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THE NEW VIANO



Mercedes-Benz

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“Liberty consists in doing what one desires”

“The last time I stroked a car, it had two seats and no roof.
I hope nobody’s watching this”



“Who said anything about buying it? We’re just going to have a look, that’s all. You never know, we might get a good deal on our old car”



“I thought I said ‘day out’, not ‘annual vacation’. Do you seriously think you’re going to use all that stuff?”

“OK, so maybe I could manage without the paraglider”





Whatever life has in store: you'll be ready with the Viano

*Compact, long, extra-long
- the Viano is available
in three sizes*

Real freedom is the freedom to make up your own mind

Paraglider or surf board? Alone or with the whole family? Day trip or voyage of discovery? Just three of the many questions to which you will be able to reply with an emphatic "we'll see" in future. Because once you've decided to team up with the new Viano from Mercedes-Benz, you'll find that it opens up a whole new world of possibilities by giving you the independence to do what you want, when you want. Available in a wide range of variants with superbly flexible interior configuration options and plenty of space for up to eight people, this new MPV positively encourages you to head for the hills (or anywhere else for that matter) and leave the daily routine behind. But whether you're driving to the shops, the beach, or the other end of the world, and whether you're taking the motorway or the back roads, you can always count on the Viano to get you there comfortably, safely and economically.

We've taken the concept of comfort to new lengths

Everybody has their own ideas about what they want in a vehicle: that's why we've made the Viano available in different versions and sizes. Depending on which model you choose there are potentially three different body lengths, compact (approx. 4.75 m long), long (approx. 4.99 m) and extra-long (approx. 5.22 m). Common to all versions are the characteristics - styling, interior design, choice of engines, handling, manoeuvrability and the overall sense of quality - which make the Viano stand out in its class.





The Viano Trend: the answer to questions you haven't even thought of yet

Space, comfort and almost unlimited possibilities

There are situations in life which call for an unconventional approach. It may be because the established solutions are no longer sufficiently flexible or up-to-date, or because they lack the necessary capacity. That's why we have developed the Viano Trend. Six people (or, optionally, eight) can relax in its comfortable, individual, velour-upholstered seats and enjoy a degree of spaciousness for which "generous" is a wholly inadequate description. The four standard individual rear seats can be adjusted in 25 mm steps thanks to the practical floor rails and can also be folded, stowed or completely removed – simply and easily. Already extremely comfortable in its standard form, the interior can be individualised with optional extras such as a front

sliding glass sunroof and a panoramic glass roof for the rear passengers. And because people who like to make the most of their leisure time tend to have a lot of baggage, we've given the Viano up to 4610 litres of luggage space (depending on version) as well as plenty of handy stowage facilities. Incidentally, you don't have to be a large family to make full use of the Viano Trend. You'll find that two people can get just as much fun out of it.





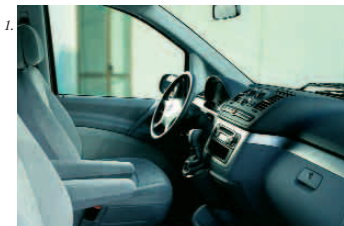
Far and away more enjoyable: the Viano Trend

A great cure for itchy feet

You've just taken your first long trip in the Viano Trend and you've already made an important discovery: distance is a highly relative concept. The luxury seats with their numerous possibilities for adjustment, armrests and upholstery with high "breathability" are superbly comfortable on even the longest stretches. The clear layout and soft-touch surface of the cockpit not only give it a pleasant look and feel, but also complement the excellent ergonomics which make the driver's job easier. It impresses with its high-quality materials and the logical way in which all the functional elements are organised. Centrally positioned in the driver's field of vision is the instrument cluster with its large and easily legible displays. All the controls can be reached easily and comfortably - not least the joystick-type gear shift which is integrated in the centre console to permit easy access to the side and rear.

