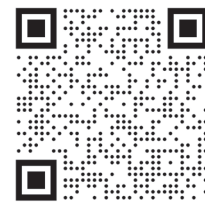

What is not covered under the 10-Year Engine Warranty program?

1. Any components and losses that are not listed under the “What is covered under the 10-Year Engine Warranty program” section.
2. Any components that are not genuine Mercedes-Benz components, installations, or modifications that are not in accordance with manufacturer recommendations which could impair the reliability and functionality of the engine operation, particularly in the case of modifications and attachments to vehicles and performance enhancement measures.
3. Any sign of material failure, corrosion, soiling, discoloration, and other visual changes on parts which may be due to improper usage, and environmental condition.
4. Engine damage caused by oil seepage, water ingress (e.g. flood and fluid contamination), motorsport racing purposes, manufacturing defect, and coolant contamination.
5. Engine damage caused by external influences, such as corrosion (from water that has seeped into the fuel system), vandalism, chemical pollution, acid rain, hail, sand, salt, de-icing agents, stones, fires, disasters, climate conditions, events attributed to human fault (e.g. accidentally adding water into the engine) or climate, negligence, civil uprisings, or Acts of God.
6. Electronic and Electrical engine attachment components, and engine management sensors.
7. EQ/Hybrid components and sensors.
8. Mechanical and Electrical Charge system components.
9. Starter, Charger, and Ignition system components.
10. Electro-mechanical Fuel and Cooling System components/ fittings.
11. Mild NVH (Noise, Vibration and Harshness), minor irregularities, or asymmetry not affecting quality, performance or function of the vehicle or parts thereof (e.g. slight noises or vibrations) shall not constitute fault or defect (subject to assessment by CCI).
12. Any damage due to engine overheating.

What is not covered under the 10-Year Engine Warranty program?

13. Engine damage caused by the previous or current owner’s failure to take reasonable steps to prevent mechanical damage from occurring. E.g., taking appropriate actions in the event that warning lights appear.
14. Subjective complaints like engine noise and loss of engine power are subject to investigation by CCI, whose diagnosis and decision on the coverage under the engine warranty shall be final.
15. Any vehicle on which the odometer reading has been altered such that the mileage cannot be readily determined or confirmed.
16. Indirect or consequential loss or damage such as the failure of a covered component that is caused by the failure of a non-covered component, or failure of a non-covered component that is caused by the failure of a covered component.

CCI will not bear any liability, insofar as the law permits, for additional costs such as service charges, loss of time, loss of use of the vehicle during the repair period, inconvenience or consequential loss or damage, or charges in connection with a vehicle breakdown (such as our breakdown attendance fee, towing charges or loan of a replacement car to you during the repair period). All decisions made by CCI after assessment of the vehicle with regards to what is covered under the engine warranty shall be final.



Scan this QR code to read the full terms and conditions.

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Your peace of mind.



Cycle & Carriage 10-Year Engine Warranty

A new initiative to ensure your vehicle's well-being.

Cycle & Carriage (Authorised Dealer)

Aftersales Contact Center: 6206 18 18

Authorised Service Centers – Passenger Cars

Mercedes-Benz Center: 301 Alexandra Road, (S)159968

Pandan Loop Service Center: 188 Pandan Loop, (S)128378

Eunos Service Center: 330 Ubi Road 3, (S)408650

Sin Ming Service Center: 600 Sin Ming Ave, (S)575733

Mon – Fri: 8.30 am – 6 pm, Sat: 8.30 am – 12 pm, Sun: Closed

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Cycle & Carriage 10-Year Engine Warranty

10 YEAR Engine Warranty

From 31 August 2020, all Mercedes-Benz passenger cars (excluding full EQ electric cars and commercial vehicles)

registered with Cycle & Carriage Industries Pte. Limited (CCI) will enjoy coverage from the 10-Year Engine Warranty program*, up to 10 years or maximum mileage of 150,000 km (whichever comes first).

