



# Mercedes-Benz Truck Warranty Information

Purchasing a Mercedes-Benz Truck is associated amongst other things with sheer quality, reliability, safety and comfort. In purchasing your Mercedes-Benz Truck this is exactly what you can expect.

Mercedes-Benz

Trucks you can trust.



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# Introduction

## **Mercedes-Benz Truck Warranty**

Because your new Mercedes-Benz truck is one of the most advanced trucks on the market today, we will go to great lengths to provide equally superior warranty to match your vehicle.

In any application, our trucks are working harder, more efficiently and more productively than ever. In turn, we at Daimler Truck Southern Africa Ltd have to ensure that our warranties continue to keep pace by meeting our customer's expectations. For these reasons alone Mercedes-Benz Truck warranties really do go further. Under our cover, your truck is safe and secure.

In order to ensure that you enjoy many carefree kilometres with your Truck, you need to ensure that your Truck is maintained in a proper way and according to recommended manufacturer specifications.

This information booklet contains important information on:

- The included Warranty conditions for Mercedes-Benz Trucks
- Roadside Assistance
- Your obligations as a customer

Each of these points is discussed comprehensively in this information booklet. It is important that you familiarise yourself with the contents to ensure that your Truck is kept in optimum condition, maintained according to the manufacturer specifications, so that all aspects of the warranty on your Truck remain valid.

Daimler Truck Southern Africa Ltd is committed to keeping you safe on the road through a network of Daimler Truck Southern Africa Ltd authorised dealerships that offer all the repair and service facilities your Truck will need throughout its lifespan. Our network of authorised dealer representatives undertake to service, maintain and repair your Truck in strict accordance with the manufacturer's guidelines and specifications, using only genuine Mercedes-Benz Trucks replacement parts, and guaranteeing their work and in-house fitted parts for a period of two years.

You are required to acquaint yourself with the contents of the terms and conditions of this Warranty as well as the vehicle's Owner's Manual. In addition to general information, it contains valuable directives on running-in, operating, variable model service needs and maintenance procedures. Do not hesitate to discuss any Truck related concerns with your Daimler Truck Southern Africa Ltd authorised dealer for further clarity.

The Terms and Conditions as contained herein, specifically applies to Mercedes-Benz Trucks, together with the relevant benefits and may include further Mercedes-Benz Trucks as distributed by Daimler Truck Southern Africa Ltd which includes new models as introduced from time to time.

## Summary of Benefits

With a purchase of a new Mercedes-Benz Truck, Daimler Truck Southren Africa Ltd warrants your vehicle against defects and faulty wokmanship for the period as set out below, subject to the provision that cover is only valid for the stipulated period or up to the maximum stipulated distance (whichever occurs first) from the date of first registration of vehicle.

## Warranty

Product range	Complete vehicle	Powertrain
Actros	12 months unlimited kilometres	60 months/650 000km
Arocs Freight Carrier	12 months unlimited kilometres	60 months/650 000km
Arocs - A, B, F, K, AK, AF, AS models	12 months unlimited kilometres	36 months/250 000km/5 000 hrs

B – Concrete mixer

AK – All wheel drive tipper

AS – All wheel drive truck tractor

A – All wheel drive

AF – All wheel drive fire engine

K – Tipper

F – Fire engine

Powertrain Warranty (includes engine, transmission, prop shaft and drive axles)

For the purposes of the Powertrain Warranty as stipulated for the period above, by definition, the engine includes, cover for the manifold, exhaust brake actuator, cooling fan, air compressor, alternator, starter motor, turbocharger, injector pump, all sensors attached to cylinder block and head.

In addition to the included benefits, Daimler Truck Southern Africa Ltd offers you a range of optional supplementary products, the details of which may be obtained from any of the Daimler Truck Southern Africa Ltd authorised dealerships.

## Roadside Assistance

In a further commitment to your motoring enjoyment and peace of mind, Mercedes-Benz Service24h is ready to give you rapid, expert assistance round the clock in the unlikely event that your Truck has a breakdown. Our Customer Assistance Centre (CAC) can be contacted on: **Local Contact number: 012 2720800 | International contact number: +00800 5777 7777** and will respond to your call and arrange for rapid, professional assistance, 365 days of the year, 7 days a week, 24 hours a day, subject to certain conditions.

A breakdown can often be repaired on the spot. If this is not possible, we will ensure that your vehicle is towed to the nearest Daimler Truck Southern Africa Ltd authorised dealership. In the event that the vehicle needs to be towed or is towed and the reason for the breakdown cannot be attributed to any vehicle defect covered under this Warranty, you will be liable for the cost of towing and any repairs done to the vehicle, subject to any other applicable clause in this booklet.

