

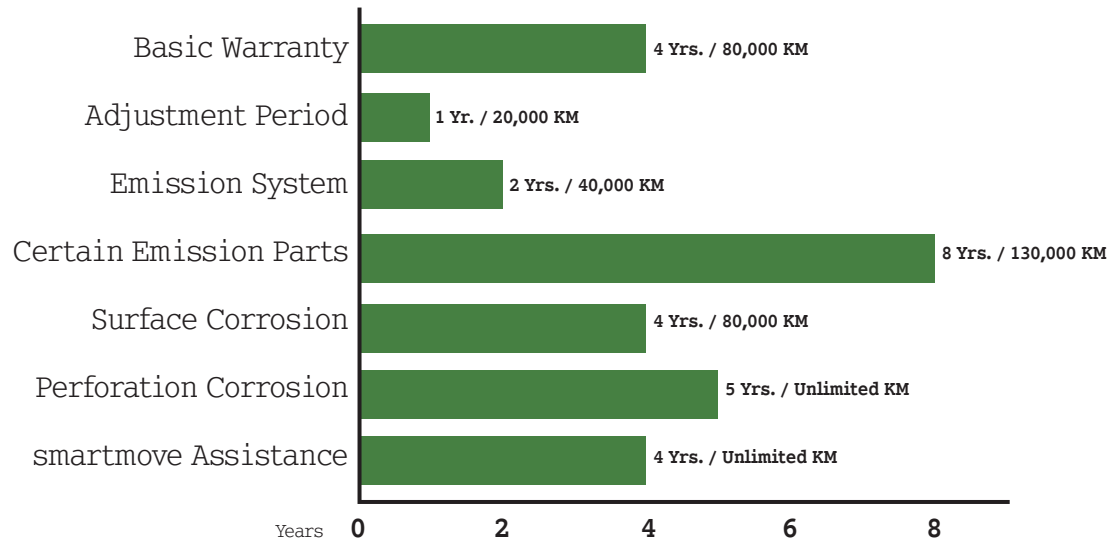


Warranty booklet (includes smartmove Assistance) - 2013



smart LIMITED WARRANTY COVERAGE

2013 smart





Dear smart Owner:

As an authorized smart Dealer, we are dedicated to providing you with unparalleled Commitment to Excellence in Sales and Service.

We will always do everything possible to live up to this commitment.

smart Dealer's Signature and Stamp



As a smart owner you deserve service unparalleled in the industry.

To meet your every possible service need, your authorized smart dealer employs a specially factory trained staff using the latest diagnostic and service techniques. Whether it is a small adjustment or major service, your smart dealer will accommodate you quickly and efficiently.

Finally, should you ever experience an emergency repair situation in Canada, our 24-Hour Around the Clock smartmove Assistance Program is only a toll free call away at 1-87-smart-004 (1-877-627-8004).

Contents

To the Owner	5
Loss of Warranty Booklet	5
New smart Car Limited Warranty.....	6
New smart Car Limited Warranty - Things You Should Know	10
Emission Control System Warranty	13
Emission Performance Warranty	15
Emission Performance Warranty - Things You Should Know.....	19
smart Emission Related Components MY 2013	20
Corrosion Warranty.....	21
Questions, Address Change	23
To Purchasers of Pre-Owned smart Vehicles.....	25
Speedometer Replacement	26
smartmove Assistance	27

Vehicle Warranty Information

Model _____

VIN _____

European Delivery

Domestic Delivery

Delivery/Warranty: Day _____ Month _____ Yr. _____

SellingDealerCode: _____

To The Owner

>>General.

The subsequent pages of this Warranty Information booklet describe some service requirements and the warranties you receive as a smart owner.

Your car is covered under the terms of these "Warranties" and your smart dealer will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Please present this booklet to the Service Advisor at your smart dealer every time you have service or warranty work performed.

Please keep this booklet together with the Operator's Manual and other documents concerning your car so that future owners will have access to this literature if you should sell the vehicle.

>>If You Have Lost the Warranty Information Booklet.

Should you lose your Warranty Information booklet, have your local smart dealer arrange for a replacement. It will be mailed to you.

>>Replacement Parts for Your smart.

