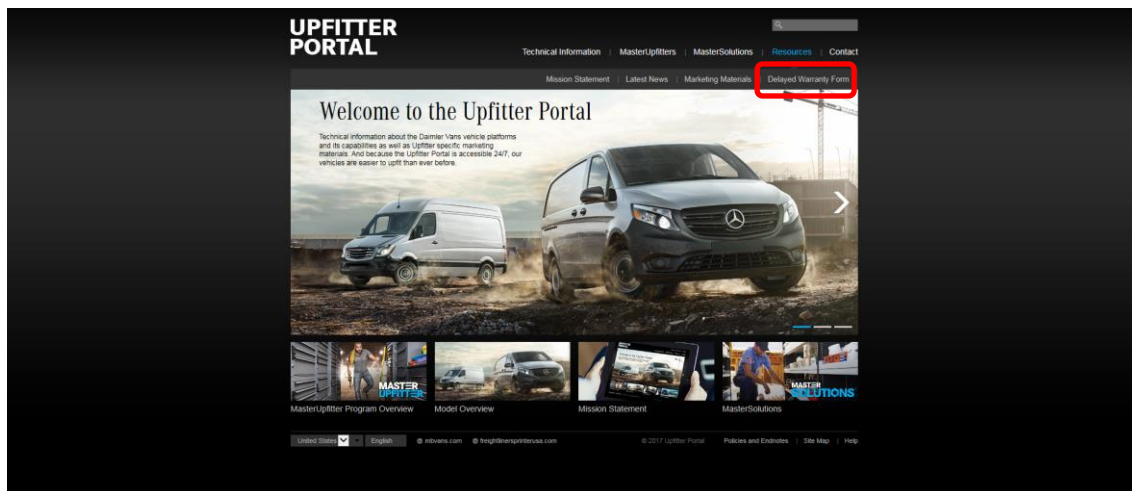
Upfitter Management Team

5. UPPFITTER PORTAL QUICK GUIDE

a) After visiting www.UpfitterPortal.com, click the **Resources** tab



b) From the Resources tab, click the **Delayed Warranty Form** link



- c) If you are not already logged into your MasterUpfitter Profile, please do so by clicking the blue link. After logging in, you can access your **Upfitter Token**.

UPFITTER PORTAL

Technical Information | MasterUpfitters | MasterSolutions | Resources | Contact

Delayed Warranty Form

Be sure to activate your customer's warranty by filling out and submitting the form below.
For more information, click here to download the Delayed Warranty policy.

Upfitter Information

Upfitter Token: *
SCFCOGBK

Please log in to your MasterUpfitter Dashboard to view your Token.

Vehicle Information

VIN Number: *
Date in Service: * (mm/dd/yyyy)

- d) Complete the following fields regarding **van and end-customer information** (also listed above)

Contact Information

First Name or Company Name: *
Last Name: *

Customer Address: *
Address Line 2: *

Zip Code: *
City: *
State: *

Customer Phone (Days): *
Customer Email: *

By Submitting this Form on Date of 2/8/2017: *

- I understand that all information regarding this vehicle (e.g., Recall and Field Service Campaigns, etc.) will be mailed to the above (Customer) name and address.
- I acknowledge receipt of the applicable Owner's Service and Warranty information book and accept the terms and conditions set forth therein including the Limited Warranty, Warranty disclaimer, and Limitation of Liability.
- I certify that I have received the applicable Maintenance Manual and the Operator's Manual.
- I acknowledge that I have been instructed on how to correct fifth wheel operation (if applicable).
- I acknowledge that the Federal Safety Standards and Emission stickers are affixed to the driver's door frame.

All fields with * are mandatory.

