

Dear Customer,

Congratulations on the purchase of your new vehicle and welcome to the "Cycle and Carriage Automobile" family. The pleasure of driving your vehicle would not be complete without the peace of knowing your purchase is safe.

It is our mission to provide you with a unique automotive experience by offering innovative products and services that deliver value and ensure your faith in "MERCEDES PASSENGER CAR" is well-founded.

Please read this Extended Warranty information booklet carefully to learn about the coverage conditions and owner's responsibilities, in order to be fully aware of the benefits this Extended Warranty provides.

We thank you for choosing "Cycle and Carriage Automobile" family and we wish you safe motoring.

Respectfully,
Your dedicated "MERCEDES PASSENGER CAR" partner

Terms and conditions

EXTENDED WARRANTY FOR MECHANICAL OR ELECTRICAL BREAKDOWN

In consideration of fees having been paid by, or on behalf of, the Vehicle Owner (You) to Us, We will subject to the terms and conditions specified therein, provide the benefits set out in this document to the said Vehicle Owner.

Definitions

Mechanical and/or Electrical Breakdown is the sudden and unforeseen failure of a Covered Component requiring immediate repair or replacement for normal operation of the Vehicle to resume for a reason other than wear and tear or normal deterioration or negligence.

Cover Provided: We will indemnify the Vehicle Owner against loss for both parts and labour due to a Mechanical and/or Electrical Breakdown of a Covered Component occurring during the validity of this Extended Warranty and within the Territorial Limits

MERCEDES PASSENGER CAR Extended Warranty: this means the Extended Warranty for Mechanical or Electrical Breakdown provided by the Dealer to the Vehicle Owner as detailed in the Warranty Certificate ('the Extended Warranty')

You, Your, Vehicle Owner: The owner of the Vehicle as named in the Warranty Certificate

We, Us, Our, the Dealer: Authorised dealer details and full address to be added

Territorial Limits: Cover is restricted to the country the vehicle was originally sold in as per the Warranty Certificate

The Vehicle: The motor vehicle detailed in the Warranty Certificate

Authorised Service Centre: The MERCEDES PASSENGER CAR dealer that sold the Extended Warranty or a repairer approved by MERCEDES PASSENGER CAR

Maximum Claim Liability: Our liability to the Vehicle Owner as stated in the Warranty Certificate

Extended Warranty Validity: As shown on the Warranty Certificate

Covered Components: Those components specifically noted in the What Is Covered section and no other components

The Administrator: Leftfield Assurance, whose registered office is at Unit 4, Grand Stand, Dubai Auto Drome Retail Plaza, Motor City, Dubai, United Arab Emirates.

1. Owner's responsibilities:

It is a condition of the "MERCEDES PASSENGER CAR" Extended Warranty that the owner is required to service and maintain the vehicle in accordance with manufacturer's specifications as outlined in the original service and warranty information booklet. Please ensure that the vehicle's service booklet is updated and stamped with every scheduled service at any of the authorised dealers in the Territory as further specified on the page titled "Authorised service centres".

In cases where the servicing is not carried out by an Authorised Service Centre, the only acceptable proof of service will be the fully detailed original invoice(s) indicating servicing dates and mileages. Invoices must be kept and presented in the event of a claim.

Failure to keep your vehicle serviced in accordance with the manufacturer's service schedule will void the warranty.

2. Repair procedure: In the event that your vehicle requires repair, the following procedure should be followed:

- Immediately take your vehicle to an Authorised Service Centre
- Inform them that your vehicle is covered by "MERCEDES PASSENGER CAR" Extended Warranty
- Present your Extended Warranty booklet to the service department
- The Authorized Service Center must be given permission by the Vehicle Owner to carry out any fault finding/diagnosis or dismantling.
- The service department will then diagnose the required repair(s) and process for authorisation
- All claims must be supported with the relevant documentation
- Sign the invoice on completion of the required repair(s) when collecting your vehicle

Important: No repairs will be undertaken without an issued authorisation by the Administrator's claims department. No claims shall be paid without an approval code issued by the Administrator's claims department before repair work has begun

Please note that there may be expenses incurred that do not form part of the Extended Warranty coverage, e.g. maintenance items, parts that are not covered, etc. Such costs should be settled directly between You and the local "MERCEDES PASSENGER CAR" Authorised Service Centre.

