

Delayed Warranty Start Date – Process for Dealers / eXpertUpfitters

Unlike passenger vehicles and other Commercial Van accounts, basic Mercedes-Benz Commercial Van chassis or vehicles will be sold to upfitters, completed by the upfitter with their equipment according to the Commercial Van Customer Assurance Program and displayed for sale at the respective upfitter's franchised dealerships. The upfitting process takes several weeks, then the completed vehicle is marketed and sold.

In recognition of the lead-time between the delivery of the chassis or vehicle to the upfitter and the ultimate customer retail delivery, the warranty will be delayed **for a maximum of 24 months or 3,500 miles** from the **date of production**. If a vehicle is **not** sold to the end-customer **before 24 months**, the warranty will automatically activate to 24 months after the production date of the vehicle.

The Warranty Start Date must be the date of sale to the ultimate customer of the upfitted unit but cannot be more than 24 months from production date of the Mercedes-Benz or Freightliner Van chassis. Special consideration to apply a date that is greater than this period will not be granted.

In order to offer the upfitter's customers the full benefit of the factory warranty, the upfitter or their authorized representative will record the Warranty Start Date as the date the completed vehicle is retailed by an upfitter's franchised dealer to a customer via the Upfitter Portal.

To access the Delayed Start Warranty form please follow this link: <https://www.upfitterportal.com/en-us/resources/delayed-warranty-form>.