

## **SHENZER**

**(Nanjing Automobile Modification Co., Ltd.)**

### **Warranty Policy & Terms**

#### **Warranty Policy**

SHENZER guarantees that, within the specified time period or mileage limit, if material or manufacturing defects are confirmed in the modified components of SHENZER vehicles, SHENZER will provide warranty coverage for the affected items.

#### **Warranty Period/Terms**

1. Base Vehicle Warranty (Provided by Mercedes-Benz ):

- V-Class & Vito: 36 months (unlimited mileage).
- Effective Date:

The earlier of:

- The date on the base vehicle's sales invoice, OR
- The first day after 6 months from Mercedes-Benz 's factory release date.

> Note: Refer to Mercedes-Benz 's "Owner's Manual" for detailed base vehicle warranty terms.\*

2. Modified Components Warranty (Provided by Shenzer):

- V-Class & Vito: 36 months or 60,000 km (whichever comes first).
  - Key components: See warranty table for specific terms.
  - If sales contracts specify alternate terms, those prevail.

- Effective Date:

The earlier of:

- Vehicle registration date on the owner's license, OR
- The first day after 6 months from Shenzer's factory release date.

- Post-Warranty Repairs: Paid repairs for modified parts carry a 6-month/20,000 km

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warranty.

### **Warranty Exclusions**

1. Routine Maintenance:

- Wheel balancing/alignment; wiper blades/antennas/remote batteries/tires/wheels/clutch pads/brake pads/brake discs/spark plugs/bulbs/glass/fuses/rubber/leather/upholstery wear.

2. Non-SHENZER/Mercedes-Benz Parts/Services:

- Issues arising from parts or repairs performed outside authorized Mercedes-Benz 4S shops.

3. Misuse/External Damage:

- Improper operation, accidents, fire, flooding, hail, lightning, tree sap, etc.

4. Unauthorized Modifications:

- Any alterations not approved by Shenzer in writing.

5. Neglected Maintenance:

- Failure to follow the "Warranty Manual" maintenance schedule.

6. Tampering/Delayed Repairs:

- Odometer tampering, failure to report issues promptly, or altering defective parts before inspection.

7. Indirect Costs:

- Consequential damages (e.g., towing, rental fees).

### **Charges During Warranty Period**

Non-warranty repairs will incur fees based on current rates.

### **Repair Claims**

Contact the purchasing dealer or Shenzer immediately for repairs at authorized Mercedes-Benz 4S shops (addresses/contacts in Mercedes-Benz 's manual).

## Key Components Warranty Table

Component	Warranty Period	Notes
Engine, Transmission, Steering, Brakes, Suspension, Axles, Body	Per Mercedes-Benz 's FA6541A/FA6541D/FA6541E/FA6542A/FA65 42M/FA5032XXYA base vehicle policy	
Decorative Roof/Sunroof	36 months/60,000 km	
Seat Assembly/Upholstery	36 months/60,000 km	Excludes scratches/n ormal wear. *Years 1–2: On- site repair; Year 3: Parts/tech support only.*
Wiring Harness	36 months/60,000 km	Includes connectors.
Bar/Secretary Chair Unit	36 months/60,000 km	Excludes scratches/n ormal wear.
Rear Center Armrest Unit	36 months/60,000 km	Excludes scratches/n ormal wear.

Component	Warranty Period	Notes
Interior Paint/Color Transfer Parts	36 months/60,000 km	Excludes scratches/n ormal wear.
Microfiber/PVC Upholstery	36 months/60,000 km	Excludes scratches/n ormal wear.
Suede Upholstery	12 months/30,000 km	Excludes scratches/n ormal wear.
High-Gloss Wood Trim	12 months/30,000 km	Excludes scratches/n ormal wear.
Front Multimedia System (Vito)	12 months/30,000 km	
Manual-to-Electric Seat/Door (Vito)	12 months/30,000 km	
Front Center Armrest	12 months/30,000 km	Fridge/coffe e maker warranty varies by part.
Foldable Tables/Footrests	12 months/30,000 km	Excludes scratches/n ormal wear.

Component	Warranty Period	Notes
220V Power System (Inverter)	12 months/30,000 km	
Fridge/Electric Tailgate Cabinet	12 months/30,000 km	Excludes misuse.
Flooring/Carpets/Curt ains	12 months/30,000 km	Excludes stains/wear.
Exterior Trim (Bumpers/Side Steps)	12 months/30,000 km	
Audio System (DVD/Amplifier/Speak ers)	12 months/30,000 km	
Electroplated Parts	12 months/30,000 km	Excludes misuse.
Air Purifier (Excluding Filters)	12 months/30,000 km	Excludes misuse.
Touchscreens/Switche s/Sockets	12 months/30,000 km	Excludes misuse.
Lighting (Ambient/Star Roof/etc.)	12 months/30,000 km	
Auxiliary Battery	12 months/30,000 km	
Mobile Electronics	12 months/30,000 km	

Component	Warranty Period	Notes
(Routers/iPads)		
TVs/Displays	12 months/30,000 km	
Coffee Maker/Kettle	6 months	
Glass/Bulbs/Fuses	Not covered	