



Certified Pre-Owned  
—by—  
Mercedes-Benz

Your Guide to the Mercedes-Benz Certified Pre-Owned Experience



## The Benefits of Buying a Certified Pre-owned Mercedes-Benz

- Factory-backed Limited Warranty up to 100,000 total vehicle miles
- Mercedes-Benz CPO offers luxury experience while providing value
- A Carfax History Report with every vehicle – ask your dealer for the free report
- Rigorous vehicle inspection process
- Roadside Assistance Program
- 7-day/500-mile Exchange Privilege
- Available 1 and 2 year Extended Limited Warranties

Certified. Affordable. Luxury.

# Unprecedented.

More than simply a used car, a Mercedes-Benz Certified Pre-Owned (MBCPO) vehicle is the product of a company with more than a century of engineering triumphs and commitment to customer satisfaction. The Mercedes-Benz name is synonymous with innovation, quality, safety, excitement, and style. We stand behind our vehicles well into their next generation of ownership with unparalleled support.

The MBCPO Program offers you the satisfaction of a rigorous certification inspection, the confidence of a Limited Warranty for 12 months<sup>1</sup> or up to 100,000 total vehicle-accumulated miles<sup>2</sup> and optional Extended Limited Warranties, the peace of mind of Roadside Assistance for the life of the vehicle,<sup>3</sup> and – most of all – the unique pleasure of driving a Mercedes-Benz.

<sup>1</sup> Plus any remaining time on the New Vehicle Warranty.

<sup>2</sup> Whichever comes first.

<sup>3</sup> Roadside Assistance repairs may involve charges for service and parts.



A Mercedes-Benz Certified Pre-Owned (MBCPO) vehicle is also a great value, giving you the benefits of attractive pricing, affordable ownership, a dedicated financing source – Mercedes-Benz Financial – and the history of strong resale values that Mercedes-Benz vehicles enjoy.

Eligible vehicles go back up to six model years to give you an incredible range of Mercedes-Benz models to choose from. And like the vehicles themselves, MBCPO dealers meet high standards, with trained staff on hand to certify and service the vehicles.

*A Mercedes-Benz Certified Pre-Owned vehicle is an experience only one automaker – Mercedes-Benz – can offer.*

# Comprehensive.

Rigorous certification inspection

Each vehicle undergoes an exacting dealer inspection and certification process to help make sure it meets our requirements and, more important, your expectations. Your Mercedes-Benz Certified Pre-Owned dealer has been under the hood, over the road, and all through the interior. Deficiencies noted in the dealer's inspection that didn't earn approval have been repaired, replaced, or reconditioned to MBCPO standards. And a thorough check of the title and service history, including a CARFAX® vehicle history report, has also been done.



*Quite frankly, we're impressed.*

*And now it's your turn to be.*

Ultimately, you are the person who must be satisfied. That's why we encourage you to visit your Mercedes-Benz Certified Pre-Owned dealer for the ultimate examination: a test drive. See if you don't agree that an MBCPO vehicle is everything you'd expect in a Mercedes – any Mercedes. We think you'll be very impressed.

#### **Certification**

An MBCPO vehicle hasn't just been looked at – it's been checked in detail and reconditioned by Certified dealer technicians trained and qualified for the task.

#### **Appearance standards**

A Mercedes-Benz Certified Pre-Owned vehicle is a clean-skinned beauty, as free of dings, dents, rips, visible scratches, and scuffs as we can make possible, with high-quality fit and finish inside and out.



#### **On-road evaluation**

Every MBCPO vehicle undergoes an on-the-road assessment of the performance and "feel" of its engine, transmission, steering, ride, handling, and braking as well as checks of its instruments and control systems.

#### **Undercarriage/drivetrain**

The MBCPO technicians get underneath the vehicle to scrutinize the steering, suspension, brakes, wheels, tires, and drivshafts.

#### **Electrical systems**

The vehicle's major electrical components – from the headlamps, fuses, and radio to the heated seats and rear window sunshade (if so equipped) – get checked and approved.

#### **Checkup after the on-road evaluation**

After the dealer's test drive, they check for leaks, verify the proper fluid levels, and complete the inspection of the climate-control system begun during the on-road evaluation.

#### **Safety, security, and solidity**

You can rest easy knowing your MBCPO dealer has inspected and OK'd all the systems designed to help ensure your protection – from the seat belts to the alarm system.