Note that road accidents are specifically excluded from Mercedes-Benz Service24h product and any costs in relation thereto will be for your own account.



## Waiver

Whilst Daimler Truck Southern Africa Ltd and its authorised dealership network will make every effort to provide the services described herein with due diligence, no liability can be assumed for incidents of damage, theft, delays, personal or consequential loss arising from the performance, non-performance or inability to perform any of these services within reasonable proximity or time period of any breakdown or accident.

# Scope of Warranty

The Warranty on your Mercedes-Benz Truck shall commence on the date of delivery to the first owner of the vehicle or the date of first registration whichever comes first. The Daimler Truck Southern Africa Ltd authorised dealer network is at your disposal for maintaining, servicing and repairing your Mercedes-Benz Truck throughout the Republic of South Africa, Botswana, ESwatini, Mozambique, Zimbabwe, Zambia and Namibia. This service is backed and supported by Daimler Truck Southern Africa Ltd.

Daimler Truck Southern Africa Ltd reserves the right in its sole and absolute discretion to repair or replace such parts that it acknowledges to be defective.

### **Warranty Principles**

The warranty and any liability of Daimler Truck Southern Africa Ltd. is subject to the following principles:

- Daimler Truck Southern Africa Ltd recommends that your Truck is serviced by a Daimler Truck Southern Africa authorised dealer and that you use only genuine replacement parts and approved accessories supplied by Daimler Truck Southern Africa Ltd.
- If your Truck is accidentally damaged, it is recommended that all repairs are carried out by a Daimler Truck Southern Africa authorised dealer or a Daimler Truck Southern Africa approved paint and panel shop (as the case may be) using genuine replacement parts and accessories supplied by Daimler Truck Southern Africa Ltd.

- You may elect to have service and repair work performed by a service provider that is not a Daimler Truck

Southern Africa Ltd authorised dealer (ISP) or to use replacement parts or accessories that are not approved by Daimler Truck Southern Africa Ltd, without automatically invalidating the warranty.

Work performed by an independent Service Provider (ISP) or the use of replacement parts or accessories that are not approved by Daimler Truck South Africa Ltd is at your own risk and may result in the voiding of the whole or a part of the warranty.

- As the owner of the Truck, you are responsible for adhering to the service intervals. Non-adherence to the service requirements as prescribed (which are model specific), may jeopardise the warranty negatively and affect the medium- to long-term durability, safe optimum operation of the Truck and ultimate resale value. Consequently, warranty claims on Trucks with service interval under or over-runs will be entertained on a merit basis. We will allow a tolerance of 1 500 km/30 hours either way of the prescribed time or distance. For trucks equipped with Telligent maintenance system, vehicles must be serviced according to the warning system, 10% overrun can only be allowed (does not apply to brakes), if this is exceeded, the service will be considered as overrun.

**Important note:** If your Truck stands, or is unused for an extended period, the prescribed time based service and oil changes still remain applicable.

### Warranty Exclusions

- The cost of any service, repair, parts or labour provided by an ISP will not be covered by the warranty.
- Any damage, including consequential damage, caused as a result of work not performed in accordance with Daimler Truck Southern Africa Ltd specified repair procedures or otherwise improperly performed by the Independent Service Provider, are specifically excluded from cover under the vehicle Warranty.
- Damage due to any cause listed below:
  1. Misuse, improper operation, storage, transportation or maintenance, as well as accidents and general damage caused by external forces.
  2. Use of replacement parts, accessories and supplies that are not approved by Daimler Truck Southern Africa Ltd.

3. Work performed by an ISP that is not in accordance with Daimler Truck Southern Africa Ltd specified repair procedures or is otherwise improperly performed.
4. Modification in engine output and type as well as detail changes to Truck series and non-adherence to Truck design requirements.
5. Failure which can be traced to the permissible gross Truck mass or the permissible axle masses having been exceeded.
6. Damages caused by natural and/or environmental influences, for example:
  - Climatic conditions (influences of sea, water, floods and hail).
  - Bird droppings.
  - Road salts.
  - Vegetable and animal substances.
  - Industrial pollution.
7. Damage caused by any further external, natural and/or environmental influences as determined by Daimler Truck Southern Africa Ltd.