Suddenly, Monday morning feels like Friday evening

Like every Viano, the great thing about the Trend is that the same qualities which make it so comfortable on long journeys can also be enjoyed to the full during everyday commuting and city driving: its dimensions allow it to access most garages, car washes and car parks while its good visibility, standard power steering and turning circle of just 11.8 metres (for the compact and long versions) ensure that it cuts a fine figure when manoeuvring and parking. The advanced chassis with rear-wheel drive and all-round independent suspension set up for optimum comfort give the Viano excellent handling characteristics.



1. The Viano Trend: high-quality interior design and ergonomics, driver and front-passenger airbags as standard, cockpit decor strip with special "silverstone" finish
2. In the rear, the seat rail system with quick-release locks allows the individual seats or the optional bench seats to be arranged in a face-to-face configuration. This system also makes it very easy to adjust the size of the luggage compartment
3. A marvellous sense of spaciousness, excellent access to and from the cockpit: the Viano makes every journey fun
4. Loading is easy thanks to the tailgate's opening angle of more than 90°
5. One of many comfort and convenience features: the steering wheel is adjustable for height and reach as standard
6. The standard air-conditioning system with temperature control features a pollen filter and ensures a comfortable travelling atmosphere at all times
7. Heating comfort for the rear passengers is enhanced by an additional heat-exchanger with its own control panel for adjusting the warm-air setting
8. The overhead control panel houses two reading lights for the driver and front passenger



The Viano Ambiente. Enchantment, whatever the distance

Welcome to the comfort zone

For some people, travelling is more than just a matter of getting from A to B. These are the customers we had in mind when we developed the Viano Ambiente, a vehicle full of exciting possibilities which positively encourages you to enjoy the journey to the full.

Inner values

Where you're going is sometimes less important than how you get there - a philosophy which the Viano Ambiente embraces with real panache. Stylish and elegant luxury appointments combine with a trend-setting design treatment to set new standards in the high-end MPV segment. You'll see what we mean (and your senses of smell and touch will confirm it) as soon as you get in: high-quality materials are everywhere. All six individual seats, the multi-function steering wheel, the gear shift and parts of the door linings are finished in leather - two-tone for the seats - as standard. Soft carpeting and exit lights for the driver and front passenger further enhance the sense of luxury and comfort.





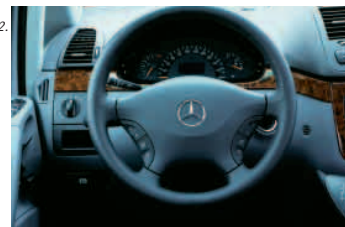
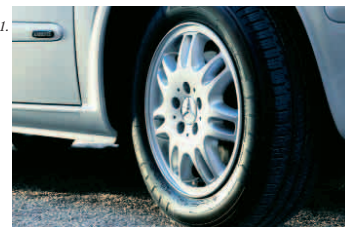
The Viano Ambiente. For any more luxury, you'd need cabin crew

Get in, sit back, feel good

The driver and front passenger are particularly well-placed to benefit from the exclusive features of the Viano Ambiente: the feeling of luxury in the cockpit is enhanced by elegant burr-walnut-effect decor strips while the centre console is equipped with convenient cup holders, a mobile-phone compartment and generous stowage facilities. The high-contrast matrix display in the instrument cluster is particularly easy on the eye. Equally exemplary are the standard thorax sidebags which complement the driver and front-passenger airbags. Because a comfortable journey is a relaxing journey, the chassis of the Ambiente features self-levelling air suspension at the rear as standard. Another benefit of this advanced technology is that it ensures the vehicle maintains an almost constant ride level under different load conditions – even when towing a trailer.

We think we've thought of everything

Just for the record, we would point out that, as with every Viano, the standard features of the Ambiente design and equipment line also comprise electrically adjustable and heated exterior mirrors finished in the body colour with integral indicators, as well as tinted glass and rear vent windows, the latter being electrically operated in the Ambiente.