Genuine smart parts, exchange units and factory approved accessories are the recommended replacement parts for your smart car and are available through your authorized smart dealer.

These parts meet the same exacting quality control standards as the original equipment on your car and comply with all applicable Federal and Provincial safety regulations.

Consult your authorized smart dealer for warranty and other details. Also ask your dealer about exchange parts under the smart Exchange Program. These parts cost less than new parts but carry the same warranty terms.

New smart Car Limited Warranty

>>Items Which Are Covered:

DEFECTS: Mercedes-Benz Canada Inc. (MBC) warrants to the original and each subsequent owner of a new smart car that any authorized smart dealer will make any repairs or replacements necessary, to correct defects in material or workmanship arising during the warranty period.

ANY smart DEALER: Any authorized smart dealer of the owner's choice will perform warranty repairs or replacements. The vehicle should be delivered to the smart dealer during normal service hours. A reasonable time should be allowed after taking the car to the smart dealer for performance of the repair.

WARRANTY PERIOD: This warranty is for the first to occur of 48 months or 80,000 km, whichever comes first, from the vehicle's date of delivery or when placed into service if earlier.

ADJUSTMENT PERIOD: Adjustments required to correct a defect in material or workmanship during the first 12 months or 20,000 km, whichever comes first, will be performed by any authorized smart dealer. This does not apply to adjustments which are part of normal maintenance services.

WARRANTY STARTS: The warranty period starts on the date the car is delivered to the first retail purchaser or put in service as a smart dealer demonstrator or MBC company car.

GLASS: Glass is warranted against stress cracks for 12 months or 20,000 km, whichever comes first.

NO CHARGE: Warranty repairs and adjustments will be made at no charge for parts and labour.

New smart Car Limited Warranty

WARRANTY AVAILABLE: This warranty is applicable only in Canada. If you take your vehicle to the United States or Puerto Rico temporarily, such as on vacation, warranty service may be requested from any authorized smart dealer.

In all other countries defects in material and workmanship will be handled in accordance with the terms and limitations of the smart Warranty.

THE NEW smart LIMITED WARRANTY, EMISSION AND CORROSION WARRANTIES IN THIS BOOKLET ARE THE ONLY WARRANTIES GIVEN WITH THE PURCHASE OF A smart. TO THE EXTENT PERMITTED BY STATUTORY LAW, THESE WARRANTIES ARE SUBJECT TO THE LIMITATIONS PROVIDED THEREIN AND THERE ARE NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHER. NEITHER smart GMBH, MERCEDES-BENZ CANADA INC., NOR THE AUTHORIZED smart DEALER ASSUMES OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH smart PASSENGER CAR. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some provinces do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

New smart Car Limited Warranty

>>Items Which Are Not Covered:

TIRE DAMAGE: Tires are warranted by the tire manufacturer. Damage to the tires such as punctures, cuts, snags, bruises, impact damage and breaks resulting from pothole impact, curb impact or from other objects, are not covered. Damage from incorrect inflation, excessive axle load, high speed spinning (when stuck on ice or in snow), tire chains, racing or competitive driving events, incorrect mounting or demounting, improper puncture repair, misuse, negligence, alteration and misapplication, are not covered. Rapid or irregular tread wear due to lack of tire rotation according to the tire manufacturer's recommendations or incorrect wheel alignment or tire balance is not covered. Tread wear out is also not covered.

DAMAGE DUE TO ACCIDENTS, MISUSE OR NEGLIGENCE: Accidents or damage from objects striking the car. Misuse of the car such as driving over curbs, overloading, improper operation, storage or transport (Proper use is described in the Operator's Manual).

DAMAGE DUE TO LACK OF MAINTENANCE: Lack of proper maintenance as described in the Service Booklet. Use of service parts or fluids, such as paper oil filters or improper engine oil, which are non-approved by MBC, will cause engine damage not covered by the warranty.

NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY: Cleaning and polishing, lubrication and filters, engine tune-up, replacing worn wiper blades, brake pads and discs, and clutch discs and pressure plates are some of the normal maintenance services cars require and are not covered by this warranty. See Service Booklet for details. Damage caused by the use of improper filters (including oil filters), engine oils, fluids, cleaners, polishes, or waxes is not covered. Original equipment remote control key batteries are covered for the first 90 days from the vehicle warranty start date.