This means CCI will undertake an additional 7 years of engine warranty on your vehicle upon expiry of its 3-year manufacturer's warranty from the date of registration – stretching your engine warranty to a total of 10 years.

Under the 10-Year Engine Warranty program*, CCI will repair or replace (at our discretion and expense) vehicle engines that have failed or experienced abnormal wear in the course of vehicle ownership.

*Terms and conditions apply. Valid for vehicles below 10 years' old and 150,000 km mileage as of 31 August 2020. Please refer to the back for a list of exclusions. CCI reserves the right to amend the terms of coverage without prior notice.

Frequently Asked Questions:

Q. What is the difference between the manufacturer's warranty and the engine warranty?

A. The manufacturer's warranty commences from the date of vehicle registration and lasts for a duration of 3 years or the first 100,000 km (whichever comes first), against product defects in materials and workmanship. The engine warranty commences from the date of vehicle registration and lasts for a duration of 10 years or 150,000 km (whichever comes first), against defects in the engine's components.

Q. Am I required to pay for this engine warranty?

A. You are not required to pay for the 10-Year Engine Warranty if your vehicle is eligible for the program.

Frequently Asked Questions:

Q. Which vehicles are eligible for the engine warranty?

A. Vehicles that are registered with CCI at the point of purchase, and have been serviced, maintained, and repaired by CCI at the recommended service intervals for the 10-year duration or 150,000 km (whichever comes first), are eligible for the engine warranty. If the vehicle misses the recommended service interval by more than 60 days or 2,000 km, it will no longer be eligible for the 10-Year Engine Warranty.

Q. Are hybrid cars and V-Class models included? Which vehicles are not eligible for the engine warranty?

A. Yes, hybrid cars and V-Class models are included. Full EQ electric cars or commercial vehicles (including those used for reward hire or other commercial purposes such as private-hire, rental, etc., or for public services such as the police, the military, etc.) are not eligible for the engine warranty.

Q. I have a pre-owned Mercedes-Benz. Is my car eligible for the engine warranty?

A. Pre-owned cars are eligible for the engine warranty if they fulfil the following requirements:

- The first owner had purchased the vehicle directly from CCI.
- The vehicle is registered with LTA as a privately-owned vehicle.
- The vehicle has been serviced, maintained, and repaired by CCI at the recommended service intervals.

Q. Is the engine warranty transferable to the next vehicle owner?

A. The engine warranty is transferable to the next owner of the Mercedes-Benz vehicle under these conditions:

- The registration of ownership particulars must be done at Cycle & Carriage Mercedes-Benz Authorised Service Center(s).
- The new owner must be able to produce the required documentation to validate the change of ownership.
- The vehicle has to be less than 10 years' old from the date of vehicle registration and has been serviced, maintained, and repaired by CCI at the recommended service intervals.

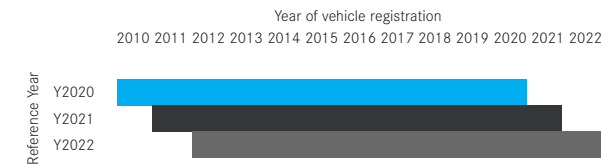
Frequently Asked Questions:

Q. If my car is already 5-year-old, will it still be covered under the 10-Year Engine Warranty?

A. Yes, any vehicle that is registered with CCI at the point of purchase, and has been serviced, maintained, and repaired by CCI at the recommended service intervals for the first 10 years or 150,000 km of the vehicle (whichever comes first), will be covered. However, if the vehicle misses the recommended service interval by more than 60 days or 2,000 km, it will no longer be eligible for the 10-Year Engine Warranty.

Q. When does the engine warranty commence for my vehicle?

A. The engine warranty program will commence from 31 August 2020 and it covers vehicles that are less than 10 years' old. Please refer to the graph below for a clear visualisation of the warranty's coverage.



As shown above, any vehicle registered after 31 August 2020 will be covered by the 10-Year Engine Warranty from its implementation on 31 August 2020, up until the vehicle is 10 years' old.