1. The Viano Ambiente is equipped as standard with alloy wheels and 205/65 R16 tyres
2. The standard Audio 10 radio/CD system is one of the features which can be controlled using the leather multifunction steering wheel
3. A high-resolution matrix display tells you about various parameters such as the duration of the journey, distance covered, average speed etc.
4. The front airbags for the driver and front passenger are complemented by two thorax sidebags as standard
5. Rear passengers travel in four comfortable individual seats with numerous adjustment possibilities. Up to six passengers can travel in the rear on two optional 3-seater bench seats
6. Ruffled pockets on the back of the front seats – just one example of the many different stowage facilities
7. Self-levelling air suspension provides excellent ride comfort, regardless of how laden the vehicle is
8. The Viano Ambiente: leather appointments are standard; the centre console, gear shift and cockpit decor strips have an exclusive burr-walnut-effect finish



“What a fantastic evening! The sunset, the silence.
If only I knew where on earth we are”





The Viano's luxury seats have adjustable backrests which can be folded down onto the cushion to form a horizontal surface. The seats can also be put into their compact "stowed" position to save space



On your marks! Get set! Enjoy!

An interior concept that sets you free

The Viano is a vehicle for people who want to see more of the world. People who like to travel with their family or friends, who prefer to take a laid-back approach to the challenges of everyday life or who simply want a particularly spacious vehicle for their business trips. And, of course, it's a vehicle for people who want to be ready for any eventuality. For a serious amount of shopping, for example, or for a load of holiday luggage, a volleyball team, that bargain from the flea market, the odd fir tree...

During the development of the Viano, we took a very close look at the different tasks it would be expected to perform in everyday use. The result is an interior that meets a wide range of different requirements with remarkable ease. Its key component is the rail system which allows the comfortable and versatile seats and bench seats to be adjusted in 25 mm steps. This flexibility comes attractively packaged in an appealing interior which is available in a number of different design and equipment lines covering the whole spectrum of your requirements, from functional to elegant.

The extremely flexible seat adjustment system is very useful not only for the passengers, but also when you need to alter the size of the luggage compartment



The Viano Trend and Ambiente are both equipped as standard with six individual seats (incl. driver and front passenger). Two optionally available 3-seater bench seats can be fitted, making it possible to carry up to eight occupants

Sitting room, relaxation room or office – it's entirely up to you

A rail-mounted seating system – a concept borrowed from the aircraft industry – makes it possible for the Viano's individual and bench seats to be moved safely and easily in very closely spaced (25 mm) steps. This results in an almost unlimited range of seat configurations which can be adjusted to meet your specific requirements whenever necessary. Thanks to the ease with which the seats can be arranged in a face-to-face configuration, it is possible to create an ideal setting in which the passengers can talk to each other or work at the folding table during the journey. The seat backrests can also be adjusted – a particularly useful feature when you want to relax.

Ease and convenience

If you ever need to remove the seats entirely, it's good to know that the procedure is just as easy as that for reconfiguring their layout: all you have to do is place the seat in its stowed position, undo the quick-release lock and lift the seat out of the rails – it's as simple as that. As the integral three-point belt stays with the seat, there is no risk of it being damaged by the load. This conversion process requires no tools and is so quick that it can be performed whenever there is a need to carry a large load – and the seats are not required.



The seats in the Viano can be adjusted extremely easily in steps of 25 mm





Appeal on wheels. Even at the steering wheel

Dynamically superior

As far as their driving performance is concerned, MPVs have to meet some very challenging requirements: on the one hand, they're expected to offer as much space as possible; on the other, they should have excellent handling and ride characteristics. The Viano demonstrates that these conflicting demands really can be reconciled. How's it done? Well, there's the advanced chassis, which - in combination with the range of powerful engines - not only provides a superbly dynamic and comfortable ride but

also a high degree of safety, not least thanks to the standard ESP® system. Then there's the rear-wheel drive, which ensures that no torque-steer effects are felt and that the handling always retains its forgiving character, even when the vehicle is fully laden. Or the all-round independent suspension and air suspension for the rear axle (standard in the Viano Ambiente), the benefits of which are particularly apparent when towing a trailer. And finally, there's the Viano's excellent manoeuvrability which ensures that it always cuts a fine figure, even in the hustle and bustle of city driving.

