
What is not covered under the 10-Year Engine Warranty program?

1. Any components and losses that are not listed under the “What is covered under the 10-Year Engine Warranty program” section.
2. Any components that are not genuine Mercedes-Benz components, installations, or modifications that are not in accordance with manufacturer recommendations which could impair the reliability and functionality of the engine operation, particularly in the case of modifications and attachments to vehicles and performance enhancement measures.
3. Any sign of material failure, corrosion, soiling, discoloration, and other visual changes on parts which may be due to improper usage, and environmental condition.
4. Engine damage caused by oil seepage, water ingress (e.g. flood and fluid contamination), motorsport racing purposes, manufacturing defect, and coolant contamination.
5. Engine damage caused by external influences, such as corrosion (from water that has seeped into the fuel system), vandalism, chemical pollution, acid rain, hail, sand, salt, de-icing agents, stones, fires, disasters, climate conditions, events attributed to human fault (e.g. accidentally adding water into the engine) or climate, negligence, civil uprisings, or Acts of God.
6. Electronic and Electrical engine attachment components, and engine management sensors.
7. EQ/Hybrid components and sensors.
8. Mechanical and Electrical Charge system components.
9. Starter, Charger, and Ignition system components.
10. Electro-mechanical Fuel and Cooling System components/ fittings.
11. Mild NVH (Noise, Vibration and Harshness), minor irregularities, or asymmetry not affecting quality, performance or function of the vehicle or parts thereof (e.g. slight noises or vibrations) shall not constitute fault or defect (subject to assessment by CCI).
12. Any damage due to engine overheating.

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13. Engine damage caused by the previous or current owner’s failure to take reasonable steps to prevent mechanical damage from occurring. E.g., taking appropriate actions in the event that warning lights appear.
14. Subjective complaints like engine noise and loss of engine power are subject to investigation by CCI, whose diagnosis and decision on the coverage under the engine warranty shall be final.
15. Any vehicle on which the odometer reading has been altered such that the mileage cannot be readily determined or confirmed.
16. Indirect or consequential loss or damage such as the failure of a covered component that is caused by the failure of a non-covered component, or failure of a non-covered component that is caused by the failure of a covered component.

CCI will not bear any liability, insofar as the law permits, for additional costs such as service charges, loss of time, loss of use of the vehicle during the repair period, inconvenience or consequential loss or damage, or charges in connection with a vehicle breakdown (such as our breakdown attendance fee, towing charges or loan of a replacement car to you during the repair period). All decisions made by CCI after assessment of the vehicle with regards to what is covered under the engine warranty shall be final.



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Cycle & Carriage 10-Year Engine Warranty

A new initiative to ensure your vehicle's well-being.

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Eunos Service Center: 330 Ubi Road 3, (S)408650

Sin Ming Service Center: 600 Sin Ming Ave, (S)575733

Mon – Fri: 8.30 am – 6 pm, Sat: 8.30 am – 12 pm, Sun: Closed

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Cycle & Carriage 10-Year Engine Warranty

10 YEAR Engine Warranty

From 31 August 2020, all Mercedes-Benz passenger cars (excluding full EQ electric cars and commercial vehicles)

registered with Cycle & Carriage Industries Pte. Limited (CCI) will enjoy coverage from the 10-Year Engine Warranty program*, up to 10 years or maximum mileage of 150,000 km (whichever comes first).

This means CCI will undertake an additional 7 years of engine warranty on your vehicle upon expiry of its 3-year manufacturer's warranty from the date of registration – stretching your engine warranty to a total of 10 years.

Under the 10-Year Engine Warranty program*, CCI will repair or replace (at our discretion and expense) vehicle engines that have failed or experienced abnormal wear in the course of vehicle ownership.

*Terms and conditions apply. Valid for vehicles below 10 years' old and 150,000 km mileage as of 31 August 2020. Please refer to the back for a list of exclusions. CCI reserves the right to amend the terms of coverage without prior notice.

Frequently Asked Questions:

Q. What is the difference between the manufacturer's warranty and the engine warranty?

A. The manufacturer's warranty commences from the date of vehicle registration and lasts for a duration of 3 years or the first 100,000 km (whichever comes first), against product defects in materials and workmanship. The engine warranty commences from the date of vehicle registration and lasts for a duration of 10 years or 150,000 km (whichever comes first), against defects in the engine's components.

Q. Am I required to pay for this engine warranty?

A. You are not required to pay for the 10-Year Engine Warranty if your vehicle is eligible for the program.

Frequently Asked Questions:

Q. Which vehicles are eligible for the engine warranty?

A. Vehicles that are registered with CCI at the point of purchase, and have been serviced, maintained, and repaired by CCI at the recommended service intervals for the 10-year duration or 150,000 km (whichever comes first), are eligible for the engine warranty. If the vehicle misses the recommended service interval by more than 60 days or 2,000 km, it will no longer be eligible for the 10-Year Engine Warranty.