New smart Car Limited Warranty

>>Items Which Are Not Covered (cont'd):

DAMAGE DUE TO ALTERATIONS: Alterations by changing or adding to the car can adversely affect its performance, reliability and longevity and are not covered by this warranty.

DAMAGE CAUSED BY REPAIR PARTS: Malfunctions caused by the use of other than original smart service parts and accessories and damages or malfunctions resulting from poor fuel quality or from blending additional fuel additives are not covered.

DAMAGE CAUSED BY IMPROPER BODY REPAIRS: Damage or malfunctions caused by body repairs not performed in accordance with smart specified repair procedures or otherwise improperly performed are not covered by this warranty.

ALTERED ODOMETER: No warranty coverage shall apply to any vehicle on which the odometer has been altered and the actual km cannot be determined.

DAMAGE FROM THE ENVIRONMENT: Parts made from cloth or leather (upholstery, convertible tops, trim items), wood, paint or chrome which have been affected by airborne fallout, such as chemical and tree sap, or by road salt, hail, windstorm or other environmental factors are not covered by this warranty.

DAMAGE TO GLASS: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing defect can be established.

EXTRA EXPENSES: This warranty does not cover payment for loss of use of the car during warranty repairs nor lodging bills, substitute transportation rentals, or other travel costs, telephone calls, loss of pay, or other economic loss or consequential damages except as outlined in the smartmove Assistance program.

CHANGES IN DESIGN: The manufacturer has reserved the right to make any changes in design or to make additions to, or upon its products without incurring any obligations to install the same equipment on motor vehicles previously built.

New smart Car Limited Warranty – Things You Should Know

>>General.

Our intention is to repair under warranty, without charge to you, anything that goes wrong with your car during the warranty period which is our fault. All we ask is that you properly maintain and care for the car and that you have warranty repairs or adjustments performed by an authorized smart dealer.

Please note the difference between “defects” and “damage” as used in the warranty. Defects are covered since we, the manufacturer or distributor are responsible. Conversely, we have no control over damage caused by such things as, but not limited to collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty.

MAINTENANCE SERVICES ARE ALSO NOT COVERED BY THE WARRANTY SINCE IT IS THE OWNER’S RESPONSIBILITY TO MAINTAIN THE CAR ACCORDING TO THE SERVICE SCHEDULE PROVIDED. All maintenance services must be accomplished to keep your warranty coverage valid. When requesting service or repair work under warranty, the owner must present to the authorized smart dealer, evidence that the periodic servicing requirements have been accomplished. Receipts covering completion of regular servicing should be retained, in the event a question arises concerning maintenance.

These receipts should be transferred to each subsequent owner of the car. For your convenience, the Service Booklet has been designed to incorporate the signature and stamp of your authorized smart dealer upon completion of the required maintenance services.

This signature is evidence of completion of the maintenance services and should be kept together with other receipts, repair orders and invoices. If the owner has a warranty claim and can show through receipted invoices that the vehicle has received the required servicing, the dealer will perform the warranty work without charging for parts and labour. It is the responsibility of the owner to prove and the dealer to judge whether the recommended maintenance service has been performed.

New smart Car Limited Warranty - Things You Should Know

MBC's obligation is limited to the authorization to exchange or repair at its option such parts which are acknowledged by it to be defective. In case of defective assemblies, factory rebuilt units can be used in exchange instead of their repair. The replaced defective parts or assemblies shall become the property of MBC. Warranty repairs do not constitute an extension of the original warranty period for the vehicle or a part thereof.

The term "adjustments" as used in the warranty relates to minor repairs normally not connected with the replacement of parts. The warranty covers adjustments necessary to correct defects.

For example, if a part should become loose or misaligned during normal use or service, it will be corrected without charge any time during the 12 month or 20,000 km adjustment period.

The service life of the battery is dependent on its condition of charge. If you use the vehicle less than 300 km per month, mostly for short trips or if it is not used for more than three (3) weeks at a time; it is your responsibility to have the battery charge checked and corrected. In such cases we also recommend the use of a trickle charger which is available at your authorized smart dealer. Please observe the battery charging instructions in your vehicle's operator's manual.

