

CV 12.1 Warranty Start Date

Policy

Unlike passenger vehicles and other Commercial Van accounts, basic Mercedes-Benz Commercial Van chassis will be sold to eXpertUpfitters, 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 eXpertUpfitter 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**. The vehicle warranty is automatically started at the time of the van purchase, but can be updated one time after upfit with the customer information via the Upfitter Portal Delayed Warranty Form page ([Mercedes-Benz Vans Upfitter Portal-Delayed Warranty Form](#)) or if beyond the 24 months from production.

Requirement

The benefit of a delayed Warranty Start Date is only available to vehicles sold to eXpertUpfitter program upfitters. Vehicles sold to non-program upfitters are not eligible and the Warranty Start Date must remain as the date the vehicle was initially retailed.

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.

Procedure

In order to offer the eXpertUpfitter'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 eXpertUpfitter's franchised dealer to a customer via the Upfitter Portal.

To access the Delayed Start Warranty form please visit the [Upfitter Portal](#).