The cost of dismantling/testing (up to a maximum of two-hour labor) will be paid in the event of a valid claim only (Covered Component failure), the Vehicle Owner is liable to pay for all additional or excess cost which is not covered by this Extended Warranty.

The Administrator reserves the right to examine the Vehicle and subject it to independent assessment. The result of the assessment will determine the liability subject to the Maximum Claim Liability. The Vehicle Owner is also allowed the right to appoint their own independent assessor/arbitrator (if the claim is in dispute at their own expense).

- 1. Wear and tear related parts replacement:** "MERCEDES PASSENGER CAR" Extended Warranty is designed to protect you from the expenses of repairs associated with unanticipated failure of a covered part and/or component as a result of a mechanical or electrical breakdown. However, there are components or parts in your vehicle that are subject to gradual deterioration or wear as a result of normal driving habits, conditions, or general use of the vehicle. Therefore, coverage of items such shown in the What is Covered section of this booklet as part of the "MERCEDES PASSENGER CAR" Extended Warranty, are limited to sudden failures only and exclude failure due to wear and tear.
- 2. Limits:** The Extended Warranty Validity and the Maximum Claim Liability indicated on your "MERCEDES PASSENGER CAR" Extended Warranty booklet application form. The Maximum Claim Liability must not exceed the Vehicle purchase price as recorded on the warranty certificate (up to a maximum of \$30,000 or equivalent).
- 3. Transfer to next owner:** This "MERCEDES PASSENGER CAR" Extended Warranty shall be freely transferable to a new private owner only. To request transfer, complete the Transfer of Ownership Request Form enclosed in this booklet and send it to Our Administrator (please refer to contact details at the end of this booklet), along with the vehicle service history within 60 days from the change of ownership.

Important: To ensure validity of the "MERCEDES PASSENGER CAR" Extended Warranty, the subsequent owner of the vehicle is required to take the vehicle to an Authorised Service Centre for a validation check of the warranty and update customer records. Any related evaluation cost to be borne by the Vehicle Owner. Service schedules must be up to date, otherwise any transfer request will automatically be rejected and the remainder of the extended coverage will be invalidated.

4. Remanufactured components:

The Administrator reserves the right, in respect of any repairs to the vehicle under Extended Warranty, to specify the use of guaranteed reconditioned or remanufactured part (supplied by the manufacturer or an original equipment supplier) whenever appropriate.

- 5. Territorial limit:** The geographical coverage of the "MERCEDES PASSENGER CAR" Extended Warranty is restricted to The Republic of the Union of Myanmar.

- 6. Scheduled service maintenance:** The Vehicle Owner is required to perform the scheduled service maintenance at an Authorised Service Centre within the Territorial Limits for warranty protection in accordance with the owner's manual. The interval from the purchase date to the first service, and the intervals between services, must not exceed the stipulated mileage or time by more than 1000 kms or 30 days. This requirement is to ensure your vehicle is properly maintained in accordance with "MERCEDES PASSENGER CAR" minimum standards.
- 7. Ineligible vehicles:** Vehicles that are ineligible for "MERCEDES PASSENGER CAR" Extended Warranty coverage are those:
- That are registered in the name of a dealer or their associated companies
 - Whose weight exceeds 3.5 metric tons
 - That are intended for export
 - That are sold to commercial re-sellers, or taxis, rental cars, driving schools, military, police, courier or delivery vehicles and invalid carrier or for any kind of hire or reward, any vehicle used for any type of timed competition or race
 - Electrical Powered Vehicles and Hybrid Vehicles
 - Used for a purpose for which it is not licensed or which was originally purchased for:
 - Whose original vehicle design has been modified (i.e. by tuning, installation of third-party parts or accessories not supported by "MERCEDES PASSENGER CAR"), particularly if these changes affect the technical specifications, safety standards of the vehicle. Exempt from this exclusion are approved modifications made by "MERCEDES PASSENGER CAR".
- 8. Cancellation:** "This Extended Warranty can be cancelled by the Vehicle Owner at any stage throughout the Extended Warranty Validity, however, no refund in part or whole will be made if there is any claim paid on the vehicle or the risk period is started

