

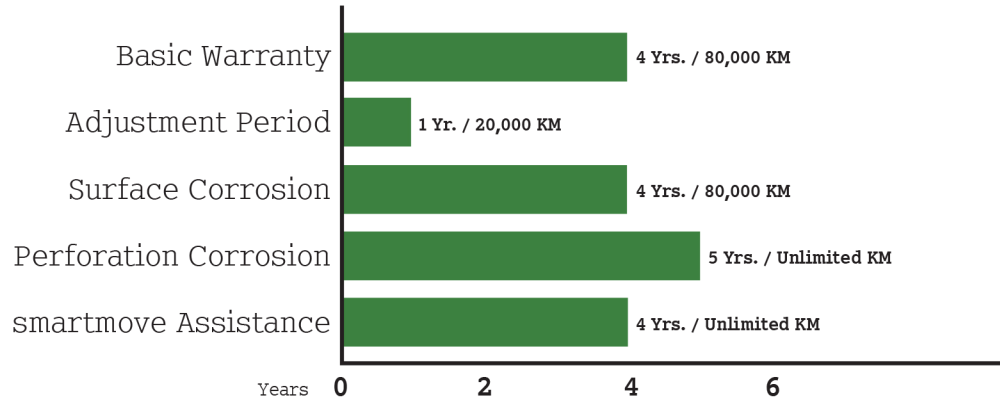


>> Warranty booklet (includes smartmove Assistance) - 2014
smart fortwo coupé and cabriolet
electric drive



smart electric drive LIMITED WARRANTY COVERAGE

2014 smart electric drive





Dear smart electric drive Owner:

As an authorized smart electric drive Centre, 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 electric drive Centre's Signature and Stamp



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

To meet your every possible service need, your authorized smart electric drive Centre employs a specially factory trained staff using the latest diagnostic and service techniques. Whether it is a small adjustment or major service, your smart electric drive Centre 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).

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Vehicle Warranty Information

Model _____

VIN _____

Domestic Delivery ☐

Delivery/Warranty: Day _____ Month _____ Yr. _____

Selling Centre Code: _____

To The Owner

>>General.

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

Your car is covered under the terms of these "Warranties" and your smart electric drive Centre 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 electric drive Centre 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.

>>If You Have Lost the Warranty Information Booklet.

Should you lose your Warranty Information booklet, have your local smart electric drive Centre arrange for a replacement.

>>Replacement Parts for Your smart electric drive.

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

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 electric drive Centre for warranty and other details. Also ask your smart Centre about exchange parts. These parts cost less than new parts but carry the same warranty terms.

New smart electric drive 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 electric drive car that any authorized smart electric drive Centre will make any repairs or replacements necessary, to correct defects in material or workmanship arising during the warranty period.

ANY smart electric drive CENTRE: Any authorized smart electric drive Centre of the owner's choice will perform warranty repairs or replacements. The vehicle should be delivered to the smart electric drive Centre during normal service hours. A reasonable time should be allowed after taking the car to the smart electric drive Centre 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 electric drive Centre. 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 electric drive Centre demonstrator or MBC company car.

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

New smart electric drive Car Limited Warranty

WARRANTY AVAILABLE: This warranty is applicable only in Canada.

THE NEW SMART LIMITED WARRANTY AND CORROSION WARRANTY 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 electric drive CENTRE 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 electric drive Car Limited Warranty

>>Items Which Are Not Covered:

TIRE AND RIM 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 to the rims resulting from pothole impact, curb impact, or from other objects/road hazards is not covered.

WHEEL ALIGNMENT: Adjustments for road crown issues are not covered.

BRAKE PADS AND DISCS: Replacement due to normal wear or as part of a regular maintenance is not covered.

WIPER BLADES AND INSERTS: Damaged or worn wiper blades and wiper blade inserts are 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 Maintenance Booklet. Use of service parts or fluids which are non-approved by MBC will cause damage not covered by the warranty.

NORMAL MAINTENANCE IS OWNER'S RESPONSIBILITY: Cleaning and polishing, lubrication and filters, replacing worn wiper blades, wiper rubber inserts, brake pads and discs, and clutch discs and pressure plates are some of the normal maintenance services required and are not covered by this warranty. See Maintenance Booklet for details.

Damage caused by the use of improper filters, 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 electric drive 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.

DAMAGE CAUSED BY IMPROPER BODY REPAIRS: Damage or malfunctions caused by body repairs not performed in accordance with smart electric drive 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), 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.

RACING OR COMPETITIVE EVENTS: Your limited warranties do not cover the costs of repairing damage or conditions caused by racing, nor do they cover the repair of any defects that are found as the result of participating in a racing event.

DAMAGE TO INTERIOR SURFACES: Damage to finished interior surfaces such as upholstery, wood, leather, suede, plastic, chrome, glass, rug, and paint caused by external influence, misuse, or negligence is not covered. Some examples include, but are not limited to, spills, chafe marks, scratches, and impressions from heavy objects or clamping force (such as a strap or mounting device). Damage from the use of third party accessories such as steering wheel locks or vent-mounted air-freshners is also not covered.

New smart electric drive 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 electric drive Centre.

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.

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.

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 Centre, 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 Centre 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 smart Centre 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 both the high-voltage battery and the 12-volt 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.

New smart electric drive 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 smart Centre during new vehicle inspection. We suggest that if you find any paint or appearance problems that you advise your authorized smart electric drive Centre 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 smart Centre 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. MBC has certified a network of body repair facilities which are qualified to perform both cosmetic and structural repairs to your vehicle.

Should your vehicle need paint work / body repair or if you have any questions please contact your authorized smart Centre.

>>Tires.

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

Zero Emission Vehicle / Corrosion Warranty

General

The smart electric drive is a Zero Emissions Vehicle (ZEV). As a result, MBC provides no federal or provincial emission related warranty coverages for these models.

>>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 48 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 electric drive Centre 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 electric drive owners is of primary concern to smart electric drive Centres 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 electric drive Centre management. Talk to the Service Manager, then if you still have questions, discuss them with the smart electric drive Centre's owner.

>>THEN -

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

>>FURTHER -

If you have additional comments or questions regarding your smart electric drive after discussion with your smart Centre 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 Electric Drive Vehicles

If you have purchased a pre-owned smart Electric Drive vehicle 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 _____
SMART CENTRE SIGNATURE SMART CENTRE SIGNATURE

**SECOND
SPEEDOMETER
REPLACEMENT**



SPEEDOMETER REPLACED ON _____
DATE _____
WITH _____
SMART CENTRE SIGNATURE SMART CENTRE SIGNATURE

smartmove Assistance

>>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 electric drive 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).

- **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 (i.e. your vehicle will not start) towing service will be provided free of charge to the nearest authorized smart Centre in Canada, up to a maximum of 400 km. Please remember to contact your servicing Centre 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 Centre. *Remember, it is your right to choose the repair facility.*

>> 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. (Note, this benefit does not apply for towing required as a result of an unsuccessful tire service, as this is not considered a mechanical breakdown).

smartmove Assistance

>>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.

smart – a brand of Daimler A.G.

Please check one: ☐ NOTICE OF ADDRESS CHANGE
☐ NOTICE OF PRE-OWNED VEHICLE PURCHASE

Please print and give complete information

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Mo. Day Yr.
Purchase Date

[illegible]

Number	Street
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City	Prov.	Postal Code
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