6. SAFETY PRECAUTIONS FOR NEW VANS THAT ARE BEING PUT INTO STORAGE








	Work Instructions		
1	New vans in the context of this description are vans for which no inspection has been carried out to date. For other vans, the instructions in the Specifications for Operating Fluids apply		
2	In areas in which extremely high corrosive attacks can be expected from experience, the measures given here are not always sufficient even for new vans	Export countries: In these cases, proceed as per the Specifications for Operating Fluids.	
3	Handling the battery when parking the van Handling the battery when putting the van into storage Handling the battery when putting the van into storage	Check or if necessary, charge the battery every 3 months Model 668, 670 with engine 602.9, 900.9, 904.9 Models 668, 670	AR54.10-S-0006S (see section 6.1)
4	Handling tire pressure when parking the van	On vans which have been parked for longer than 2 months, the tire pressure should be increased to approx. 4.7 bar to avoid flats. Check tire pressures every 3 months and correct if necessary.	
5	Treatment of brake system when parking up van: Treat brake disks with zinc dust spray paint	 Zinc dust paint spray can	AP42.10-P-4258-03A (see section 6.2) BR00.45-Z-1055-07A (see below)
6	Handling the fuel system when parking the van	To protect the fuel tank from corrosion, we recommend that the van fuel tank is completely filled. Then allow gasoline engines to run warm for 2-3 minutes	
7	Handling the van interior when parking the van	Remove paper and other objects from the instrument panel, seats and trunk. Withdraw ignition key. Open all ventilation flaps. Set up sun visors. Eliminate dirt, snow and wet from the van, especially in the footwell. Correct carpet protective coverings and protective foils on the seats if necessary	
8	Handling the door, flaps, windows and windows when parking the van.	Close doors, liftgate, engine hood, windows and sliding roof. Clamp and secure polystyrene pads under the wiper arms. Disassemble aero wiper blades and store at a suitable point in the van	
9	Handling the paint surface when parking the van Notes on paintwork, decorative and detachable components	Drive van slowly and carefully in the parking space with adequate distance. Do not park the van under power lines, in the immediate vicinity of railway lines, trees, bushes, masts, etc. Remove dirt, snow and moisture from the van. Check the van weekly for attack from aggressive media (e.g. bird lime, industrial fallout) and clean/wash if necessary and retreat with preservative. Every 6 months remove preservative from van, remove transport films, investigate van for damage and then provide with a new preservative (does not affect vans which have already had preservative removed and are ready for sale) Use of gloss preserver	AH98.00-P-9019-01Z (see section 6.3) AP98.00-S-0641S (see section 6.4)

Repair Materials

Number	Designation	Order Number
BR00.45-Z-1055-07A	Zinc dust paint spray can	A 000 986 82 42 09

6.1 AR54.10-S-0006S TREATMENT OF BATTERY IF VEHICLE IS TAKEN OUT OF SERVICE

AR54.10-S-0006S	Treatment of battery if vehicle taken out of service	13.3.12
MODEL 636, 639, 900, 906		

	Checking	
 Danger!	Risk of death when touching components on vehicles with high-voltage on-board electrical system	Do not touch components and open lines of the high-voltage on-board electrical system. Persons who are carriers of electronic implants (e.g. cardiac pacemakers), must not carry out any work on high-voltage on-board electrical systems.
 Danger!	Risk of explosion caused by escaping oxyhydrogen gas. Risk of injury caused by caustic burns to eyes, skin and mucous membranes from battery electrolyte (contains diluted sulfuric acid) or metal spatter due to short circuit. Risk of burn injuries caused by short circuit. Risk of poisoning caused by swallowing battery electrolyte (contains diluted sulfuric acid) or absorption of lead over the skin or orifices	No fire, sparks, open flames or smoking. Wear acid-resistant gloves and clothing and safety glasses with side guards. Do not place any conductive objects on the battery and avoid any short circuit from battery positive to ground. Only pour liquid battery electrolyte (diluted sulfuric acid) into suitable and appropriately marked containers.
 Danger!	Risk of injury caused by contact with battery gel when handling damaged lead-gel batteries	No fire, sparks, open flames or smoking. Wear acid-resistant gloves, clothing and glasses.
	Note on high-voltage system	Model 639.603/703 with engine 780.994 and code (MA0) E-Cell 60 kW * Applies to Europe only
	Notes on battery	
1	Check condition of battery	
2	Disconnect ground cable at battery	Model 636 or Model 639 without code (MA0) E-CELL 60 kW Model 639.603/703 with engine 780.994 and code (MA0) E-Cell 60 kW * Applies to Europe only Model 900, 906
3	Detach ground line on additional battery	Model 639 with code (E28) Additional battery 12V 100 AH or for model 639.813 with code (ZK7) "Marco Polo" camper Model 900, 906 with code (E28) Additional battery 12 V 88 Ah Model 906.633 with code (ZO1) James Cook Compact camper or with code (ZO2) James Cook Classic camper
4	Disconnect battery master switch	Model 900, 906 with code (E30) Single-pole battery master switch  See owner's manual.
5	Charge battery every 3 months	 Never store battery when discharged because this can lead to the plates sulfating. Sulfated plates are a sign of initial damage to the battery and lead to premature failure.

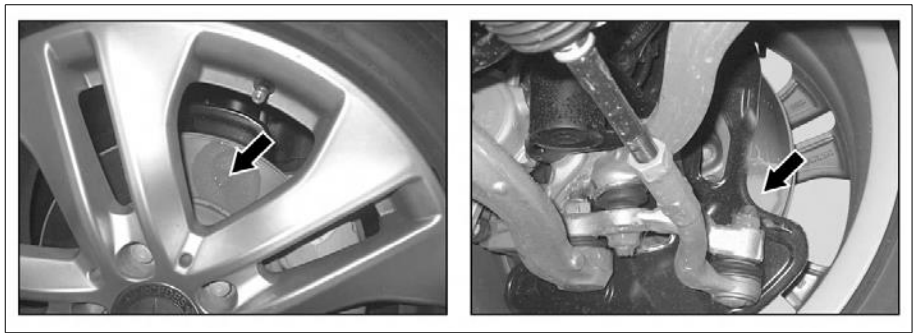
6.2 AP42.10-P-4258-03A APPLY PRESERVATION AGENT TO BRAKE DISKS