Important: This Extended Warranty will automatically be terminated if the vehicle is reported stolen or is significantly damaged as a result of a collision and not repaired by an Authorised Service Centre. This Extended Warranty is only valid on Vehicles which have not been modified in any way from their original factory specification, hence, any modifications or alterations that change the vehicle from its original design specifications, such as (but not limited to) suspension modifications, performance modifications, etc., may result in the non-approval of a claim or any Covered Component that may have been affected by such modifications and shall deem the entire Extended Warranty void.

This Extended Warranty shall be null and void if the vehicle identification number has been altered or cannot be read, if the odometer has been replaced and not documented by an Authorised Service Centre, or is inoperative and the true mileage of the Vehicle cannot be determined, or if the Vehicle has been used in any competitive event.

- 9. Data Protection Clause:** Information about your Extended Warranty may be shared between Us, the manufacturer and the Administrator for underwriting and administration purposes.

You should understand that the information you provide will be used by Us, our representatives, the Administrator and industry governing bodies and regulators to handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). We have taken steps to ensure your information is held securely.

Your information may be used by Us, and the Administrator and shared for marketing and research purposes or to inform you from time to time about new products or services. If you do not want to receive marketing information please write to Administrator, you have the right to access your personal records.

What is Covered

The "MERCEDES PASSENGER CAR" Extended Warranty covers the costs of repairing or replacing the below mentioned factory-fitted mechanical and electrical components of **Your Vehicle** that have suffered sudden and unforeseen failure during the Extended Warranty Validity requiring immediate repair or replacement for normal operation of the Vehicle to resume subject to Maximum Claim Liability and the terms and conditions of this Extended Warranty.

ENGINE

All internally lubricated mechanical parts contained within the cylinder block, cylinder head and timing gear covers. Also covers: cylinder head gasket, inlet manifold, dual mass flywheel, engine mounts and engine wiring harness.

TIMING BELTS

Timing belts are covered as long as the last change of belt has taken place as specified by the manufacturer's schedule (proof required).

TURBO CHARGER & SUPER CHARGER (factory fitted)

Turbo charger unit, boost control unit and super charger unit.

MANUAL GEARBOX

All internally lubricated mechanical parts contained within the gearbox casing. Also covers: ring gear, externally mounted sensors, Mountings and electronic gearshift switches.

CLUTCH

Centre plate, pressure plate, release bearing, clutch cable, clutch damper, master cylinder, and self-adjusting mechanism and slave cylinder. (Excluding: wear and tear).

AUTOMATIC GEARBOX & TORQUE CONVERTOR

All internally lubricated mechanical parts contained within the gearbox casing and torque convertor. Also covers: Drive plate, ring gear and externally mounted sensors, mountings and electronic gearshift switches.

CONSTANT VARIABLE TRANSMISSION (CVT)

All internally lubricated mechanical parts contained within the gearbox casing. Also covers: Drive plate, ring gear and externally mounted sensors and electronic gearshift switches.

FRONT WHEEL DRIVE

All internally lubricated mechanical parts contained within the differential casing and transfer box. Also covers: Wheel bearings (driven axle only), drive shafts, including constant velocity joints, universal joints and couplings (not gaiters) and externally mounted sensors.

REAR WHEEL DRIVE

All internally lubricated mechanical parts contained within the differential casing and transfer box. Also covers: Wheel bearings (driven axle only), external drive shafts, including constant velocity joints, universal joints and couplings (not gaiters) and externally mounted sensors.