New smart Car Limited Warranty – Things You Should Know

>>Insurance Write-Off; or Repaired or Replaced Parts.

Any car which has been damaged to such an extent that the owner, insurer, financing institution or leasing company determined the vehicle to be a “total loss”, “write off” or equivalent, is not covered by these warranties. This includes but is not limited to cars issued as “salvage”, “scrap”, “dismantled” or similar title under any provinces law.

Any parts repaired or replaced under an insurance claim or required as a result of events which are not covered under this warranty (see “Items Which Are Not Covered”, page 8), for example, damages due to accidents, misuse, or negligence, and in either case, any subsequent consequential damage to the car are not covered by this warranty.

>>Paint and Other Appearance Items.

Defects in paint, trim or other appearance items are normally taken care of during our new vehicle preparation or by the dealer during new vehicle inspection. We suggest that if you find any paint or appearance problems that you advise your dealer as soon as possible since deterioration due to use and exposure is not covered by the warranty.

The instructions in your Operator’s Manual regarding the care of paint, upholstery, trim items and convertible tops, as applicable, must be followed explicitly to maintain your warranty coverage.

>>Customer Repair Orders.

Your servicing dealer will give you a copy of the Repair Order on all warranty repairs performed. Please keep this copy with your vehicle records.

>>Body Repair Information.

Due to the materials and assembly procedures used in the production of smart vehicles, it is strongly recommended that any paint work/body repairs be performed only by those repair facilities which have been authorized by MBC as having the tools, equipment and training necessary to perform such repairs.

>>Tires.

Tires are warranted by the tire manufacturer, many authorized smart dealers are also tire dealers and can assist you in obtaining tire adjustments.

Emission Control System Warranty

>>General.

In accordance with Environment Canada's motor vehicle emission requirements, Mercedes-Benz Canada Inc. warrants to the original and each subsequent owner of a new smart car that: (1) the car was designed, built and equipped so as to conform at the time of sale to the original owner with the then applicable regulations issued by Environment Canada; and (2) the car is free from defects in materials and workmanship at the time of sale which would cause it not to conform with those regulations within a period of two years or 40,000 km from the date of initial operation of the car whichever occurs first; and (3) is free from defects in material and workmanship in specific emission related parts as specified in the list shown on page 20 which would cause them not to conform with those requirements for a period of use of 8 years or 130,000 km, whichever first occurs.

>>This Warranty Does Not Apply To:

1. The repair or replacement of warranted parts which are scheduled to be replaced prior to 130,000 km (such as fuel and air filters, etc.). These parts are no longer covered once they have been replaced at the first required replacement interval during a regular maintenance service.
2. Any car on which the odometer km has been altered and the car's actual km cannot be readily determined.
3. Loss of time, inconvenience, loss of the use of the car or similar incidental or consequential damages.

The warranty will be performed by any authorized smart dealer of the owner's choice - repairing, replacing or adjusting at the dealer's discretion, upon delivery of the car to the dealer's place of business without charge for parts and labour (including diagnosis), using smart service parts, to assure compliance with applicable regulations. Parts replaced under this warranty become the property of the warrantor. This warranty is available only on cars purchased and operated in Canada.

In all other countries, defective parts will be repaired or replaced free of charge only in accordance with the terms and limitations of the warranty for new smart vehicles in effect at the time in such countries.

Emission Control System Maintenance

>>General.

The law requires your car to conform to exhaust emission standards. To provide the best vehicle performance and lowest car emissions, you are responsible to see that all recommended maintenance procedures detailed in the Service Booklet are performed at the specified times and km. The emission control system warranty does not cover failures due solely to owner abuse or lack of proper maintenance.

More frequent maintenance may be needed for cars under severe operating conditions such as dusty areas or very short trip driving.

We recommend that all maintenance services be performed by your authorized smart dealer who is equipped with the tools, instruments, and literature necessary for correct and systematic performance of these services. We recommend the use of smart spare parts for service and repairs, since they have been made according to the manufacturer's specifications. It is also important to use only fuels and lubricants meeting factory specifications, since the emission control systems warranty does not cover repair or replacement of parts necessitated by failure of such items.