A longitudinally-mounted front engine in combination with rear-wheel drive and ESP®: the Viano has got what it takes to ensure consistently good traction control whatever the load



Rarely has your right foot been in a position of such power

The new CDI engines: power and performance

The Viano is available with a choice of two second-generation CDI diesel engines which provide a compelling blend of power and performance. Particularly in the all important low-rev range where the two completely revised power plants demonstrate their massive pulling power and deliver a very engaging driving experience. Both units owe their increased power output and impressive torque curves, which peak at 330 Nm in the top-of-the-range power plant, to the consistent use of the very latest engine architecture: common-rail direct-injection diesel technology, 4 valves per cylinder, a 1600 bar injection system and an exhaust turbocharger with a variable nozzle turbine, to mention but a few of the many highlights. The Viano Trend is equipped as standard with a manual 6-speed transmission. The 5-speed automatic transmission is standard on the Viano Ambiente and is available as an option for the Trend.

A petrol engine: driving pleasure at its smoothest

3.2-litre V6 petrol engine with outputs of 160 kW (218 hp) is an even livelier alternative if you are looking for dynamic performance combined with exceptionally smooth operation. The advanced electronic engine management systems and impressive torque curve makes every trip a real pleasure.

It's even economical when it's in for maintenance

As well as running very economically, the Viano's engines are models of restraint when it comes to the amount of maintenance they require. On average, your Viano only needs a workshop visit every 30,000km (or at least every two years).

Technical data

| Model | Viano CDI 2.0 Diesel | Viano CDI 2.2 Diesel | Viano 3.2 Petrol |
|--|---|---|---|
| Engine type | diesel | diesel | petrol |
| No. of cylinders | 4 | 4 | 6 |
| Bore/stroke (mm) | 88/88.3 | 88/88.3 | 89.9/84 |
| Total displacement (cc) | 2148 | 2148 | 3199 |
| Rated output (kW/hp at rpm) | 80/109 3800 | 110/150 3800 | 160/218 5600 |
| Max. torque (Nm at rpm) | 270 1600 - 2500 | 330 1800 - 2400 | 305 2800 - 4750 |
| Acceleration 0-62.5mph (s) (with man./auto. trans.) ⁴ | 17.6/17.7 | 14.9/13.0 | -/11.0 |
| Fuel consumption ¹ (l/100km) (with man./auto. trans.) | | | |
| city | 11.9/11.6 | 11/10.9 | -/16.8 |
| extra-urban | 7.2/7.3 | 6.8/7 | -/9.6 |
| combined | 8.9/8.9 | 8.4/8.5 | -/12.2 |
| CO ₂ emissions ¹ overall (g/km) (with man./auto. trans.) | 235/235 | 222/225 | -/294 |
| Top speed approx. (mph) (with man./auto. trans.) | 98/96 | 108/108 | -/119 |
| Kerb weight ² (kg) (for compact/long/extra-long variants) | Trend: 2040/2065 Ambiente: N/A | 2040/2065/2090 2065/2090/2115 | N/A 2085/2110/2135 |
| Perm. GVW (kg) | | 2770/2940 ³ | |
| Perm. gross traction weight (kg) | 4740/4900 ³ or 5100 ^{5,6} /5300 ^{3,5,6} | 4740/4900 ³ or 5100 ⁵ /5300 ^{3,6} | 4740/4900 ³ or 5100 ⁵ /5300 ^{3,6} |
| Tank capacity (l) | 75 | 75 | 75 |
| Tyre size | 205/65R 15 | 205/65R 15 | 225/60R 15 |
| Max. roof load (kg) | 150 | 150 | 150 |
| Towing capacity (kg) (braked/unbraked) | 2000/750 | 2000/750 | 2000/750 |
| Turning circle (m) (for compact and long/extra-long variants) | 11.8/12.5 | 11.8/12.5 | 11.8/12.5 |

¹ Figures according to Directive 80/1268/EEC, version 1999/100/EC

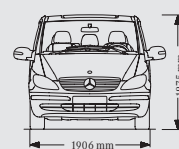
² Figures according to Directive 92/21/EC, version 95/48/EC for standard-specification vehicles. Optional extras and accessories will generally increase this figure and reduce the payload capacity accordingly

