



Mercedes-Benz First Class Finish Guide.

How it affects you.

Mercedes-Benz Financial



The First Class Finish – Vehicle Return Standards

Congratulations on the purchase of your Mercedes-Benz and welcome to the Mercedes-Benz family.

As you have chosen to finance your vehicle with Mercedes-Benz Financial, we encourage you to review the following guidelines which highlight our vehicle return standards, and what we consider reasonable fair wear and tear when returning your vehicle. As part of these guidelines is a requirement that your vehicle be able to pass a roadworthy inspection at your vehicle's return.

By following these guidelines, we expect your vehicle return process to be a smooth transition and limit any excess fair wear and tear charges.



Maintenance & Servicing

Full scheduled maintenance and servicing must be carried out by an Authorised Mercedes-Benz Service Centre and repairs carried out by an Authorised Mercedes-Benz Autobody Repairer according to Mercedes-Benz guidelines, using Mercedes-Benz Genuine Parts and Accessories.

The vehicle instruction book, including the full service records and any other documents relating to vehicle equipment must be intact and returned with your vehicle at the conclusion of your contract.

Vehicle Exterior & Interior

A limited amount of light damage to your vehicle's exterior and interior based on everyday use falls within our acceptable fair wear and tear standards. However more severe damage is deemed as excess fair wear. Please see below for further details on what is deemed as acceptable and unacceptable fair wear and tear for your vehicle's exterior and interior.

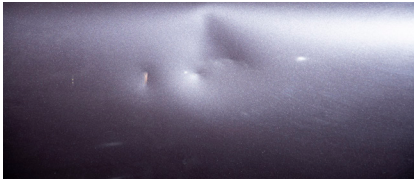
Exterior

Acceptable:

- ✓ Minor dents up to 20mm in diameter and no more than 2 per panel, provided that the paint surface has not been penetrated so that bare metal is visible or corrosion has set in.
- ✓ Scratches, abrasions and small areas of stone and door edge chipping up to 25mm in length and depth and no more than 2 per panel, provided that they have not penetrated through to the base metal and caused corrosion.
- ✓ A limited amount of moulding, grille, bumper, mudflap and rubbing strip scuffing, score marks and light scratches.
- ✓ Minor touch ups and minor flaking.

Not Acceptable:

- ✗ Dents greater than 20mm in diameter or with paint surface penetration or corrosion.
- ✗ Scratches, abrasions and stone and door edge chipping greater than 25mm in length and depth or with paint surface penetration or corrosion.
- ✗ More than 2 dents, scratches or abrasions occurring on a single panel, no matter how small.
- ✗ Chips that penetrate the clear coat (more than 2 per panel) are not acceptable.
- ✗ Prominent areas of major stone chipping.
- ✗ Mouldings, grilles, bumpers, rubbing strips and mudflaps with divots, gouges, dents, cracks, rips, deformations, distortions or holes.
- ✗ Missing moulds, grills, bumpers or mudflaps originally fitted to the vehicle.
- ✗ Colour mismatch between panels, mis-alignment or poorly fitting panels. Evidence of poor repairs.
- ✗ Prominent touch ups, spoilings from bird/tree droppings, major flaking.
- ✗ Hail damage, buckling, distortion, missing badges. Non-standard badges, labels or advertising fitted to the vehicle should be removed and any damage repaired to Mercedes-Benz standards.
- ✗ Wraps, stickers and other livery are to be removed prior to returning your vehicle.
- ✗ Unrepaired or poorly repaired aerial holes.



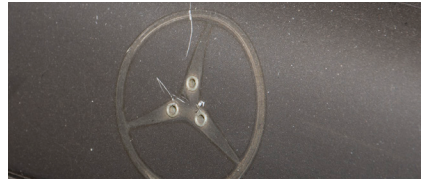
- ☒ Dents greater than 20mm in diameter or with paint surface penetration.



- ☒ Abrasions greater than 25mm in length.



- ☒ Damage to paintwork from bird droppings.



- ☒ Missing badges.

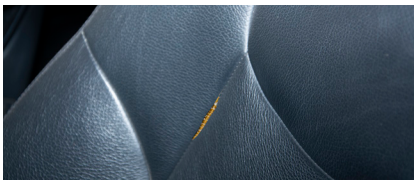
Interior

Acceptable:

- ✓ Wear and soiling through normal use and repairs which are not readily visible.
- ✓ Scuffing to the door and luggage area treads and sills provided the paintwork has not been damaged down to bare metal and aperture seals torn.
- ✓ Surface scoring and light luggage area blemishes based on normal use.
- ✓ Light damage and splits to rubber door and other seals.

Not Acceptable:

- ✗ Any interior burns, cuts, holes, rips, tears, marks or splits.
- ✗ Permanent interior staining or soiling of any size.
- ✗ Stitching that has come apart and that is not repaired.
- ✗ Visible interior repairs.
- ✗ Torn or split luggage area trim panels and floor coverings.
- ✗ Neglect or misuse of rubber seals. Torn aperture seals.
- ✗ Missing items and controls (including controls which are not intact or are inoperable), with any replacement items or controls replaced with Mercedes-Benz Genuine Parts and Accessories.
- ✗ Unauthorised odometer changes.