- Checking and diagnosing in general.
- Normal maintenance, for example:
  - Fuel injection pump adjustments, cleaning of fuel systems including possible consequential damage  
e.g. contaminated injection nozzles.
  - Brake maintenance.
  - Clutch adjustments.
  - V-Belt adjustments.
  - Balancing and rotating of wheels.
  - Tightening of screws, bolts and nuts.
  - Lubrication and oil changes.
  - Valve adjustments.
  - Aiming of headlights.
  - Running gear alignment.
  - Clearing and adjustment of washer nozzles.

- Functional checks including road tests.
- Checking of fluid levels.
- Battery care.
- Consumables, oil, fuel, AdBlue, antifreeze, cleaning materials, sealant, brake fluids and sundries.
- Normal operational wear, for example:
  - Air, oil and fuel filters.
  - Injection equipment.
  - Bulbs.
  - Brake pads and linings, brake drums and brake discs.
  - Clutch linings.
  - V-Belts.
  - Windscreen wiper blades.
  - Coolant and heating water hoses.
  - Tyres.
  - Suspension parts

- Improper service products

Service products are fuel, engine, gear and hydraulic oils, lubricants, coolants, brake fluids, preserving agents, etc.

The properties and quality of the service products must meet the relevant requirements of the Truck, the engine and its aggregates. Therefore, only those products which meet the specifications stipulated by Daimler Truck Southern Africa Ltd (refer to Specifications for Service Products) must be used. The range of application is given on the sheets of the Specifications for Service products, the correct SAE class and the specified exchange intervals must be observed. Contact a Daimler Truck Southern Africa Ltd authorised dealer for details. If there is a connection between damage and the use of non-approved service products (blended fuels, paraffin, kerosene etc.), or if service products have not been used correctly, this could have a negative impact on any warranty claims for the damage.

- Glass damage:

No claims for glass breakage due to influence of force or external effects, as well as surface scratches, will be accepted.

- Direct and consequential damage:

The warranty obligation of the seller extends to primary damage only and to those parts of the Truck damaged as a direct



result of such primary damage. On the other hand, there is no obligation to bear the costs for damage and situations which could arise following such primary damage, for example:

- Damage or injury to persons or property.
- Transportation and travel expenses.
- Hotel costs.
- Loss of income.
- Any additional damages caused by a repair not reported timeously or carried out too late.

### **Replacement Parts Warranty**

Daimler Truck Southern Africa Ltd warrants Mercedes-Benz Truck genuine replacement parts and approved accessories supplied by itself and fitted in a Daimler Truck Southern Africa Ltd authorised dealer workshop against defects and faulty workmanship for a period of two years from date of sale. Mercedes-Benz Truck genuine replacement parts sold by Daimler Truck Southern Africa Ltd authorised dealer over-the-counter are warranted against defects for one year from date of sale, regardless of the installation date of such parts. An original Daimler Truck Southern Africa Ltd authorised dealer invoice will be required as proof

of purchase. Should you purchase a part over the counter, you will be entitled to warranty coverage for the part and labour costs if the repair is performed at a Daimler Truck Southern Africa Ltd authorised dealer.

In this case the exact complaint that resulted in the repair/exchange of the replacement part, must be determined through inspection of the Truck at the dealer with the defective part installed.

Parts subjected to any external damage & friction and parts subjected to wear, are not warranty claimable.

No labour costs or consequential damage will be entertained if genuine replacement parts are installed by any party other than a Daimler Truck Southern Africa Ltd authorised dealer. In the unlikely event of such parts failing again, the complete vehicle has to be submitted to a Daimler Truck Southern Africa Ltd dealer to validate such claims.

# Customer Obligations

- The Truck is to be used for the sole purpose as stated in its application.
- The Truck must be taken for maintenance at the prescribed intervals and at the customer's own expense.
- The customer must comply with the instructions and recommendations stipulated in the Owners' Manual and/or service schedule pertaining to the Truck with regard to the use, care and maintenance of the Truck.
- The customer should ensure that the odometer of the Truck remains in good working order and is capable of recording accurately the distance travelled by the Truck. Should it be found that the odometer had been disconnected, tampered with or altered in any way whatsoever, or had not been repaired immediately or as soon as reasonably possible due to malfunction, Daimler Truck Southern Africa Ltd shall be entitled to invalidate warranty.
- All work conducted by an ISP must further be recorded in the space provided therefore at the end of these terms and conditions, which pages can also be printed from the Daimler Truck Southern Africa Ltd website.
- If you wish to store your Truck for a lengthy period please consult your nearest Daimler Truck Southern Africa Ltd authorised dealer for storage instructions and please take note of your obligations to service and maintain the Truck accordingly.