³ With additional seats or as an option (Code XA2)

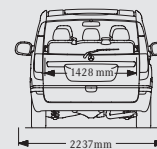
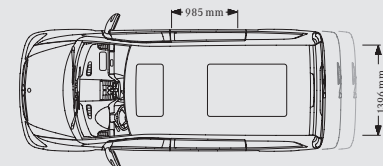
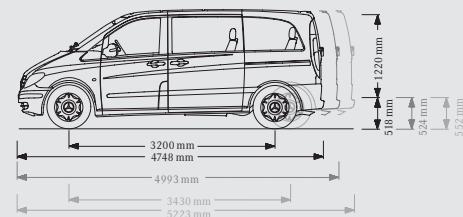
⁴ Based on a vehicle weight of 2.350kg

⁵ In combination with automatic transmission only

⁶ In combination with option QA4, additional trailerload 500kg



Vehicle height with roof rails plus 48 mm



Good sense and great fun have seldom paired up so well

The safety concept of the Viano: more is better

Designed to provide the high level of active and passive safety traditionally associated with Mercedes-Benz vehicles, the Viano is equipped with an extensive range of safety features, the key element being the safety body with its high-strength passenger cell and load-bearing members. Other important features include the safety steering column, 3-point seat belts for all seats, and belt tensioners plus belt force limiters for the driver's and front-passenger's seats. A driver airbag is standard as is a front-passenger airbag with seat occupancy sensor. Even more extensive airbag protection is available in the form of optional windowbags* for the driver and front passenger and thorax sidebags (standard in the Viano Ambiente).

* Available from approx. 03-04

Circuits that keep you on track

Another of the Viano's standard safety features is the latest generation of the Electronic Stability Programme (ESP®) which also incorporates the Anti-lock Braking System (ABS) in combination with Acceleration Skid Control (ASR), Electronic Brake Force Distribution (EBV) and the hydraulic Brake Assist System (BAS). Together, these systems greatly improve directional stability and traction in critical situations. Working in conjunction with the Viano's powerful brake system, ABS, BAS and EBV keep stopping distances reassuringly short and ensure that the vehicle remains easy to control, even during emergency braking.

Intelligent design solutions wherever you look

The Viano safety concept involves many individual components. These include large safety tail lamps and generously sized flush-bonded windows. Optional extras such as navigation systems or the Parktronic (PTS) parking aid are also available.



Whether in individual or bench form, all the seats in the Viano have 3-point seat belts.

All the individual seats as well as the fixed section of the optional bench seats are equipped with adapters for attaching ISOFIX child seats; the driver's and front passenger's seats also have belt tensioners.

Artificial inflation of airbag for photo purposes only.

Comfort comes as standard

Standard equipment (selection)

3-point seat belts for all seats, with belt tensioners and belt force limiters for driver and front passenger

5-speed automatic transmission standard for Ambiente (option for Trend)

6-speed manual transmission (standard for Trend)

Air conditioning

Airbag for driver and front passenger with emergency fuel shut-off

Anti-theft alarm system with immobiliser and interior protection

ASSYST service interval indicator

Audio 10 CC and Audio 10 CD radios

Bumpers, rub strips and door handles in vehicle colour

Disc brakes all round

Door mirrors - electrically operated and heated

Electric rear ventilation windows

Electric windows for driver and front passenger, with one-touch control and obstruction sensor

Electronic brake force distribution

Electronic Stability Programme (ESP*) including Anti-lock Braking System (ABS), Acceleration Skid Control (ASR) and Brake Assist (BAS)

Extended central locking with radio remote control

Halogen fog lamps

Heated exterior mirrors, electrically adjustable, with aspherically curved mirror glass and integral indicators

