



Mercedes-Benz Approved Pre-Owned

Mercedes-Benz
Approved Pre-Owned.



Mercedes-Benz



We didn't just improve the motor car. We created it.

In 1886, Karl Benz did something no one will ever be able to do again. He invented the motor car.

And for well over a century, Mercedes-Benz has continued to produce vehicles that have consistently pushed the limits of power, style, efficiency and safety in fundamental ways. Which is why Mercedes-Benz has become one of the world's most recognised brands.

Mercedes-Benz has also been responsible for an astonishing number of technological advances. Safety innovations which have been introduced include airbags, the passenger safety cell, Electronic Stability Program (EPS) and ABS brakes.

Recent years have seen our engineers introduce ATTENTION ASSIST, DISTRONIC PLUS, Blind Spot Assist and Brake Assist (BAS). You could say that, when it comes to understanding older vehicles, nobody has a longer history.





What is an Approved Pre-Owned Mercedes-Benz?

Put simply, an Approved Pre-Owned vehicle is the next best thing to a new Mercedes-Benz. Which is, of course, hardly surprising.

After all, no one really knows a Mercedes-Benz like we do. And no one puts an Approved Pre-Owned Mercedes-Benz through its paces like we do, which is why an Approved Pre-Owned vehicle is only available from authorised Mercedes-Benz dealers.

Once they have received our stamp of approval, we're sure they'll get one from you. And of course, our stamp of approval is notoriously difficult to get. Every vehicle receives an extensive 116-point check by factory-trained technicians. And each comes with a full service history to give you complete peace of mind.

Which is why, having passed our extensive check, your Approved Pre-Owned Mercedes-Benz will make you a member of the Mercedes-Benz family. This will entitle you to some small luxuries like Mercedes Australia Magazine, a welcome pack, access to Owners Online and, of course, the considerable luxury of owning a superb motor car.

How do vehicles qualify as Approved Pre-Owned?

Approved Pre-Owned vehicles have been tested and approved by factory-trained technicians, using factory-approved diagnostic equipment.

All our Approved Pre-Owned vehicles undergo an extensive 116-point interior, exterior and mechanical check, so customers can be sure it ticks all the right boxes.

And all of our Approved Pre-Owned vehicles have been carefully serviced since they were new, many of them by the authorised Mercedes-Benz dealership where they were first purchased, and come with a full and complete service history.

In other words, we know these cars inside and out, so you can purchase an Approved Pre-Owned Mercedes-Benz with the same confidence as buying a new vehicle.



Your Approved Pre-Owned warranty.

When we go to such lengths to comprehensively check every Approved Pre-Owned vehicle, it should come as no surprise that all qualifying vehicles have an Approved Pre-Owned factory warranty. This is only available from an authorised Mercedes-Benz dealership.

When you purchase an Approved Pre-Owned Mercedes-Benz, you receive a minimum 2 year, unlimited kilometre, nationwide factory backed warranty*.

The Mercedes-Benz Approved Pre-Owned warranty offers coverage against failure of most mechanical components, and a range of breakdown and roadside assistance situations almost anywhere in Australia. To give complete peace of mind, this warranty offers cover, support and benefits that only Mercedes-Benz can provide.

Factory backed warranty	✓	Full service history	✓
Only authorised dealerships	✓	116 point check	✓
Factory trained technicians	✓	24hr roadside assistance	✓

Mercedes-Benz Road Care.

As the proud owner of an Approved Pre-Owned Mercedes-Benz you automatically receive Mercedes-Benz Road Care for the duration of the remaining warranty period. Owners can continue to enjoy the benefits of Mercedes-Benz roadside assistance after the warranty period by purchasing an annual membership.

Mercedes-Benz Road Care is a dedicated roadside assistance program, which provides 24 hour assistance.

Mercedes-Benz Road Care may provide emergency accommodation or replacement vehicle, towing to the nearest authorised Mercedes-Benz Service Centre as well as medical advice and household emergency assistance.