FOUR WHEEL DRIVE

Cover as described above for Front and Rear Wheel Drive.

PROPSHAFT

Failure of the prop shaft including universal joints, coupling and Mountings

COOLING SYSTEM

Engine oil cooler, engine temp sensor, expansion tank, heater matrix, radiator, radiator fan, thermostat, thermostat housing, viscous fan coupling, water pump, and cooling system sensors.

FUEL SYSTEM (diesel and petrol)

Airflow meter, cold start valve, EGR valve, fuel accumulator, idle control valve, injection pump, lift pump, mechanical and electrical fuel pumps, overrun cut off valve, pressure regulator, tank sender unit, throttle body, throttle potentiometer, warm up regulator and fuel system sensors. (Excluding: injectors, and heater plugs)

SELECTIVE CATALYTIC REDUCTION (SCR)

Crossover valve, level indicator, metering delivery module, pump module, SCR sensors. (Excluding: Catalytic convertors and diesel particulate filters.)

BRAKING SYSTEM

Brake light switch, calipers and wheel cylinders, master cylinder, pressure regulator, proportioning valve, vacuum servo & pump. (Excluding: corroded or seized parts, friction material, discs and drums).

ANTI LOCK BRAKING AND STABILITY / TRACTION CONTROL SYSTEMS

All factory fitted anti-lock braking, stability and traction control systems are covered. (Excluding: wiring and connection faults, friction materials, discs and drums).

SUSPENSION

Ball and swivel joints, coil springs, upper and lower control arms, upper and lower wishbones (Excluding: gaiters, oil leaks, shock absorbers, wheel alignment and balancing).

HYDRAULIC SUSPENSION

Accumulator sphere/ Pneumatic spring, air reservoir, air supply device, control valve, compressor, pressure pump, suspension spheres and suspension system sensors. (Excluding: gaiters, oil leaks, wheel alignment and balancing).

STEERING

Hydraulic or electronic power steering pump, idler box, rack and pinion, steering box, steering column, track rod ends, universal joints, power steering reservoir and steering sensors (Excluding: gaiters, oil leaks, wheel alignment and balancing).

AIR CONDITIONING (factory fitted)

Air conditioning compressor, evaporator, expansion valve, fluid reservoir, control unit switch, blower and resistor, sensors and metal hoses.

ELECTRICAL SYSTEM

Air bag systems (deployed air bags are excluded), alarm system (factory fitted), alternator, central locking motors, central locking receivers, cruise control system, distributor, front screen rain sensors, front windscreen washer motor, front windscreen wiper motor, heater fan motor, gauges and speedometer, horn, indicator relay, manually operated switches, rear window wash motor, rear window wiper motor, safety restraint systems, seat heater elements, seat motors, starter motor, steering column and steering wheel switches, sunroof motor, temperature sensing switch, window lift motors, all electronic control units (ECU's). (Excluding: all wiring)

INTELLIGENT VEHICLE TECHNOLOGY, includes (but not limited to) the following systems: Proximity sensing (Inc. adaptive cruise control, lane, front & side assist and Driver alert), Emergency braking, Parking assist, Autonomous driving systems, Blind spot detection and telematics, LiDAR & RADAR sensors, cameras, optical and infrared sensors, satellite position sensors.

ENTERTAINMENT AND NAVIGATION (factory fitted)

Amplifier, antenna, CD changer, central processor, control display unit, DVD player, radio / CD unit, satellite navigation processor, speakers, TV screen, TV tuner. (Excluding: all wiring)

CASINGS

Damage caused to casings as a direct result of the mechanical or electrical breakdown of a covered component is included.

WORKING MATERIALS

Working materials such as oils, filters and anti-freeze are covered where their replacement is essential as a direct result of the mechanical breakdown of a covered component.