Lockable glove compartment

Equipment lines

| | Trend | Ambiente |
|--|-------------------------------------|-------------------------------------|
| Alloy wheels (6.5J x 16") | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4 individual rear seats | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Face-to-face configuration, seatbacks inclinable by up to 44° in relaxation position, 4-way head restraints, integral 3-point automatic seatbelts, folding backrests with table function, seat attachment system with quick-release function | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Cockpit decor strip, burr-walnut-effect | - | <input checked="" type="checkbox"/> |
| Cockpit decor strip with special "silverstone" finish | <input checked="" type="checkbox"/> | - |
| Cruise control with Speedtronic variable speed limiter | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Exit lights for driver and front passenger | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Instrument cluster, high-end version with matrix display | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Leather sports steering wheel and gear shift | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Luxury driver's and front-passenger's seats | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Multi-function steering wheel | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Rear air suspension with electronic self-levelling function | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Refrigerator 12v | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Second armrest for driver's and front-passenger's seats | <input type="checkbox"/> | - |
| Spare wheel ¹ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Table, folding, removable, with rail system | <input type="checkbox"/> | <input type="checkbox"/> |
| Thorax sidebags for driver and front passenger (in backrest) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Luxury driver's and front-passenger's seats, manually adjustable

Door mirrors - electrically operated and heated

Outside temperature display

Power steering with safety steering column

Roof rails

Seat rail system

Steering column adjustable for height and reach

Tailgate with wiper and washer system

Tinted glass all round

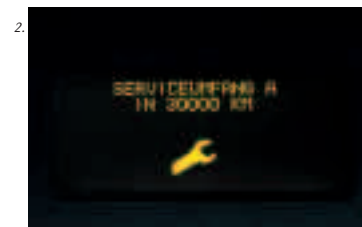
Twin sliding rear side doors

■ Standard equipment

□ Optional equipment

- Not available

¹ For long and extra long version



- 6-speed manual transmission, in combination with CDI engines (Trend)
- ASSYST service interval indicator
- Steering wheel adjustable for height and reach
- Exterior mirrors with integral indicators
- Overhead control panel with two reading lights for driver and front passenger
- Rear ceiling lights integrated in the grab handles
- Front electric windows and electrically adjustable and heated exterior mirrors
- Numerous stowage facilities and cup holders - in the driver's door, for example
- Electronically controlled air conditioning
- Extended central locking with radio remote control

Ready for anything - even your extra requirements

Optional extras (selection)

2-seater luxury bench seat

3-seater luxury bench seat, with Easy-Entry function (foldable l.h. outer seat)

Adjustable lumbar support for driver and front passenger

Air conditioning for rear section with separate control unit

Alloy wheels (7 J x 17")

Automatic climate control system

CD changer (for 6 CDs) under front passenger seat

COMAND Auto Pilot System with large display

Cup holders in backrests of driver's and front-passenger's seats

Electric tilting/sliding sunroof in driver's area

Electric tilting/sliding sunroof in rear section

Extending load-compartment floor¹ (available from Feb 2004)

Exterior mirrors, electrically folding

Fire extinguisher (1 kg)

Floor net for luggage compartment

Headlamp assist

Headlamp wash

Heated front seats

Hot-air auxiliary heating with 7-day time switch

Hot-water auxiliary heating with 1-day time switch

LinguaTronic: voice-operated control system for telephone and audio system

Luxury seats for driver and front passenger, electrically adjustable (for longitudinal position, height and inclination of seat and height of head restraint) with 3 memory settings

Parktronic (PTS)

Pre-installation for mobile phone

Radio remote control for auxiliary heating

Retractable luggage compartment cover and retaining net

Sliding windows, left and right, in area of 1st rear seat row

Tinted rear windows (black)

Trailer coupling

Windowbags for driver and front passenger²

¹ Available for long version only

² Available from approx. 03-04



1. Rear tilting/sliding sunroof
2. 17-inch alloy wheels
3. Door lining houses controls for electrically adjustable luxury front seats with memory function
4. 5-speed automatic transmission (standard on Ambiente)
5. Extending load-compartment floor¹ (available from 02-04)
6. Black-tinted glass for privacy
7. COMAND Auto Pilot System with large display
8. Electronically-controlled air conditioning for rear section with separate control unit
9. Parktronic (PTS)