*If the vehicle is less than 18 months old, the warranty will be the remainder of the new car warranty on that vehicle, plus a 1 year Approved Pre-Owned warranty. For full terms, conditions and exclusions please contact your authorised Mercedes-Benz dealer.



Benefits of Mercedes-Benz Road Care.

Roadside response

For emergency assistance at home or on the road, a mobile service unit will be dispatched to your location and will, on the spot, help to rectify problems associated with the most common elements of roadside difficulty, where possible.

Vehicle towing / transport

If your vehicle cannot be successfully mobilised at the roadside, or cannot be safely driven, it will be towed/transported to the nearest authorised Mercedes-Benz Service Centre. In cases of extreme distance, your vehicle may be transported to a suitably equipped service centre.

Accident / theft

Should you have the misfortune to be involved in an accident in your vehicle, Mercedes-Benz Road Care can provide assistance by arranging for a recovery unit to pick up your vehicle and transport it to an appropriate repairer*. If your vehicle is stolen, Mercedes-Benz Road Care can provide you with the necessary advice on procedures to follow, as well as arrange alternative transport to get you home.

Vehicle replacement

If your vehicle is immobilised more than 70 km from home and cannot be repaired within 24 hours, Mercedes-Benz Road Care will arrange a hire car for the continuation of your journey (rental vehicle being a standard two-wheel drive sedan), and meet the rental costs up to a maximum of \$1,000 (inclusive of GST) per breakdown, whilst your vehicle is being repaired[†].

Keys

If you lose your keys or lock them in your vehicle, Mercedes-Benz Road Care will either retrieve a spare key from your home or gain access to your vehicle[^].

* Please note that the costs of towing, alternative transport or accommodation etc. are the owner's responsibility. You should notify your insurance company as soon as possible regarding the costs (all costs associated with these services are at your cost, some state road authority regulations can restrict assistance). [†] You will be responsible for all security deposits (including credit card imprints), fuel, tolls and insurance costs during your rental period. Provision of the rental vehicle ceases at 5pm on the day you are notified that your vehicle has been repaired or when the rental costs total \$1,000 (whichever occurs first), and all rental vehicle costs relating to a period after that time will be your responsibility. [^]Any costs for this service in excess of \$150 inclusive of GST / labour / parts and taxes will be charged to you.

Vehicle relocation

If your vehicle is immobilised more than 70 km from home and cannot be repaired within 24 hours, you will be eligible for vehicle relocation provided the driver has left the vehicle to continue their journey (i.e. returned home or proceeded to their final destination) and the distance between the customer and repairing dealer is greater than 70 km.

Mercedes-Benz Road Care will arrange and pay for the vehicle to be transported to the appropriate agreed place (i.e. either to home or to the ultimate destination).

Accommodation

If, as a result of component mechanical failure, the vehicle has been immobilised and cannot be repaired within 24 hours, Mercedes-Benz Road Care will arrange and pay for a maximum of 4 nights' accommodation for the driver plus passengers (maximum \$200.00 per night inclusive of GST) when the vehicle is more than 70 km from home, and if you decide to remain with the vehicle whilst it is being repaired locally.





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Mercedes-Benz Financial

Finance

If you've ever imagined driving a Mercedes-Benz, our tailored finance packages will help you achieve that dream. Whether you are leasing or financing, our comprehensive product range means you can find the ideal financial solution for your circumstances.

Some of the benefits we offer:

- Competitive, fixed interest rates
- 12 to 84 month terms
- No account-keeping fees
- Convenient payment options
- Unparalleled customer support, when you need it
- Fast approvals and individual assessments
- The assurance of the Mercedes-Benz brand

Mercedes-Benz Insurance*

Your Approved Pre-Owned Mercedes-Benz goes to great lengths to protect you.

The least you could do is return the favour. If you've ever worried about the protection of your Mercedes-Benz, then you will find that our tailored insurance packages have been designed with you in mind.