For detailed information concerning emission control system maintenance, please refer to your Service Booklet.

Emission Performance Warranty

NOTE: The Emission Performance Warranty applies only in those jurisdictions that have periodic car emissions tests and require the car to pass such tests and is effective only to the extent required by law.

Mercedes-Benz Canada Inc. (MBC) warrants to the original and each subsequent owner of a new smart car that:

- a. if the car is maintained and operated in accordance with MBC's written instructions for required maintenance and use, and
- b. if the car fails to conform at any time during 8 years or 130,000 km, whichever first occurs, to the applicable emission standards as ascertained by the applicable emission tests, then
- c. if such non-conformity results or will result in the car owner having to bear any penalty or other sanction (including the denial of the right to use the car) under any law applicable, then any authorized smart dealer during the first 24 months or 40,000 km will make any repairs or replacements necessary to specified systems/components to ensure that the car conforms to the applicable standards at no charge for parts and labour (including diagnosis); and
- d. for the remainder of the 8 years or 130,000 km the authorized smart dealer will correct only those deficiencies directly related to the specified components in the attached list which have been installed in or on the car for the sole or primary purpose of reducing car emissions.

Emission Performance Warranty

Parts replaced under this warranty become the property of the warrantor. The warranty period starts on the date the car is delivered to the first retail purchaser or put into service as a dealer demonstrator or MBC company car.

The emission control system of your new smart passenger car was designed, built and tested using genuine smart parts and the car is certified as being in conformity with Canadian emission control regulations and requirements as set forth in the Emission Control Systems Warranty. Accordingly, it is recommended that any replacement parts used for maintenance, repair or replacement of emission related components be genuine smart Service Parts.

The owner may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use other than genuine smart Service Parts for such maintenance, replacement or repair without invalidating this warranty or the Emission Control Systems Warranty; the cost of such service or parts, however, will not be covered under the warranty except in the case of an emergency.

Use of replacement parts which are not of equivalent quality and design may impair the effectiveness of the emission control systems.

If other than genuine smart Service Parts are being used for maintenance, replacement or repair of components affecting emission control, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to genuine smart parts in performance and durability.

MBC, however, assumes no liability under this warranty with respect to parts other than smart Service Parts except for consequential damage to a non-smart warranted part caused by a failure of a smart part. However, the use of non-smart replacement parts does not invalidate the warranty on other components unless non-smart parts cause damage to warranted parts.

Emission Performance Warranty

MBC may deny an emission related warranty claim if it can establish that the failure of the malfunction of an emission control system part results directly from the use of:

a. non-compliance with the written instructions for required maintenance and use. These written instructions, including time and distance intervals at which maintenance is to be performed is found in the Service Booklet and Operator's Manual provided with your car. You are advised to perform all recommended maintenance or repairs on your new smart car. MBC may deny a warranty claim if you fail to perform the required maintenance resulted in the failure of the warranted part in question. Receipts and service records covering the performance of regular maintenance should be retained in the event questions arise concerning maintenance. The receipts and service records should be transferred to each subsequent owner of this car.

b. car abuse or maintenance performed in such a manner that an emission component was improperly installed or adjusted substantially outside the manufacturer's specifications or which resulted in removing or rendering inoperative any component affecting the car's emissions.

c. using replacement parts in the maintenance or repair of the vehicle which ultimately proved to be defective in material or workmanship or not equivalent from an emission standpoint to the original equipment part and the owner is unable to prove otherwise.

MBC may deny an emission related warranty claim if it can establish that the failure or the malfunction of an emission control system part results directly from the use of :

- Gasoline engines non-premium low octane gasoline with an anti-knock index of below 91.

Emission Performance Warranty

>>This Warranty Does Not Cover:

a. Malfunctions in any part caused by any of the following: misuse, improper adjustments, modification, alteration, tampering, disconnection, improper or inadequate maintenance, or use of non-commercially available fuel for catalyst equipped vehicles.

b. Damage resulting from accident, acts of nature or other events beyond the control of MBC.

c. The repair or replacement of warranted parts which are scheduled for replacement prior to 130,000 km (such as fuel and air filters) once these have been replaced at the first replacement interval as part of regular maintenance service.

d. Loss of time, inconvenience, loss of use of the car, or other incidental or consequential damages.

e. Any car on which the odometer reading has been altered so that the car's actual kilometres cannot be determined.

