

## **MobilityPlus- Terms & Conditions (Accident, Warranty, Service & Maintenance only)**

1. "MobilityPlus" refers to replacement vehicle being offered to MBSM's Finance, Lease or Motor Insurance customer in the event of accident repair, warranty claim, car service and maintenance; Refer to the Table Scope of Coverage.
2. "MobilityPlus" programme is only applicable for:-
  - a. New and Used Car Finance and Lease contracts except for car rental and limousine companies with the similar contracts.
  - b. For vehicles insured with MBSM's Motor Insurance panel under the MBSM Insurance Program.
3. Customer who enrolled for "MobilityPlus" is entitled to enjoy this privilege for up to a maximum period of 20 days per year. Refer to the Table Scope of Coverage.
4. The vehicle which will be provided as a replacement vehicle will be at MBSM discretion subject to availability.
5. Once repairs to the customer's vehicle are completed and notified, customer must return the replacement vehicle provided within 24 hours to the dealership where customer's car is being repaired with a full tank of fuel.
6. Customer is responsible for the summons, if any during the "MobilityPlus" usage.
7. The customer confirms that he/she has read and understood the Vehicle Returns Standards attached here. In the event the customer returns the replacement vehicle with any unacceptable damage, the customer must undertake to pay MBSM or its authorized service provider any additional sums that may become payable pursuant to the said Vehicle Returns Standards. The repair cost will be invoiced to the customer / charge to customer's credit card.
8. If the utilization of the replacement vehicle exceeded the number of days that the customer is entitled, a penalty charge as below will be applicable and payable to MBSM's authorize service provider:
  - i) C Class – MYR 988.00 per day
  - ii) E Class – MYR 1363.00 per day
  - iii) GLC – MYR 988.00 per day
  - iv) GLE – MYR 1363.00 per day
9. For Finance and Lease, the entitlement for "MobilityPlus" will commenced from the date of the contract activation. The programme is tagged to the customer vehicle identification no. (VIN) and is not transferrable to another vehicle.
10. For Motor Insurance, the entitlement for "MobilityPlus" will commence from the Insurance policy start date. The programme is not transferable in any event and tagged to the Motor Insurance policy number.
11. Replacement vehicle request and approval can only be triggered by an authorized Mercedes-Benz dealership. Any extension of days for the replacement vehicle usage should be done through our authorized Mercedes-Benz dealership. Kindly contact your preferred dealership for further arrangement.
12. If you have any enquiries/ concerns during your "MobilityPlus" usage, you may contact your dealership for assistance. MBSM reserves the right to terminate/vary the program or its terms and conditions as MBSM deems fit.
13. This Programme is only applicable
  - a. For Finance contracts up to the first 2 years and depending on your contract tenure. Any extension of tenure of the contract do not entitled the customer to this programme.
  - b. For Lease up to the first 4 years and depending on your lease terms. Any extension of tenure of the contract do not entitled the customer to this programme.
  - c. For Motor Insurance, the programme will be for a period of 1 year (renewable yearly) from the Insurance policy start date.
14. "MobilityPlus" is available in Peninsular Malaysia and East Malaysia including islands, which are connected to the mainland.
15. The customer is not allowed to drive the replacement vehicle outside Malaysia, any losses suffered directly or indirectly by the breach of this clause, will be borne by the customer.
16. In the event of an accident/damage to vehicle occurred during the usage of this service, the customer shall immediately notify the Dealer and lodge a police report within 24 hours. The customer is responsible for any cost related to the repair work not covered by insurance policy. Customer to note that the insurance coverage is for the replacement vehicle only. PA insurance is not covered under this Programme.

**Table Scope of Coverage**

Product	Finance Package		Motor Insurance
	Warranty Claim	Service & Maintenance	Accident Repair
<b>Scope Coverage</b>	Replacement vehicle is available in case of the vehicle required to stay in the authorized Mercedes-Benz dealership for more than 48 hours (inclusive of weekend/public holidays) for warranty repair confirm/certified by the Dealers.	Replacement vehicle is available in case of the vehicle required to stay in the authorized Mercedes-Benz dealership for more than 48 hours (inclusive of weekend/public holidays) for service and maintenance confirmed/certified by the Dealers.	Replacement vehicle is available in case of an accident that requires repair at the authorized Mercedes-Benz dealership. The authorized Dealers must confirm/certify the said accident repair.
<b>Replacement Car Utilization Limit</b>	20 days per year		20 days per year

**Fair Wear and Tear**

**1.1. Body and Paint**

There will be no charge for light damage. The most severe dents will be repaired as cost effectively as possible, but damage that has penetrated the base coat will be charged. Any vehicle wraps or livery will need to be removed and the vehicle returned to its original factory colour.