#### **Engine test**

The MBCPO engine checkup begins at the intake and ends at the exhaust, covering everything from belts and plugs to the ignition and emissions systems to compression testing.

#### **Fluids**

The MBCPO dealer checks the engine oil, coolant, transmission fluid, brake fluid, power steering fluid, washer fluid, and more.

The thoroughness of Mercedes-Benz Certified Pre-Owned reconditioning standards and the diligence with which those standards are carried out have given us the confidence to bestow a comprehensive pre-owned limited warranty on every MBCPO vehicle.

### ***The Mercedes-Benz Certified Pre-Owned Warranty: 12 months/up to 100,000 total vehicle miles.***

For starters, the Mercedes-Benz Certified Pre-Owned Limited Warranty provides coverage for 12 months from your MBCPO delivery date or up to 100,000 total vehicle-accumulated miles, whichever comes first.<sup>1</sup> If there's remaining coverage on the vehicle's 4-year/50,000-mile (whichever comes first) New Vehicle Limited Warranty, it stays in effect throughout its original term, and then the MBCPO warranty term begins.<sup>2</sup>

To widen your comfort zone for an even *longer* time, you can purchase a Mercedes-Benz Certified Pre-Owned Extended Limited Warranty for an additional term of 12 or 24 months within the 100,000 total-vehicle-accumulated-miles limitation. So you can cover your MBCPO vehicle until it's up to seven years old or has accrued up to 100,000 total vehicle miles – longer than many new-vehicle warranties.

And your Mercedes-Benz Certified Pre-Owned Extended Limited Warranty will be honored at any of the more than 300 authorized Mercedes-Benz dealers nationwide – and you'll never be asked to pay any deductible. So you can travel this great country far and wide with total confidence that we'll be there for you.





*What about a little extra peace of mind?*

# Prepared.

Up to 24 additional months of protection

**+12 Months    +24 Months**

(Up to 100,000 total vehicle-accumulated miles)<sup>1</sup>

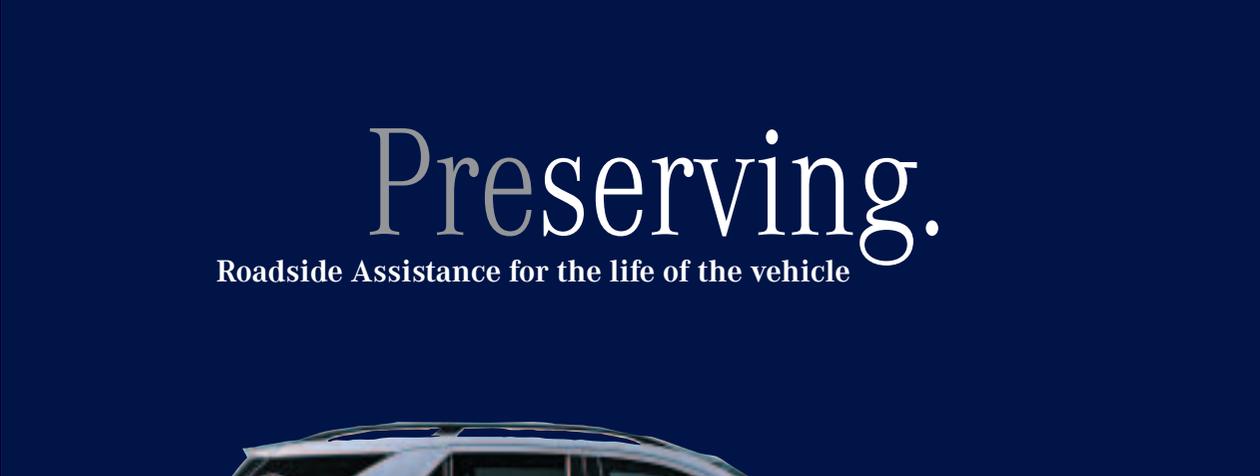
Adding a 12-month or a 24-month Extended Limited Warranty is an inexpensive way to extend the coverage time of the Mercedes-Benz Certified Pre-Owned Limited Warranty.