This warranty is available on a car purchased and operated in Canada only.

In all other countries, defective parts will be repaired or replaced free of charge only in accordance with the terms and limitations of the warranty for new smart vehicles in effect at the time in such countries.

WITH RESPECT TO EMISSION CONTROL SYSTEMS, THE EMISSION CONTROL SYSTEMS WARRANTY AND THE EMISSIONS PERFORMANCE WARRANTY ARE THE ONLY WARRANTIES AND TO THE EXTENT PERMITTED BY STATUTORY LAW, THERE ARE NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESSED

OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF THE WARRANTOR ARE DISCLAIMED. smart GMBH, MERCEDES-BENZ CANADA INC., OR THE AUTHORIZED smart DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH SUCH EMISSION SYSTEMS.

See page 20 for components covered by this warranty.

Emission Performance Warranty - Things You Should Know

>>General.

You may present a claim under this warranty immediately after your car has failed an applicable emission test if, as a result of that failure, you are required by law to repair the car to avoid the imposition of a penalty or sanction. You do not need to suffer the loss of the right to use the car, pay a fine, or incur repair expenses before bringing this claim. Your warranty claim may be presented to any authorized smart dealer of your choice in Canada.

The dealer will honour or deny your claim within a reasonable time not to exceed (30) days, from the time at which your car is initially presented for repair or within any time period specified by applicable law, whichever is shorter, except when a delay is caused by events not attributable to MBC or your smart dealer. You will be notified in writing by your smart dealer of the reason for any denial of your claim.

You may obtain further information concerning the emission performance warranty by contacting your authorized smart dealership.

smart Emission Related Components MY 2013 – Gasoline Engine

I. Air Induction System

Air Cleaner Housing
Intake Manifold

II. Fuel Metering System

Injection Valve
Fuel Management System
(including Fuel Pump and Integrated
Pressure Regulator)
Throttle

III. Ignition System

Ignition Coil
Spark Plug

IV. Fuel Evaporative Control

EVAP Canister
EVAP Canister Purge Valve
Fuel Filler Cap
Fuel Tank
Fuel Tank Pressure Sensor

V. Secondary Air Injection System

Air Pump
Air Switching Valve
Air Vacuum Check Valve
Air Valve

VI. Exhaust

Exhaust Manifold / Three-Way-Catalyst*

VII. Engine Emissions Control Systems/ Sensors

Accelerator Pedal Module
Camshaft Position Sensor
Crankshaft Position Sensor
Engine Control Module*
Engine Coolant Temperature Sensor
Engine Thermostat
Knock Sensor
Manifold Air Pressure Sensor
O2 Sensor
Transmission Control Module
Vehicle Speed Sensor (Front Wheels)
Vehicle Speed Sensor (Rear Wheels)

VIII. On-Board Diagnostics

Instrument Cluster
(Malfunction Indicator Lamp)*

Corrosion Warranty

>>This Warranty Covers:

Surface Corrosion: Surface corrosion for a period of 48 months or 80,000 km from date of first registration, whichever occurs first.

Perforation: Perforation due to corrosion for a period of 60 months unlimited kilometres from date of first registration.

1. If any defects should be found which cause surface corrosion or perforation (as defined below) within the respective periods stated above, any authorized smart dealer will repair or replace (at its sole option) such defects to any automobile body parts (defined below), provided that you demonstrate adherence to the Operator's Manual for the care and maintenance of the automobile as outlined therein. All parts replaced under this warranty become the property of MBC.

2. "Surface corrosion" means rust or corrosion affecting any readily visible surface area of the automobile body but not including external damage to paint or plated surfaces or rust or corrosion resulting from damage by stone chips or other impacts.

3. "Perforation" means the rust or corrosion of any components of the automobile body through from the inner surface to the outer surface.

4. "Automobile Body" means any moving or non-moving metal components of the automobile including parts replaced under this warranty, but not including those components which form part of the automobile underbody, power train, steering, suspension, braking or exhaust systems.