Q. If my car is 11-year-old, can I still sign up for the next 10 years?

A. No, only vehicles less than 10 years' old (as of 31 August 2020) are eligible for the engine warranty.

Q. If I did not purchase my car from Cycle & Carriage, is it still eligible for the engine warranty?

A. Unfortunately not. To qualify, your vehicle must be registered with CCI at the point of purchase.

Q. If I have serviced with another workshop not under CCI before the program was in place, do I still qualify?

A. Unfortunately not. To qualify for the engine warranty, your vehicle has to be serviced, maintained, and repaired by CCI at the recommended service intervals, for the 10-year duration or 150,000 km mileage (whichever comes first).

10-Year Engine Warranty Terms & Conditions

What is covered under the 10-Year Engine Warranty program?

The engine warranty covers failure and/or abnormal wear of the following engine components:

1. Engine Overhaul Gasket Kit
2. Engine Crankcase
3. Piston(s)
4. Piston Ring Set
5. Connecting Rod(s)
6. Connecting Rod Bearing(s)
7. Crankshaft
8. Crankshaft Bearing(s)
9. Crankshaft Sprocket Gear
10. Crankshaft Vibration Damper
11. Lanchester Balancer Shaft Assembly
12. Oil Pan
13. Engine Oil Pump
14. Oil Pump Drive Chain
15. Oil Pump Tensioner
16. Oil Pump Tensioner Rail
17. Oil Spray Nozzle(s) for Piston
18. Engine Oil Filter Housing
19. Engine Oil Filter Heat Exchanger
20. Cylinder Head
21. Cylinder Head Cover
22. Cylinder Head Gasket
23. Engine Timing Chain
24. Timing Chain Tensioner(s)
25. Timing Chain Tensioner Rail(s)
26. Timing Chain Slide Rail(s)
27. Timing Case Cover(s)
28. Inlet Valve(s)
29. Exhaust Valve(s)
30. Valve Spring(s)
31. Valve Spring Retainer(s)
32. Valve Stem Seal(s) - Inlet & Exhaust
33. Valve Keeper(s)
34. Roller-type Cam Follower(s)
35. Hydraulic Valve Clearance Compensating Element(s)
36. Valve Lift Switchover Actuator (CAMTRONIC)
37. Intake Camshaft(s)
38. Exhaust Camshaft(s)
39. Intake Camshaft Adjuster
40. Exhaust Camshaft Adjuster
41. Camshaft Central Valve(s)
42. Vacuum Pump
43. Coolant Thermostat Assembly



Mercedes-Benz

Cycle & Carriage
Industries Pte Limited
Authorised Dealer
Company No. 196400367W

TERMS AND CONDITIONS

10 years / 150,000 km Engine Warranty (“Engine Warranty”)

GENERAL

Cycle & Carriage Industries Pte. Limited (“CCI”) makes the following limited warranty to you, the registered owner of a Mercedes-Benz passenger vehicle. Subject to the terms and conditions herein, CCI agrees to repair or replace, at its option and expense, the engine parts listed in the “Coverage” section below that fail or experience abnormal wear in the course of your ownership of the vehicle, subject to a maximum mileage of 150,000 km or 10 years from the date of registration of the vehicle, whichever comes first. Any of the warranty items listed under the “Coverage” section of this Engine Warranty will be repaired or replaced free of charge by CCI, which only uses GenuineParts and recommended and approved lubricants. CCI reserves the right, at its sole discretion, to change, modify or otherwise alter these terms and conditions without prior notice to customers. Such modifications shall become effective immediately upon the posting thereof on CCI’s website: <https://www.mymb.sg>.

EFFECTIVE DATE

This Engine Warranty takes effect immediately after the expiry of the Manufacturer’s Warranty at the end of the 3rd year from the date of registration of your vehicle. For more details on the Manufacturer’s Warranty, please refer to your Mercedes-Benz Manufacturer’s Warranty Guide. This Engine Warranty expires at the end of the 10th year from the date of registration of your vehicle, or upon the mileage on your vehicle reaching 150,000 km, whichever comes first.