Q. Are hybrid cars and V-Class models included? Which vehicles are not eligible for the engine warranty?

A. Yes, hybrid cars and V-Class models are included. Full EQ electric cars or commercial vehicles (including those used for reward hire or other commercial purposes such as private-hire, rental, etc., or for public services such as the police, the military, etc.) are not eligible for the engine warranty.

Q. I have a pre-owned Mercedes-Benz. Is my car eligible for the engine warranty?

A. Pre-owned cars are eligible for the engine warranty if they fulfil the following requirements:

- The first owner had purchased the vehicle directly from CCI.
- The vehicle is registered with LTA as a privately-owned vehicle.
- The vehicle has been serviced, maintained, and repaired by CCI at the recommended service intervals.

Q. Is the engine warranty transferable to the next vehicle owner?

A. The engine warranty is transferable to the next owner of the Mercedes-Benz vehicle under these conditions:

- The registration of ownership particulars must be done at Cycle & Carriage Mercedes-Benz Authorised Service Center(s).
- The new owner must be able to produce the required documentation to validate the change of ownership.
- The vehicle has to be less than 10 years' old from the date of vehicle registration and has been serviced, maintained, and repaired by CCI at the recommended service intervals.

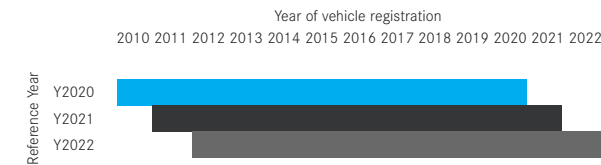
Frequently Asked Questions:

Q. If my car is already 5-year-old, will it still be covered under the 10-Year Engine Warranty?

A. Yes, any vehicle that is registered with CCI at the point of purchase, and has been serviced, maintained, and repaired by CCI at the recommended service intervals for the first 10 years or 150,000 km of the vehicle (whichever comes first), will be covered. However, if the vehicle misses the recommended service interval by more than 60 days or 2,000 km, it will no longer be eligible for the 10-Year Engine Warranty.

Q. When does the engine warranty commence for my vehicle?

A. The engine warranty program will commence from 31 August 2020 and it covers vehicles that are less than 10 years' old. Please refer to the graph below for a clear visualisation of the warranty's coverage.



As shown above, any vehicle registered after 31 August 2020 will be covered by the 10-Year Engine Warranty from its implementation on 31 August 2020, up until the vehicle is 10 years' old.

Q. If my car is 11-year-old, can I still sign up for the next 10 years?

A. No, only vehicles less than 10 years' old (as of 31 August 2020) are eligible for the engine warranty.

Q. If I did not purchase my car from Cycle & Carriage, is it still eligible for the engine warranty?

A. Unfortunately not. To qualify, your vehicle must be registered with CCI at the point of purchase.

Q. If I have serviced with another workshop not under CCI before the program was in place, do I still qualify?

A. Unfortunately not. To qualify for the engine warranty, your vehicle has to be serviced, maintained, and repaired by CCI at the recommended service intervals, for the 10-year duration or 150,000 km mileage (whichever comes first).

10-Year Engine Warranty Terms & Conditions

What is covered under the 10-Year Engine Warranty program?

The engine warranty covers failure and/or abnormal wear of the following engine components:

1. Engine Overhaul Gasket Kit
2. Engine Crankcase
3. Piston(s)
4. Piston Ring Set
5. Connecting Rod(s)
6. Connecting Rod Bearing(s)
7. Crankshaft
8. Crankshaft Bearing(s)
9. Crankshaft Sprocket Gear
10. Crankshaft Vibration Damper
11. Lanchester Balancer Shaft Assembly
12. Oil Pan
13. Engine Oil Pump
14. Oil Pump Drive Chain
15. Oil Pump Tensioner
16. Oil Pump Tensioner Rail
17. Oil Spray Nozzle(s) for Piston
18. Engine Oil Filter Housing
19. Engine Oil Filter Heat Exchanger
20. Cylinder Head
21. Cylinder Head Cover
22. Cylinder Head Gasket
23. Engine Timing Chain
24. Timing Chain Tensioner(s)
25. Timing Chain Tensioner Rail(s)
26. Timing Chain Slide Rail(s)
27. Timing Case Cover(s)
28. Inlet Valve(s)
29. Exhaust Valve(s)
30. Valve Spring(s)
31. Valve Spring Retainer(s)
32. Valve Stem Seal(s) - Inlet & Exhaust
33. Valve Keeper(s)
34. Roller-type Cam Follower(s)
35. Hydraulic Valve Clearance Compensating Element(s)
36. Valve Lift Switchover Actuator (CAMTRONIC)
37. Intake Camshaft(s)
38. Exhaust Camshaft(s)
39. Intake Camshaft Adjuster
40. Exhaust Camshaft Adjuster
41. Camshaft Central Valve(s)
42. Vacuum Pump
43. Coolant Thermostat Assembly