Limited Warranty	Extended Limited Warranties	
12 months minimum <sup>2</sup>	+12 months <sup>3</sup>	+24 months <sup>3</sup>

<sup>1</sup>Whichever comes first. See your dealer for full details, limitations, and a copy of the Mercedes-Benz Certified Pre-Owned Limited Warranty and optional Extended Limited Warranty.

<sup>2</sup>If this vehicle is still covered by the New Vehicle Warranty at the time of MBCPO purchase, this coverage continues from the vehicle's original in-service date and will apply until five years from the original New Vehicle Warranty start date or 100,000 total vehicle-accumulated miles, whichever comes first. MBCPO Limited Warranty MBCPO coverage will then apply for 12 additional months or up to 100,000 total vehicle miles, whichever comes first. If the New Vehicle Warranty has expired prior to MBCPO purchase, MBCPO Limited Warranty coverage will apply for 12 months from MBCPO purchase or up to 100,000 total vehicle miles, whichever comes first.

<sup>3</sup>Coverage is limited to 100,000 total vehicle-accumulated miles.



# Preserving.

Roadside Assistance for the life of the vehicle



*Roadside Assistance, including Sign and Drive, is available to anyone driving a Mercedes-Benz in the U.S. – regardless of the vehicle's age or mileage – 24 hours a day, 365 days a year.*

Mercedes-Benz was a pioneer of manufacturer-sponsored roadside assistance more than two decades ago. A Mercedes-Benz Roadside Assistance expert is always just a toll-free phone call away at 1-800-FOR-MERCEdes (1-800-367-6372).

Our Roadside Assistance dispatchers are there around the clock, they know Mercedes-Benz automobiles, and they love to solve problems. And although our Roadside Assistance technicians don't wear suits of armor or ride white horses, they will still come to your rescue.

## 24-hour Roadside Assistance

The prompt appearance of a white-and-blue Mercedes-Benz Roadside Assistance vehicle signals the beginning of the end to your automotive worries. When you need more than over-the-phone guidance or advice, or one of our Sign and Drive services, a trained Mercedes-Benz Roadside Assistance technician will be promptly dispatched.

## Sign and Drive service

Mercedes-Benz Roadside Assistance's legendary Sign and Drive service makes frustrations like a flat tire, a dead battery, or an empty fuel tank less of an inconvenience. We'll send a roadside technician to install your spare (or attempt to reinflate a flat on vehicles equipped with Tirefit system), jump-start a dead battery, or bring some fuel for an empty tank — all free of charge.

*Roadside Assistance repairs may involve charges for parts, service, and towing. Vehicle must be accessible from main roads. Depending on the circumstances, these services may be provided by an outside service, courtesy of Mercedes-Benz Roadside Assistance. For full details about Sign and Drive services and the Roadside Assistance Program, please see your dealer.*

## The thrill of taking delivery is only the start.

When you drive a Mercedes-Benz Certified Pre-Owned vehicle, you'll enjoy not only the experience of driving a Mercedes-Benz, but also the experience of owning one. That ownership experience includes customer support that stretches from your nearest authorized dealer to a nationwide network of dealer support and the Mercedes-Benz Customer Assistance Center, all helping make every drive as worry free as it is enjoyable.



### Exchange privilege

Every Mercedes-Benz Certified Pre-Owned vehicle is sold with a 7-day/500-mile Exchange Privilege.<sup>1</sup> If you are not satisfied, return the vehicle to the selling dealer within 7 calendar days or 500 miles (whichever comes first) and select another Mercedes-Benz Certified Pre-Owned vehicle of equal or greater price.<sup>2</sup>

<sup>1</sup>Not offered in all states. See your dealer for details. Terms and conditions may vary.

<sup>2</sup>If the exchange vehicle is priced higher, the buyer must pay the difference.

## Dealer Support

Your Mercedes-Benz Certified Pre-Owned vehicle is supported by more than 300 authorized Mercedes-Benz dealers nationwide, all of whom honor the Mercedes-Benz Certified Pre-Owned Limited Warranties.

## 1-800-FOR-MERCEdes

Whether you need Roadside Assistance, want product information, or simply can't remember how to program the radio, just contact our Customer Assistance Center. The toll-free number to call, 24 hours a day, 365 days a year, is:

1-800-FOR-MERCEdes  
(1-800-367-6372)

## Trip Interruption

Our trip interruption program reimburses you for expenses<sup>1</sup> — up to \$300 per day for up to three days — in the event of a warranty-covered breakdown more than 100 miles from home that necessitates an unexpected overnight stay.