- In the event of the Truck being stolen, hijacked, destroyed, damaged beyond repair, or written off by its insurer before the expiration of the term of this document, you will immediately notify Daimler Truck Southern Africa Ltd in writing thereof.
- Failure to comply with any of these obligations may have a negative impact on your warranty claim.
- When your vehicle is accidentally damaged:  
For the continued enjoyment of the benefits referred to as contained in this document, you shall be obliged:
  - To notify Daimler Truck Southern Africa Ltd. In writing, within 30 (thirty) days after the vehicle was damaged (irrespective of the cause thereof);
  - To have all such damage to the vehicle repaired by a dealer or approved paint and panel shop (as the case may be); and prior to having any such damage to the vehicle repaired, to Daimler Truck Southern Africa Ltd. With a copy of the quotation obtained from the said dealer or approved paint and panel shop (as the case may be) in respect of the repair of such damage.
  - Daimler Truck Southern Africa Ltd shall be entitled to inspect the vehicle before or after any repairs are carried out on the vehicle.
  - Failure by you to meet any of your obligations above, Daimler Truck Southern Africa Ltd. Shall be entitled to invalidate the warranty.
  - The costs of any repair work to the vehicle attended to by a dealer or an approved paint and panel shop consequent upon

repairs or services previously rendered by a workshop (other than a dealer and/or approved paint and panel shop), shall be paid for by you.

- Until such time as all damage to the vehicle had been repaired by a dealer or approved paint and panel shop confirming that the vehicle had been repaired to a standard acceptable to Daimler Truck Southern Africa Ltd, Maintenance contracts and Warranty (as the case might be), arising from this document shall be deemed to be suspended.

## Campaign Information/Conditions

Service and Recall campaigns are mandatory instructions from Daimler Truck Southern Africa Ltd to customers and Daimler Truck Southern Africa Ltd authorised dealers for the rework of specific Trucks in order to avoid the possibility of a breakdown or component failure. This may take the form of an adjustment, part(s) replacement or inspection within a prescribed time limit to ensure compliance with Daimler Truck Southern Africa Ltd standards. Daimler Truck Southern Africa Ltd will contact you via registered mail in order for you to make the Truck available to your nearest

Daimler Truck Southern Africa Ltd authorised dealer for the campaign to be carried out. We expect that you will make your Truck available within a reasonable time after you have learnt of any recall campaign. All recall campaigns and service measures are carried out at no costs to you the customer at any Daimler Truck Southern Africa Ltd authorised dealer. You must ensure that Daimler Truck Southern Africa Ltd has your correct contact details. We ask that you update your contact details when necessary at your nearest Daimler Truck Southern Africa Ltd authorised dealer. A failure to comply with this requirement may result in you not receiving notice of a recall campaign. Please note that failure to adhere to any recall campaign and/or service measure could negatively affect your vehicle.

## Exported Units

Trucks exported to countries outside the South African Customs Union are warranted in accordance with the warranty conditions applicable to that country. The warranty is not transferable in the event of the Truck being exported to another country by any person other than Daimler Truck Southern Africa Ltd. Please consult your local authorised dealer for details.

# General

## 1. Cancellation

Subject to any other right of cancellation or other remedy afforded to Daimler Truck Southern Africa Ltd.

elsewhere in this document or by law, Daimler Truck Southern Africa Ltd. shall, in its sole and absolute discretion, have the right either to cancel the terms contained in this document or to refuse payment of its contributions as provided under this Warranty, in the event of:

1.1. The Truck not having been maintained, repaired or serviced as prescribed in the Truck's service schedule.

1.2. Any exclusion as contained herein.

1.3. Any damage caused to the Truck by alteration or modification made to the Truck and / or damage caused by the fitment of any accessory, part or equipment, not approved by Daimler Truck Southern Africa Ltd.

1.4. You failing to provide the authorised dealer with the information required in terms of paragraph 5 (Customer obligations) or if such information is found to be incorrect in any material respect.

- 1.5. You failing to use the Truck solely in accordance with the application, or committing a material breach of any other term of this document.
- 1.6. You failing to make the Truck available to an authorised dealer for repairs within a reasonable time after you have been notified of the recall of the Truck through a recall campaign run by Daimler Truck Southern Africa Ltd. in order to repair critical safety components of the Truck.
- 1.7. The effective date of the cancellation of the terms and conditions as set out herein shall be the date of the occurrence of the event, giving rise to Daimler Truck Southern Africa Ltd's right of cancellation.