- ☒ Unrepaired stitching.



- ☒ Cuts, rips or tears to seat fabrics.

Windscreen & Lights

Acceptable:

- ✓ The windscreen must be able to pass a roadworthy inspection.
- ✓ 1 or 2 minor windscreen chips, bullseyes and stars not within the driver's field of vision.
- ✓ Minor windscreen damage repaired with resin impregnation to motor registry standards.
- ✓ Light scratching and minor chipping around the periphery of the windscreen.
- ✓ Minor scuff marks or scratches on headlights and lenses.

Not Acceptable:

- ✗ Any unroadworthy windscreens or lights.
- ✗ Cracks, damage, major chips, bullseyes or stars on the windscreen.
- ✗ Minor windscreen chips within the driver's field of vision.
- ✗ Headlights and lenses that are non-operational, cracked, broken or with holes.



✗ Star in windscreen.



✗ Cracked windscreen.



✗ Cracks or holes in headlights and lenses.

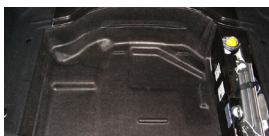
Wheels & Tyres

Acceptable:

- ✓ All four wheel trims must be intact, with no more than minor scuffing due to everyday use.
- ✓ All tyres (including the spare) meet motor registry requirements and comply with the Mercedes-Benz recommendations of tyre type, size and speed rating.

Not Acceptable:

- ✗ Missing, split, damaged, gouged, dented, badly disfigured or heavily scuffed wheels.
- ✗ Originally supplied wheels must be returned with the vehicle.
- ✗ Unroadworthy tyres (including the spare)
- ✗ Tyres that do not comply with Mercedes-Benz recommendations on type, size and speed rating or have obvious sidewall or tread damage caused by 'kerbing' or heavy misuse.
- ✗ Missing or inoperable spare wheel or tyre, jack and tools.



✗ Missing spare tyre.



✗ Damage to tyre sidewalls or tread.



✗ Dents or damage to wheel trims.

Vehicle Underside, Exhaust & Oil Leaks

Acceptable:

- ✓ Minor dents and deformation (e.g. stone damage) to the underside, so long as it has not caused major corrosion.
- ✓ Exhaust system which meets motor registry requirements, is properly suspended and in an efficient working order.
- ✓ Minor oil misting or dampness around seals or gaskets, providing oil drips are not present.

Not Acceptable:

- ✗ Significant damage or distortion to chassis components.
- ✗ CAT failure, gas leaks or evidence of blowing from the exhaust system joints or in a damaged condition.
- ✗ Any serious oil leakage.

Mechanical Condition

Full scheduled maintenance and servicing through an Authorised Mercedes-Benz Service Centre or Authorised Mercedes-Benz Autobody Repairer in accordance with Mercedes-Benz servicing programmes is required as part of your agreement and should keep your vehicle in sound mechanical condition.

The following examples are conditions usually caused by vehicle neglect or misuse and therefore are not regarded as acceptable fair wear and tear:

Brakes:

Grooved brake discs caused by metal to metal contact.

Engine:

Seized due to running the vehicle with insufficient coolant, lubricating oil and with broken internal components.

Transmission:

Slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

Equipment & Missing Items

All items and equipment originally supplied at the start of your contract must be returned with your vehicle and operational, with any missing or inoperable items to be recharged.

Additionally, accessories such as car telephones that have been installed are to be removed, and any holes or damage should be made good to a professional standard.

Items to return with your vehicle at the conclusion of your contract include, but are not limited to:

- ✓ Maintenance booklet - with full maintenance, service and repair history from an Authorised Mercedes-Benz Service Centre and Authorised Mercedes-Benz Autobody Repairer.
- ✓ Owner's manual.
- ✓ Full set of keys and second set of keys, including key fobs and the master key which controls the vehicle's engine management system.
- ✓ Security system and key/remote.
- ✓ Radio codes.
- ✓ Cigarette lighter.
- ✓ Knobs.
- ✓ Trims.
- ✓ Aerials.
- ✓ Safety vests (if applicable)
- ✓ Luggage blind/parcel shelf.
- ✓ Tool kit, jack.
- ✓ Spare tyre.

Kilometre Provision

If your vehicle's odometer reading is over the maximum number of kilometres allowed on your agreement, an excess kilometre charge will be assessed at the return of your vehicle. Refer to your agreement for the per kilometre rate.

Contact Us

If you have any questions regarding the First Class Finish Guide, please contact your authorised Mercedes-Benz Retailer or our Customer Service Team on 1300 730 200.

www.mercedes-benz.com.au/finance

*Mercedes-Benz Financial is a registered business name of Mercedes-Benz Financial Services Australia Pty Limited ABN 73 074 134 517, Australian Credit Licence 247271. All finance products offered are subject to conditions and standard credit assessment and lending criteria. We recommend you seek independent financial, taxation and legal advice on your individual circumstances before entering into any finance agreement. This guide has been prepared using the statement of the interpretation of Fair Wear and Tear Guidelines published by the Australian Fleet Lessors Association (AFLA). Current at time of publication August 2019.