ELIGIBILITY

Your Mercedes-Benz vehicle is eligible for this Engine Warranty if the following conditions are satisfied:

1. The first owner of the vehicle must have been purchased it directly from CCI.
2. The vehicle is a privately-owned Mercedes-Benz passenger car registered with the Land Transport Authority of Singapore on or **after 31 August 2010**.
3. The vehicle is not a Full EQ electric car or a commercial vehicle (including those used for reward or hire or other commercial purposes such as private-hire, rental, leasing, etc., or for public services such as police, fire brigade, ambulance, military etc.).
4. The vehicle has a petrol or diesel fuelled combustion engines.
5. The vehicle is (a) serviced, maintained and repaired at recommended service intervals at qualified workshops such as Cycle & Carriage Mercedes-Benz Authorised Service Centers during the term of the Manufacturer’s Warranty; and (b) serviced, maintained and repaired only at CCI at recommended service intervals upon expiry of the original 3-year Manufacturer’s Warranty.



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Company No. 196400367W

6. The vehicle must have complied, in CCI's judgement, with all manufacturer recommended servicing and maintenance requirements and intervals. At no point should the vehicle have missed the recommended service interval by more than 60 days or 2,000 km.
7. You and the previous owners of the vehicle have properly operated and maintained the vehicle in accordance with manufacturer's recommendations from time to time.
8. CCI may at its sole discretion and at any time determine a vehicle to be ineligible for this Engine Warranty if it has reason to believe that the vehicle does not fulfil any of the above conditions.

COVERAGE

Only the following listed engine parts are covered under this Engine Warranty:

1. Engine Overhaul Gasket Kit
2. Engine Crankcase
3. Piston(s)
4. Piston Ring Set
5. Connecting Rod(s)
6. Connecting Rod Bearing(s)
7. Crankshaft
8. Crankshaft Bearing(s)
9. Crankshaft Sprocket Gear
10. Crankshaft Vibration Damper
11. Lanchester Balancer Shaft Assembly
12. Oil Pan
13. Engine Oil Pump
14. Oil Pump Drive Chain
15. Oil Pump Tensioner
16. Oil Pump Tensioner Rail
17. Oil Spray Nozzle(s) for Piston
18. Engine Oil Filter Housing
19. Engine Oil Filter Heat Exchanger
20. Cylinder Head
21. Cylinder Head Cover
22. Cylinder Head Gasket
23. Engine Timing Chain
24. Timing Chain Tensioner(s)
25. Timing Chain Tensioner Rail(s)



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26. Timing Chain Slide Rail(s)
27. Timing Case Cover(s)
28. Inlet Valve(s)
29. Exhaust Valve(s)
30. Valve Spring(s)
31. Valve Spring Retainer(s)
32. Valve Stem Seal(s) – Inlet & Exhaust
33. Valve Keeper(s)
34. Roller-type Cam Follower(s)
35. Hydraulic Valve Clearance Compensating Element(s)
36. Valve Lift Switchover Actuator (CAMTRONIC)
37. Intake Camshaft(s)
38. Exhaust Camshaft(s)
39. Intake Camshaft Adjuster
40. Exhaust Camshaft Adjuster
41. Camshaft Central Valve(s)
42. Vacuum Pump
43. Coolant Thermostat Assembly

This Engine Warranty does not cover any other engine components on the vehicle or any other vehicle components other than what is listed here. Engine components that are replaced by us under this Engine Warranty become our property.