AP42.10-P-4258-03A	Apply preservation agent to brake disks	
⚠ Danger!	Risk of explosion from pressurized spray cans	Protect cans from direct sunlight and temperatures above 50

Model all

Repair materials

Number	Designation	Order number
BR00.45-Z-1055-07A	Zinc dust paint spray can	A 000 986 82 42 09




P42.15-2004-04

Handling the brake system when parking the vehicle

⚠ Do **not** use zinc dust paint on vehicles equipped with compound brake disks or ceramic brake disks. Otherwise, damage may occur!

Apply the service brake until it becomes warm so that any moisture on the brake disks and brake linings evaporates. This prevents the brake linings from becoming stuck to the brake disks. If vehicles are parked for an extended period of time, treat friction ring of brake disks with zinc dust spray paint. The zinc dust paint is applied proportionally at several points on the outer and inner side (see picture). The zinc dust paint can be spread out across the entire friction ring by turning the wheel or moving the vehicle a few meters. The zinc dust paint protects the friction ring against surface corrosion and can thus prevent complaints such as shuddering and squeaking. The vehicle is to be parked with released parking brake and then secured by engaging first gear (manual transmission) or park pawl (automatic transmission) and using wheel chocks.

6.3 AH98.00-P-9019-01Z NOTES ON PAINTWORK, DECORATIVE AND DETACHABLE COMPONENTS

AH98.00-P-9019-01Z	Notes on paintwork, decorative and detachable components		
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MODEL ALL

A transport film is recommended, if more severe dirt contamination or weathering due to environmental impacts (e.g. refinery, cement mill), biologic substances (e.g. resin from trees, bird droppings) or other outside impacts (e.g. foundry grinding dust, paint-shop emissions) are to be expected in vehicles that are parked outdoors without a roof.

Vehicles that remain in the inventory should be parked under a roof.

If the described precautionary measures are not observed and subsequent damage results therefrom, such damage cannot be recognized as a warranty claim.

6.4 AP98.30-S-8070-04S INSTRUCTIONS FOR PROPER CARE AND POLISHING OF MB VEHICLE PAINTWORK

AP98.30-S-8070-04S	Instructions for proper care and polishing of MB vehicle paintwork		
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Model 415, 447, 448, 470, 471, 636, 639, 668, 670, 900, 906

Repair materials

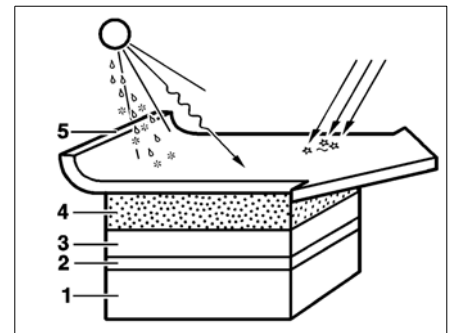
Number	Designation	Order number
BR00.45-Z-1014-04A	Gloss preservation, 500 ml, DB supply specification 7551.10	A 000 986 44 74

Protective effect of gloss preservation

- Temperatures (cold, heat)
- Humidity and UV light
- Aggressive pollutants
- Mechanical effects such as dust, sand and scratches

Paintwork structure

- 1 Substrate
- 2 Dip primer coat
- 3 Filler
- 4 Top coat
- 5 Protective film



It is necessary to differentiate between new and weathered paintwork:

- New paintwork: wash, preserve
- Weathered paintwork: wash, polish, preserve

Paint preservation

New paintwork has a water-repellent effect. This can be recognized when water droplets do not spread out over the surface but form beads. After the paintwork has been exposed to the elements for a certain time, i.e. after driving for a certain time and after washing several times, this water bead test is negative. It is then necessary to provide the paintwork with a protective film (5) (gloss preservation).

The recommended gloss preservation agent contains outstanding combinations of wax which, if properly used, have a water-repellent effect and keep the paint film flexible. A special additive also increases the depth of the shine.

All preservation work must be preceded by washing the vehicle, drying it thoroughly and removing any tar spots and insect debris. This treatment should be repeated every 3 to 6 months depending on the degree of weathering.

Polishing

If it is found after cleaning the paintwork that the shine has suffered due to weathering, the dullness must be eliminated by polishing. This restores the weathered surface to its original flawless appearance. Any matting, discoloration and spots are removed by the polish. A haze-free, brilliant gloss intensity can once more be achieved through the effect of the cleaning and polishing components on the paint film surface. After this treatment it is absolutely essential to protect the paint film with gloss preservation.