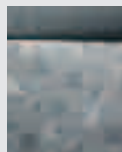
Possible paint and upholstery combinations

| | <i>Standard Paints</i> | | | | | | | <i>Metallic Paints</i> | | | | | | |
|---|------------------------|-------------------|------------------|---------------------|-----------------|--------------------|-----------------|------------------------|-----------------------|----------------|----------------------|------------------|------------------|--|
| | Magma red 3586 | Arctic white 9147 | Dark violet 4513 | Mellite yellow 1247 | Aqua green 6880 | Atlantis blue 5373 | Velvet red 3583 | Carbon black 9154 | Brilliant silver 9744 | Amber red 3548 | Andradite green 8816 | Jasper blue 5345 | Lugano grey 7735 | |
| "Casca" orion grey | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | |
| "Casca" stone | □ | □ | ■ | - | ■ | - | ■ | ■ | □ | ■ | ■ | □ | - | |
| Leather, two-tone orion grey/mid orion grey | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | |
| Leather, two-tone stone/mid pebble | □ | □ | ■ | - | ■ | - | ■ | ■ | □ | ■ | ■ | □ | - | |

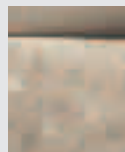
■ Recommended □ Possible - Not recommended

Trend

"Casca" velour upholstery "silverstone" decor



"Casca" orion grey



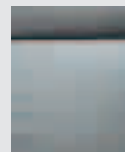
"Casca" stone



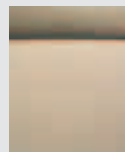
"Silverstone" decor

Ambiente

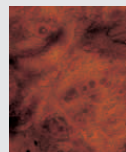
Leather upholstery burr-walnut-effect decor



Leather orion grey/
mid orion grey



Leather stone/
mid pebble



Burr-walnut-effect
decor

Standard paint



Magma red



Arctic white



Dark violet



Mellite yellow



Aqua green



Atlantis blue



Velvet red

Metallic paint optional



Carbon black



Brilliant silver



Amber red



Andradite green



Jasper blue



Lugano grey



Leave it to us: service, insurance and financial services for your Viano

MobilityGo – keep moving

With MobilityGo, getting stranded is a phrase you can erase from your vocabulary. We will ensure you remain mobile in the event of technical problems, starting difficulties or workshop visits under warranty, if the repairs take longer than two hours. MobilityGo offers plenty of ways of keeping you mobile: from rapid on-the-spot breakdown assistance, our pick-up and delivery service and the reimbursement of your taxi fare, to providing a replacement vehicle and other solutions. Your Mercedes-Benz service station decides on the best way to help you according to individual circumstances. But there's one thing you can be sure of: mobility. Like the statutory warranty¹ it complements, MobilityGo applies for a period of two years for all Viano models and is valid in 28 European countries. The only requirement is that service must be carried out according to our specifications, and only by an authorised Mercedes-Benz Retail outlet.

Service is not restricted by opening hours

With over 2700 Mercedes-Benz outlets, we have one of the most extensive service networks in Europe. Genuine replacement parts are held in stock – and if a part happens not to be available, we can obtain it rapidly. In addition, more and more workshops are now open until 10 pm – sometimes even later. And if your vehicle has broken down and you can't make it to the workshop, you can contact our Service Hotline on: 00800 1777 7777. The Service hotline is open 24 hours a day, every day of the year and operates in 23 European countries.

The Service Contract: extra convenience at a set price

For even more security, opt for one of our special maintenance and repair contracts. For a small, individually determined monthly fee, the Mercedes-Benz Service Contract covers all costs for maintenance, any repairs which may be necessary and statutory checks². So your vehicle is always in top condition – something you are sure to appreciate, not least when it comes to the matter of resale value. Your monthly fee – which depends on the vehicle model, annual mileage and the length of the contract – secures comprehensive service for your vehicle practically everywhere in Europe.

¹ If the purchaser is a corporate body, or a public authority under public law or an individual acting in a commercial or business capacity, the limited warranty specified in our terms and conditions of sale for new vehicles applies.

² According to our Service Contract conditions.