Mercedes-Benz Insurance protects you just as much our vehicles are designed to protect you. You can be assured of absolute peace-of-mind, expert care, and a genuine commitment to helping maintain the safety, performance and value of your vehicle.

* Mercedes-Benz Insurance and Mercedes-Benz Financial are a registered business names of Mercedes-Benz Financial Services Australia Pty Ltd ABN 73 074 134 517 (MBFSAu) AFSL and Australian credit licence 247271. Before purchasing insurance products refer to the respective PDS and Policy Wording booklet for full terms and conditions. Insurance provided on behalf of QBE Insurance Australia Limited ABN 78 003 191 035 AFS Licence No. 239545 (QBE), whereby MBFSAu and its authorised Dealers act as agents of QBE and not as your agent. Finance subject to standard credit assessment and lending criteria. Please contact your preferred authorised Mercedes-Benz dealer for full terms and conditions.

Our After-Sales commitment.

There is nothing like the feeling of taking delivery of your Mercedes-Benz.

As part of your ownership experience, Mercedes-Benz provides a range of after-sales products and services to ensure that the dream continues throughout the life of your vehicle.

Genuine service and repairs

Servicing your Mercedes-Benz at an authorised Mercedes-Benz Service Centre ensures your vehicle is looked after in our state-of-the-art facilities, using specialist tools and diagnostic equipment. Factory-trained technicians will assist in maintaining your vehicle's optimal condition, giving you confidence your vehicle is in the right hands.

Your Mercedes-Benz vehicle features the latest in electronic and automotive technology when it was first delivered, so why trust it with anyone else other than our specially qualified service technicians who are equipped with the right diagnostic tools and technology to keep your vehicle running smoothly, efficiently and safely.



Genuine Parts

Mercedes-Benz Genuine Parts are subject to the same exacting standards as the vehicles that leave our factory. The experience from over a century of vehicle and parts manufacture is channelled into maintaining all of the outstanding qualities of your vehicle, from its quality and proven standards of safety to its dependability - even thousands of kilometres down the line.

Non-genuine parts can greatly compromise quality and affect the performance and safety of your Mercedes-Benz vehicle. Put simply, if a non-genuine part is fitted to your vehicle and directly, indirectly, or consequently damages your vehicle, this damage will not be covered by the manufacturer's warranty.

The exceptional durability offered by our Genuine Parts together with a 2 year parts warranty makes them cost effective. With our sophisticated logistics centre carrying in excess of 103,500 lines, we provide rapid access to any part throughout our authorised dealer network. Protect your vehicle and ensure that your Mercedes-Benz remains true right down to the finest detail.

Protect your vehicle with Genuine Parts and continue to receive the performance, style, comfort and safety that you expect from your vehicle. Always insist on Mercedes-Benz Genuine Parts.

Genuine Accessories

Make your Mercedes-Benz your own with the help of our Mercedes-Benz Genuine Accessories. From storage solutions to unique alloy wheels, all our car accessories are designed to perfectly complement your Mercedes-Benz.




Online Pre-Owned vehicle search.

The largest Approved Pre-Owned Mercedes-Benz showroom is now on your desktop.

At www.pre-owned.mercedes-benz.com.au/locator there's a comprehensive selection of all pre-owned vehicles, along with features and equipment listings. Everything from passenger cars, to AMG and vans are all in one location in an easy, user-friendly search. Just start your search and once you find what you're looking for, a test drive booking is as easy as submitting an online enquiry or phoning an authorised Mercedes-Benz dealership directly.



All of the information contained in this brochure was correct at the time of printing, May 2015. However, the manufacturer reserves the right to make changes without notice. You can confirm current details by consulting your nearest authorised Mercedes-Benz dealer. This brochure is not a complete statement of the Approved Pre-Owned warranty or Road Care and must not be relied upon in isolation. It must be read in conjunction with the full particulars which can be obtained from your authorised Mercedes-Benz dealer. www.mercedes-benz.com.au/approved

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