## 2. Effect of cancellation

Upon cancellation of the terms and conditions contained herein, all of Daimler Truck Southern Africa Ltd's obligations in terms hereof shall cease.

3. Subject to any other right of cancellation or other remedy afforded to Daimler Truck Southern Africa Ltd.



elsewhere in this document or by law, Daimler Truck Southern Africa Ltd shall, in its sole and absolute discretion, have the right either to cancel the terms contained in this document or to refuse payment of its contributions in the event of any damage caused to the Truck by the Independent Service Provider or the fitment of non-original parts.

4. Should the validity of any provision of this document deemed to be invalid, unenforceable or illegal for any reason, the terms and conditions as contained herein shall remain otherwise in full force apart from such provision, which shall be deemed deleted.

#### 5. Law applicable

The terms and conditions contained in this document shall be governed in accordance with the laws of the Republic of South Africa.

## 6. Liability

Subject to your fulfilment of your obligations contained in this document, Daimler Truck Southern Africa Ltd will be liable for damages caused to any part and/or component of the Truck which damage is directly attributable to any defective part and/or component of the Truck, covered in terms of this document. Daimler Truck Southern Africa Ltd will not be liable to you in the event of your failure to fulfil any of your obligations in terms of this document, if such failure is caused on account of an event of force majeure or any other reason whatsoever. Daimler Truck Southern Africa Ltd will not be liable to you or a third party for any other consequential damage(s), howsoever caused, which may fall outside the extent of cover of this Warranty.

## 7. Entire agreement

The terms and conditions contained in this document constitute the entire undertaking between Daimler Truck Southern Africa Ltd. and you in relation to the warranty of the Truck.

## 8. Amendment of Terms and Conditions

Any amendment, or alteration, or variation or cancellation of any of the terms and conditions of this document shall be made at Daimler Truck Southern Africa's sole discretion and will be published as soon as reasonably possible on the Mercedes-Benz Trucks website ("the Website"). You hereby undertake to regularly peruse the Website for any updates and you are responsible to familiarise yourself with the published updated content and amendments.

## 9. Non-waiver

No latitude, extension or other indulgence, which may be granted by either party to the other in respect of any obligation hereunder, shall operate as a waiver or novation of, or otherwise affect any of the grantor's rights in terms hereof, or preclude the grantor from enforcing at any time without notice, the strict and punctual compliance by the other party with each and every obligation of that party in terms of this document.



# Service History & Repairs

PDI
Date
Repair Order No.
KM

Servicing Dealer's Stamp

Signature	
SERVICE 2	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature
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SERVICE 1	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
SERVICE 3	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature
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SERVICE 4	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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SERVICE 6	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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SERVICE 5	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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SERVICE 7	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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SERVICE 8	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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SERVICE 10	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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SERVICE 9	CATEGORY
Date	
Repair Order No.	
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Servicing Dealer's Stamp

Signature	
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SERVICE 11	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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REPAIR 1	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature
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REPAIR 3	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

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REPAIR 2	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

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REPAIR 4	CATEGORY
Date	
Repair Order No.	
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Servicing Dealer's Stamp

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REPAIR 5	CATEGORY
Date	
Repair Order No.	
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Servicing Dealer's Stamp

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REPAIR 6	CATEGORY
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Repair Order No.	
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Servicing Dealer's Stamp

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REPAIR 7	CATEGORY
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Repair Order No.	
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REPAIR 8	CATEGORY
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Repair Order No.	
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Servicing Dealer's Stamp

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REPAIR 9	CATEGORY
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Repair Order No.	
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Servicing Dealer's Stamp

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REPAIR 10	CATEGORY
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REPAIR 11	CATEGORY
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Repair Order No.	
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REPAIR 12	CATEGORY
Date	
Repair Order No.	
KM	

Servicing Dealer's Stamp

Signature	
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DISCLAIMER: The manufacturer reserves the right to make changes to the design, form, colour and specification of any Mercedes-Benz truck during the lifecycle period, Daimler Truck Africa Ltd reserve the right to change the terms contained herein at their discretion at any time without notice to the Customer and shall be absolved from any liability whatsoever which may arise subsequent to such amendment. The illustrations may show accessories and items of optional equipment which are not part of standard South African specification. E&OE. [https://www.mercedes-benz-trucks.com/en\\_ZA/home.html](https://www.mercedes-benz-trucks.com/en_ZA/home.html)