Repairs such as wheel alignment, mechanical adjustments, Freon (A/C Gas) filling, programming, software update, calibration etc... are covered only when it is essential as a direct result of breakdown of a covered component and not in isolation

Important: The amount of time allowed for a labour will be in line with manufacturer's standard repair time and the cost of parts must not exceed the manufacturer's listed price in the territory.

What is Not Covered**1. Maintenance:**

A. Maintenance service: "MERCEDES PASSENGER CAR" Extended Warranty does not cover maintenance of the vehicle. Typical maintenance service includes, but is not limited to the following:

- Scheduled maintenance service as described in applicable owner's manual
- Wheel alignment, wheel balance, tyre rotation
- Brake and clutch inspection and adjustment
- Alignment, rectification, adjustment of all mechanical components unless related to a covered component failure.
- Drive belt inspection or any belts
- Fuel and/or cooling system or any material contamination and cleaning or flushing of the same.
- Carbon deposit and/or sludge formation and removal/cleaning of the same
- Engine tuning or phasing adjustments unless replacement occurs in connection with repairs to a covered part
- Other similar maintenance service normally necessitated by vehicle use
- Charging, recharging or rebuilding of the air conditioner
- Normal wear and tear
- Reset of service indicators, software update and programming
- Maintenance & cleaning of A/C components. Charging of A/c gas is not covered unless related to a Covered Component failure

B. Parts maintenance: "MERCEDES PASSENGER CAR" Extended Warranty shall not cover maintenance parts and/or expendable parts when they are replaced as part of a maintenance service normally necessitated by vehicle use.

Typical maintenance parts and expendable parts include, but are not limited to, the following:

- All types of bulbs (including LED, HID, Xenon), filters and cables (Bowden cable). Battery, fuses, spark plugs, core plugs, diesel glow plugs, HT cables, drive belts, air cleaner elements, brake linings and pads, clutch discs, tyres, core /dummy plugs, wiper blades/rubbers and nozzles, audio speakers, pipes and hoses and unions, terminals and fuses, oil filters and gaskets, sump plugs, distributor cap and rotor arm
- Axle/drive shaft boots and gaiters of all types
- Timing belts/chains and associated parts
- Air conditioner refrigerant, fuel, oil, fluid, grease, lubricants or additives
- Exhaust systems.

2. Misuse and abuse: Refers to any failure caused by misuse, neglect, abuse, negligence and/or lack of normal maintenance, improper servicing and/or any failure caused by the incorrect grade, the contamination of and/or the failure to maintain proper levels of any fluids or lubricants.

This includes, but is not limited to:

- Extreme severe handling or operation of a vehicle in competitions
- Overloading with passengers and/or cargo
- Vehicle operations and handling contrary to the instructions in the owner's manual
- Continued use of vehicle after any fault has become evident

3. Glass and lamps: "MERCEDES PASSENGER CAR" Extended Warranty shall not cover glass (except if associated with breakdown of heating and antenna elements) nor lamp units/frames/lamp clusters.

4. Body, interior and paint: "MERCEDES PASSENGER CAR" Extended Warranty shall not cover the following:

- Alignment and rectification of car body parts and bumpers
- Body/ chassis bushes, fasteners, fixtures, brackets
- Rattling, squeaking or similar noise and vibration
- Water leaks, such as, but not limited to, water leaking through ill-fitting or faulty rubbers or window seals, sunroofs or convertible covers
- Sun blinds, curtains convertible covers, (except failure of mechanism or motor)
- Paint damage, rusting or corrosion on the body
- Intake air ducts & housings. A/c ducts, vents & housings. Bulk head or heat shield covers
- Fluid containers and reservoirs
- Fixtures such as chrome plated parts, weather strips, beadings, interior/exterior trims and, window/door glasses,
- Front and rear windscreen & mirror lens (unless failure with heating element)
- Cup/item holders, interior furnishings & upholstery, glove box lock, door stoppers/shocks/hinges.