Corrosion Warranty

>>This Warranty Does Not Cover:

1. Surface corrosion or perforation to Automobile Body components that were repaired, replaced or refinished after the car was first sold at retail, other than (i) repairs, replacements or refinishes performed under this warranty; or (ii) replacements due to accident or damage ONLY WHERE SUCH REPLACEMENTS ARE GENUINE smart PARTS, AND ARE RETREATED WITH GENUINE smart BODY CAVITY RUST-PROOFING AND REFINISHING MATERIALS.

2. Surface corrosion or perforation to the Automobile Body caused by abuse or improper maintenance.

3. Surface corrosion or perforation where paint has been damaged by road hazards, such as stones and debris.

4. Surface corrosion or perforation caused by any part of the Automobile Body being submerged in water, sand or mud, or exposed to corrosive gas or airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.

5. Paint matching. (MBC reserves the right to decide whether painting the repaired or replaced panel to match the original finish is practicable. MBC is not liable under any circumstances for the costs of painting the entire car solely for paint matching.)

NOTE: THE INSTRUCTIONS IN YOUR OPERATOR'S MANUAL REGARDING CLEANING AND CARE OF THE CAR MUST BE FOLLOWED EXPLICITLY TO MAINTAIN YOUR CORROSION WARRANTY COVERAGE.

TO ENSURE FULL WARRANTY COVERAGE, ANY REPAIR OR REPLACEMENT MUST BE PERFORMED ACCORDING TO THE MANUFACTURER'S REPAIR INSTRUCTIONS.

THIS WARRANTY IS ONLY APPLICABLE IN CANADA.

If You Have Questions Regarding Warranty or Service

The satisfaction and goodwill of smart owners is of primary concern to smart dealers and MBC. In the event a warranty or service matter is not handled to your satisfaction, the following steps are suggested:

>>FIRST -

Discuss the problem with your smart dealer management. Talk to the Service Manager, then if you still have questions, discuss them with the smart dealership's owner.

>>THEN -

Request Clarification - if unanswered questions remain ask your dealer to contact the Field Service Manager.

>>FURTHER -

If you have additional comments or questions regarding your smart after discussion with your dealer and Field Service Manager, please write to us.

Our address:
Customer Relations Department
Mercedes-Benz Canada Inc.
98 Vanderhoof Avenue
Toronto, Ontario M4G 4C9

>>FINALLY -

MBC will, at your request, resolve questions by arbitration in respect of allegations of defect in material and workmanship in cars purchased from MBC. MBC has arranged for arbitration under the Canadian Motor Vehicle Arbitration Plan (CAMVAP). If you ever need information about this procedure and the scope of arbitration, please contact MBC Customer Relations Department or CAMVAP directly at the below toll free telephone number:
1-800-207-0685

If You Have Questions Regarding Warranty or Service

>>HEAD OFFICE

Mercedes-Benz Canada Inc.
Head Office
98 Vanderhoof Avenue
Toronto, Ontario
M4G 4C9
Phone # (416) 425-3550
Fax # (416) 423-5027

>>WESTERN REGION

Mercedes-Benz Canada Inc.
Western Region Zone Office
3650 Charles Street
Vancouver, B.C.
V5K 5A9
Phone # (604) 639-3310
Fax # (604) 639-3311

>>CENTRAL REGION

Mercedes-Benz Canada Inc.
Central Region Zone Office
2680 Matheson Blvd., Suite 400
Mississauga, Ontario
L4W 0A5
Phone # (905) 219-9097
Fax # (905) 219-9062

>>EASTERN REGION

Mercedes-Benz Canada Inc.
Eastern Region Zone Office
4525 Boul. St-Jean
Dollard-des-Ormeaux, Quebec
H9H 2A7
Phone # (514) 620-7313
Fax # (514) 626-2707

To Purchasers of Pre-Owned smart Vehicles

If you have purchased a pre-owned smart passenger car before the expiration of its original warranty, you are entitled to the unexpired portion of the warranty provided you establish your ownership and purchase date of the car. Please mail the notice on the center page to our Head Office.

Such notification is likewise necessary for your own safety after expiration of the original warranty. The Canadian Environmental Protection Act requires Mercedes-Benz Canada Inc. to be in a position to contact smart owners if a correction of a product defect becomes necessary.

