

Engine & Transmission Core Return Policy Update

Great news regarding Genuine Mercedes-Benz Remanufactured Engine & Transmission core returns!

- MBUSA accepts all **112,113, 272 and 273** Engine core returns that have:
 - Experienced hydro-lock or other severe damage
 - Torque Converter attached and not removable
 - Please note that this means that any damaged Engine can be returned
 - **with the noted exception of severely burned and/or melted engines**
- MBUSA **now** accepts all **NAG1 and NAG2** Transmission core returns that have:
 - Any damage to the bell housing
 - Torque Converter attached and not removable
 - Please note that we will **not accept Transmissions with damage to the rear housing**
- This core return enhancement gives you the confidence to no longer include the core value when quoting an Engine or Transmission replacement to your customer or their Insurance Company representative.

MBUSA supports and encourages the use of complete Genuine Remanufactured Engines, Transmissions and other parts.

Remember that a Genuine Mercedes-Benz Remanufactured part can provide savings of over 40% when compared to new.

Please consider the quality, warranty, proper fit, safety and competitive price of Genuine Mercedes-Benz Remanufactured parts.

Core Parts Return Guidelines

Please note: All shipments that contain hazardous materials must be identified, packed, marked, labelled and documented in compliance with all applicable IATA-DGR and 49 CFR (U.S. DOT) HAZMAT shipping regulations.

PACKING INSTRUCTIONS

Please note: all shipments that contain hazardous materials must be identified, packed, marked, labelled and documented in compliance with all applicable IATA-DGR and 49 CFR (U.S. DOT) HAZMAT shipping regulations.

If a dirty or undrained core is received, you will be contacted, advised of the deficiency and remedial action will be taken on our part. We will absorb the cost to clean and/or drain the first non-compliant core received. You will also be advised as to requirement compliance for all future core returns.

Prepare Part(s) shipments to the dealers as follows:

Where applicable, the exchange unit shipping carton is to be reused when returning cores. Also, reuse the packing material to secure the core in the carton.

Properly pack the part in either the original box or a suitable sized box.

Wrap the part in protective packing material to restrict movement, and avoid damage to other parts, before placing into outer shipping container.

Do not combine heavy and light weight parts within the • same box Example: Transmission and phone; alternator and COMAND.

Ship Haz-Mat items according to government regulations.

Carefully package all items to ensure they are not damaged by other parts.

All fluids (oil, A/T fluid, fuel, P/S Fluid) must be completely drained.

Reinstall all packing plugs and caps if applicable (i.e. A/C Compressors, Engine, Transmissions, etc)

The exterior of the core must be completely cleaned. All heavy accumulation of oily dirt, grease and grime must be removed; use a degreaser, high pressure hot water hose, power washer or steam hose. Do not allow water to enter the core.

All engine cores must have the water pump reinstalled and torqued to the block according to Service Specifications. The water pump is used as a lifting point during the unloading process at the factory. It is important to follow this requirement in order to prevent injury or damage.

The engine core is to be secured in the shipping palletainer and, if available, re-install the protective plastic bag supplied with the exchange unit.

Note: MBUSA reserves the right to reject the core part return if the part(s) were not properly packaged according to the guidelines described above.