5. Alterations, modification and tampering: Any alteration or any failure/damage resulting from alteration, modification, tampering or from equipping of parts, devices and/or body fittings, which have not been performed or officially authorised by "MERCEDES PASSENGER CAR" shall not be covered by "MERCEDES PASSENGER CAR" Extended Warranty.

6. Incidental costs: "MERCEDES PASSENGER CAR" Extended Warranty shall not cover any incidental expense(s) as a result of the vehicle being repaired. Such expenses may include, but are not limited to the following:

- Telephone charges
- Towing charges
- Accommodations
- Alternative transportation costs
- Rental or loaner car expense
- Travel or business loss
- Physical injury to people or damage to property of any kind

7. Non-genuine "MERCEDES PASSENGER CAR" parts and accessories: "MERCEDES PASSENGER CAR" Extended Warranty shall not cover any case that is clearly caused by the use of non-genuine (any parts and accessories other than "MERCEDES PASSENGER CAR" Genuine Parts®) or non-authorised "MERCEDES PASSENGER CAR" parts and/or accessories.

8. Non-installation at manufacturer or "MERCEDES PASSENGER CAR" authorised dealers: "MERCEDES PASSENGER CAR" Extended Warranty shall not cover any damage of parts and accessories installed at any place other than the manufacturer or Authorised dealers.

9. Manufacturer's Exclusions: Any exclusions which is specifically stated in manufacturer's warranty and any component which were not originally fitted by the manufacturer even if such parts are fitted by the Authorized Service Centre. We will not accept any liability for losses which are covered under the Vehicle manufacturer's warranty or similar guarantee

Damages additionally not covered

- Aerials, airbags and related systems, body, door seals, electrical wiring and wiring looms, nuts, bolts, studs, clips, springs
- No liability will be accepted for damage caused by neglect, corrosion, any foreign matter getting into or onto a part, lack of servicing, overheating or freezing, abuse or overloading, damage to parts not covered by this Extended Warranty, parts which have been fitted incorrectly, consequential losses of any nature

- **Overheating:** Cracks and failures to cylinder heads and cylinder blocks as a result of damage caused by overheating, lack of lubrication and carbon build up, burnt or pitted valves.

- **Consequential damage of any kind, which is:**

- The damage caused to a covered component as a result of damages to a non-covered component (please note that consequential damage to a covered part will be paid for if caused by a covered part). Damage caused by the direct effects of storm, hail, lightning, earthquake, floods, fire, charring or explosion.
- Damage caused by any external factors, including but not limited to:
 - Chewing or destruction by animals or vermin.
 - Any road traffic accidents or external impacts.
- Damage caused by warfare of all kinds, civil war, internal unrest, strikes, lockouts, confiscation or other governmental interventions or by nuclear energy, sonic boom.
- Damage caused by any deliberate or wilful act, illegal removal (theft), unauthorised use, robbery or misappropriation.
- Damage for which a third party (manufacturer or distributor) is or was responsible during a repair order or any other guarantee commitment.
- Damage caused through participation in racing, time trials or related driving events.
- Damage that results from any foreign matter getting into or onto a part.
- Damages not reported within 10 days after the relevant fault has become apparent.
- Damages caused by incorrect fitting, faulty manufacture or design.

Important: If the Vehicle Owner makes a claim knowing the claim to be false and/or fraudulent as regards to the value or the amount of work or otherwise, this Extended Warranty shall be deemed void and the right to prosecute is reserved by the administrator.

Complaints

We strive to provide an excellent service to all our customers but occasionally things can go wrong. We take all complaints seriously and endeavour to resolve all customers' problems promptly. To ensure our service meets customers' expectations all complaints received are recorded and analysed to facilitate continuous improvement to our service.

The steps you should take if you are not satisfied:

1. If you have a question or complaint about this Extended Warranty or our conduct please contact the Administrator at the following address:

Leftfield Assurance Administration

Email: support@leftfieldassurance.com

Please quote your Extended Warranty number or claim number as appropriate in any correspondence.