Should your address change, please do not fail to notify us by using the same notice.

Speedometer Replacement

**FIRST
SPEEDOMETER
REPLACEMENT**



SPEEDOMETER REPLACED ON _____
DATE _____
WITH _____
DEALER SIGNATURE _____ DEALER SIGNATURE _____

**SECOND
SPEEDOMETER
REPLACEMENT**



SPEEDOMETER REPLACED ON _____
DATE _____
WITH _____
DEALER SIGNATURE _____ DEALER SIGNATURE _____

>>smartmove Assistance.

In order to be able to provide you with optimal service when required, your car is additionally protected by our smartmove Assistance service for four years, unlimited km, after its initial registration.

The sole purpose of smartmove Assistance is to provide you, the smart owner, with the assurance and peace of mind of knowing that help is near should you ever need it, 24 hours a day, anywhere in Canada.

1-877-627-8004

1-87-smart-004

>>smartmove Assistance Services Provided.

In order to receive smartmove Assistance, you must remain with your disabled vehicle. In addition, your vehicle must be plated and insured and on a regularly travelled road to receive smartmove Assistance services.

Whenever you call for smartmove Assistance, please have available your vehicle identification number (VIN).

- **Battery Boost Service** - If your battery has run down, a service operator will provide a boost in an attempt to enable your vehicle to proceed under its own power.
- **Fuel Delivery** - If your vehicle runs out of fuel, an emergency supply of up to 5 litres of fuel (where available) will be delivered.
- **Flat Tire Service** - If your vehicle has a flat tire, the service operator will attempt to inflate the flat tire with the tire sealant included in your vehicle breakdown set.
- **Winching and Extrication Service**
- Your vehicle will be extricated/ winched when it can be safely reached from a cleared, normally travelled road.
- **Towing Service** - In the event of a mechanical breakdown, if attempts to make your vehicle safely operable at roadside have been unsuccessful, towing service will be provided free of charge to the nearest authorized smart dealer in Canada, up to a maximum of 400 km. Please remember to contact your servicing dealer to advise them of your breakdown and to discuss and/or authorize the necessary repairs.
- **Accidents** - If the breakdown is due to an accident, there will be a charge for the towing service, as accident damage is not covered under the smartmove Assistance program. Charges will depend on the distance the tow truck must travel to retrieve your vehicle and deliver it to the repair facility. We recommend to have your smart towed to the nearest authorized smart dealer. *Remember, it is your right to choose the repair facility.*

smartmove Assistance

>> **Trip Interruption Benefits** - If your vehicle is unable to proceed under its own power due to a non-accident related mechanical breakdown, smartmove Assistance will provide reimbursement for alternative transportation up to \$200.00 per incident.

>>How to claim for reimbursement

1. Claims must be submitted to smartmove Assistance within 30 days of the date of breakdown.
2. Indicate the cause and location of the breakdown. Towing claims must be accompanied by the **original** tow invoice.
3. Enclose a photocopy of the detailed repair invoice and **original invoices/receipts** for the alternate transportation costs incurred.
4. A cheque is sent upon receipt and confirmation of information (please allow 30 days for processing).

5. Reimbursement applies for breakdowns occurring anywhere in Canada and is subject to the terms and conditions set forth by Mercedes-Benz Canada Inc.

6. For reimbursement, please address claims to: smartmove Assistance, 248 Pall Mall Street, P.O. Box 5845, London, Ontario, N6A 4T4.

>>Liability and Limitations:

Mercedes-Benz Canada Inc. reserves the right to limit services and reimbursement to an owner or driver under the program described herein when, in the sole judgment of Mercedes-Benz Canada Inc., the claims become excessive in frequency or type of occurrence. Mercedes-Benz Canada Inc. also reserves the right to revise or discontinue the described services/benefits at any time, without notice, at its sole discretion.

All service operators providing service are independent contractors and are not employees of Mercedes-Benz Canada Inc. Therefore, the smartmove Assistance Program cannot and does not assume any liability or responsibility for any loss or damage to your smart or your personal property resulting from rendering such service.

Service operators may decline providing service if the vehicle is unattended. Should service be rendered, the service operator will not be liable for any theft or damage of the vehicle and/or its contents while left unattended.

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