<sup>1</sup>For actual documented meal, lodging, and substitute transportation expenses incurred while your vehicle is repaired at an authorized Mercedes-Benz Center.

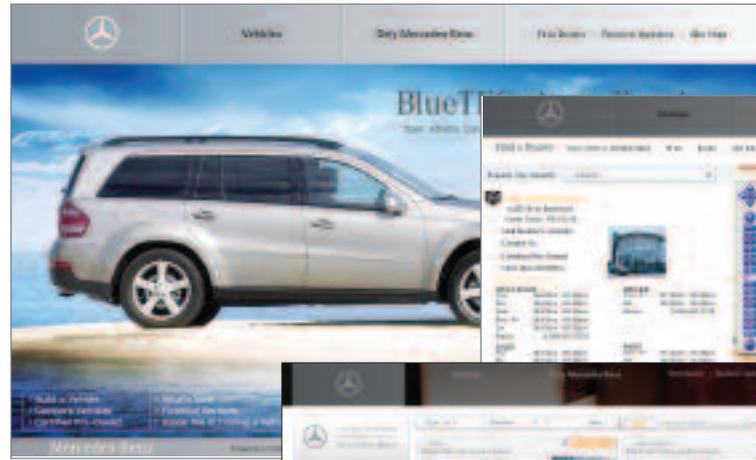
# Impressive.

A lifetime of support

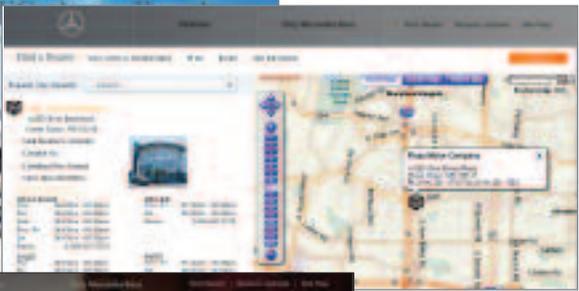


# Presto.

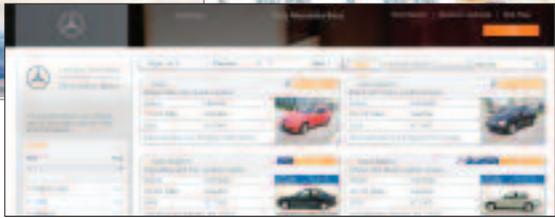
Nationwide Certified Pre-Owned inventory search online



MBUSA.com home page



Find-a-dealer feature



Listing of vehicles at MBCPO dealers nationwide

Even though your nearby dealer has a good selection of MBCPO vehicles, it's possible that you haven't seen exactly what you want. Not a problem. Just kick back, give your feet a rest, and let your Internet connection do the work for you.

### Go to [MBUSA.com](http://MBUSA.com).

At the Mercedes-Benz USA website, you'll find a description of every Mercedes-Benz Certified Pre-Owned vehicle reported available at every MBCPO dealer in the United States. When you spot the vehicle you've got your heart set on, your Mercedes-Benz dealer can attempt to make arrangements to get the vehicle to you – even if it's on the other side of the country.

### Go to [mercedesbenzfinancial.com](http://mercedesbenzfinancial.com).

As the dedicated financial services provider to Mercedes-Benz, Mercedes-Benz Financial is committed to providing you with incomparably flexible and convenient financing options and services including:

**First Class Financing™** – Provides comprehensive, tailor-made finance packages to fit your individual needs.

**First Class Lease™** – Offers an array of leasing terms and options like flexible mileage, which lets you choose your preferred yearly mileage allowance. Not many lenders provide this kind of flexibility.

*Visit [mercedesbenzfinancial.com](http://mercedesbenzfinancial.com) today to see how easy it can be to get into your next Mercedes-Benz Certified Pre-Owned vehicle.*



## Pre-Owned. Unlike any other.

In the world of pre-owned vehicles, every Mercedes-Benz Certified Pre-Owned vehicle is a leader, with legendary quality, service, and support. And if you appreciate genuine value, we set the standards there, too. Pre-loved, pre-pampered, and pre-envied vehicles. That's the Mercedes-Benz Certified Pre-Owned difference.



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