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Minor body dents, typically those caused by door- to-door contact, provided that:                             <ul style="list-style-type: none"> <li>• they are less than 2cm in diameter —maximum one dent per panel to maximum of two dents</li> <li>• If more than two dents exist, the most severe ones should be repaired</li> </ul> </li> <li>(b) Light surface scratches not through the top coat which can be removed by polishing/touch up.</li> <li>(c) Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Any excessive chipping of paintwork arising from non-public road use e.g. gravel drives, industrial sites or private roads.</li> <li>(b) Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out.</li> <li>(c) Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc.</li> <li>(d) Industrial, chemical fall-out or other forms of contamination.</li> <li>(e) Body panel misalignment not consistent with manufacturer’s finish.</li> <li>(f) Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of replacement vehicle, or panel.</li> <li>(g) Under-body damage affecting the structural integrity of the replacement vehicle.</li> <li>(h) Damaged aerials. Drilled holes for telephone aerial fittings where the aerial has been removed.</li> </ul>

**1.2. Bumpers and Body Mouldings**

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Scuff marks up to 5cm, which do not adversely affect the overall appearance of the replacement vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting.</li> <li>(b) Dented bumpers and/or any dents penetrating through to the base material where painted.</li> <li>(c) Repairs not conforming to original finish and specification.</li> </ul>

**1.3. Glass**

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Chips on windscreen, which are less than 0.5cm, providing they do not obscure the driver's line of vision to a maximum of two per windscreen.</li> <li>(b) Headlamp lenses with minor chips, which do not detract from the overall appearance of the replacement vehicle or affect the efficiency of the lamp</li> <li>(c) Light scratches around periphery of the windscreen.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Scratches and cracks in glass or stone chips with signs of cracking will need to be repaired.</li> <li>(b) Cracks or damage to the windscreen within the driver's line of sight.</li> <li>(c) Chips greater than 0.5cm.</li> <li>(d) Incompatible window etchings.</li> <li>(e) All lamps must be operational, holes or cracks in the glass or plastic covers of lamp units are not acceptable.</li> </ul>

**1.4. Interior**

The interior of your replacement vehicle must be in a good condition for the age and mileage of the vehicle. Full set of original Mercedes-Benz keys, codes, Owner's Manual must be complete and left in the replacement vehicle.

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Normal wear and tear to carpets, trim, upholstery, etc.</li> <li>(b) Seat cover/trim repairs to a high standard.</li> <li>(c) Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Burns to trim, seat covers, headlining and floor coverings requiring repair.</li> <li>(b) Stains or discolouration of a permanent nature.</li> <li>(c) Tears, cuts, rips and holes through seat covers, headlining and floor covering.</li> <li>(d) Broken or damaged interior mouldings trim pads, instrument panel, sun visor or headlining, etc.</li> <li>(e) Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible.</li> </ul>

**1.5. Wheels and Tyres**

The replacement car must have matching tyres (of a size and premium brand, approved by the manufacturer) on each axle. Spare wheel, tire fit, warning triangle and vehicle jack must also be present.

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Scuffed sidewalls which can be cleaned.</li> <li>(b) Minor scuffing or damage under 2.5cm to the vehicle alloy or steel rim edge or wheel face.</li> <li>(c) Minimum remaining tread of 0.3cm.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering.</li> <li>(b) Remoulds and other substandard tyres.</li> <li>(c) Any gouge, crack, cut, torn or plugged tyre side wall.</li> <li>(d) Less than 0.3cm tread depth.</li> <li>(e) Cracked or distorted wheel trims.</li> <li>(f) Scuff chips and scratches exceeding 2.5cm.</li> </ul>

**1.6. Underside**

Our service technicians will check the underside of the vehicle for any impact damage.

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a Mercedes-Benz Authorised Workshop.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Significant damage or distortion to chassis components.</li> </ul>

**1.7. Oil Leaks**

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Any serious oil leakage which should be rectified at the earliest opportunity.</li> </ul>

**1.8. Luggage Area**

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>(a) Light soiling from normal use.</li> </ul>	<ul style="list-style-type: none"> <li>(a) Torn rubber aperture seals and paint scratched down to the bare metal.</li> </ul>

**1.9. Door Trim and Linings**

<b>Acceptable</b>	<b>Not Acceptable</b>
(a) A minor amount of scuffing to the door and luggage area treads and sills.	(a) Damaged paintwork down to bare metal and aperture seals that are torn.

**1.10. Rubber Seals**

<b>Acceptable</b>	<b>Not Acceptable</b>
(a) Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seal.	(a) Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.