RIGHT TO INSPECT VEHICLE

1. We reserve the right to inspect the vehicle (whether before or after any work is carried out under the Engine Warranty) and/or any damaged or replaced parts to determine if the vehicle is eligible for the Engine Warranty.
2. The owner of the vehicle shall provide to CCI an accurate and complete servicing and repair history of the vehicle.
3. CCI may at any time and at its sole discretion declare the vehicle ineligible for this Engine Warranty if, upon CCI's inspection of the vehicle, CCI has reason to believe that: (a) there have been modifications made to the engine that were not in accordance with manufacturer's recommendations; (b) the vehicle was serviced, maintained or repaired by a party other CCI after expiry of the 3-year Manufacturer's Warranty; or (c) that the vehicle does not otherwise fulfil the eligibility criteria for this Engine Warranty.



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TRANSFERABILITY

This Engine Warranty is transferable to next owner of the Mercedes-Benz vehicle, subject to the following:

- A. Transfer to the next owner of the same vehicle only.
- B. To enjoy the Engine Warranty, the new owner must produce proof of change of ownership upon demand by CCI.
- C. Change/registration of ownership particulars must be registered at Cycle & Carriage Mercedes-Benz Authorised Service Center(s).

CCI will determine the eligibility of the next owner after checking the servicing history of the vehicle and all the transfer/ownership documents to ensure that the criteria under the “Eligibility” section are fulfilled. Upon determining that the new owner is eligible for the Engine Warranty, CCI will issue a confirmation letter to the new owner to this effect. CCI reserves the right to decline the new owner coverage under this Engine Warranty if the vehicle does not fulfil the eligibility criteria.

EXCLUSIONS

This Engine Warranty does not cover the following:

1. Any component other than those listed under the “Coverage” section of this Engine Warranty.
2. Any losses that are not expressly covered under this Engine Warranty and restricted to the components listed under the “Coverage” section.
3. Any components that are not genuine Mercedes-Benz components or installations or modifications that are not in accordance with manufacturer recommendations which could impair the reliability and functionality of the engine operation, particularly in the case of modifications and attachments to vehicles and performance enhancement measures.
4. Any sign of material failure, corrosion, soiling, discoloration and other visual changes on parts which may due to improper usage, and environmental condition.
5. Engine damage caused by oil seepage, water ingress (flood, fluid contamination), motorsport racing purposes, manufacturing defect and coolant contamination.
6. Engine damage caused by external influences, e.g. corrosion, vandalism, chemical pollution, acid rain, hail, sand, salt, de-icing agents, stones, fires, disasters, climate conditions, events attributed to human fault or climate, negligence, civil uprisings or Acts of God.
7. Electronic and Electrical engine attachment components.
8. Electronic and Electrical engine management sensors.
9. EQ/Hybrid components and sensors.
10. Mechanical and Electrical Charge system components.
11. Starter, Charger and Ignition system components.



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12. Electro-mechanical Fuel and Cooling System components/fittings.
13. Mild NVH (Noise, Vibration and Harshness), minor irregularities or asymmetry not affecting quality, performance or function of the vehicle or parts thereof, e.g. slight noises or vibrations shall not constitute fault or defect which subject to assessment by CCI.
14. Any damage due to engine overheating.
15. Engine damage caused by the previous or current owner's failure to take all reasonable steps to prevent mechanical damage from occurring, for example, taking appropriate action in the event of warning lights appearing.
16. Subjective complaints like engine noise and loss of engine power are subject to investigation by CCI, whose diagnosis and decision on whether or not the complaint is covered by this Engine Warranty shall be final.
17. Any vehicle on which the odometer reading has been altered so that the mileage cannot be readily determined or confirmed.
18. Indirect or consequential loss or damage such as the failure of a covered component that is caused by the failure of a non-covered component, or failure of a non-covered component that is caused by the failure of a covered component.

CCI will not bear any liability, insofar as the law permits, for additional costs such as service charges, loss of time, loss of use of the vehicle during the repair period, inconvenience or consequential loss or damage, or charges in connection with a vehicle breakdown (such as our breakdown attendance fee, towing charges or loan of a replacement car to you during the repair period). CCI expresses or implies no warranty or representation on the condition, quality, description, merchantability or fitness for a particular purpose of the engine or the vehicle (or part thereof), under this Engine Warranty.



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