



Mercedes-Benz Integrated Service Package.

Accomplished to perfection... delivered to your satisfaction.

Mercedes-Benz



Integrated Service Package (ISP) by Gargash Enterprises

The ISP by Gargash Enterprises is the exclusive, hassle-free maintenance package for your Mercedes-Benz vehicle, which provides the maintenance service according to the manufacturer's recommendation, for a period of 5 years* or up to 105,000 km whichever comes first, free of charge.

It is designed to maintain your Mercedes-Benz vehicle at the optimum operating condition for the best performance. All you have to do is simply book a service appointment and visit your nearest Mercedes-Benz service centre operated by Gargash Enterprises in Dubai, Sharjah and Northern Emirates at the designated maintenance intervals.

We only use Mercedes-Benz genuine spare parts and approved care products during the service of your vehicle.

*From the first registration or delivery date.

Integrated Service Package (ISP) by Gargash Enterprises

The ISP by Gargash Enterprises covers the following items (depending on mileage covered or vehicle age). ISP will not cover wear and tear items (e.g. :Brake pads, discs, tyres, wiper blades etc)

Scope of Coverage

DESCRIPTION	Integrated Service Package
Every 15,000 km or every year:	
Engine oil and filter change	•
Replace air filter element	•
Add Mercedes-Benz approved fuel additive	•
Add windshield washer fluid	•
Inspect brake fluid level	•
Every 30,000 km or every year:	
Sunroof/panoramic roof: Clean and lubricant guide mechanism	•
Replace combination/charcoal filter	•
Clean air conditioning system (interior)	•
Every 30,000 km or every 2 years:	
Functional check for windshield wiper and washer system	•
Check exterior lights for proper operation	•
Check all visible parts in engine compartment for damage and leakage	•
Check steering oil level	•
Check visible area of poly V-belt for wear	•
Inspect all visible parts of the vehicle underside for damage and leakage	•
Inspect front axle joint and rubber boots	•
Check track rod, drag link linkage and rubber boots	•
Check propeller shaft flex disks	•
Check tyres for damage and crack formations	•

Scope of Coverage

DESCRIPTION	Integrated Service Package
Every 2 years:	
Check bodywork for paint damages	•
Chassis panels and load-bearing body panels: Check for signs of damage and corrosion	•
Replace brake fluid	•
Every 45,000 km/3 years or 60,000 km: (only valid for selected models, as per manufacturer’s guidelines)	
Rear Axle oil: carry out oil change	•
Spark plugs: carry out spark plug replacement	•
Transfer case: carry out oil change	•
Coolant : Carry out coolant replacement in main circuit (only valid for engine 275,277,279)	•
Every 3 years / 45,000 km or 4 years / 60,000 km or 90,000 km:	
Automatic transmission: carry out oil and filter change	•
Every 90,000 km: (only valid for selected models, as per manufacturer’s guidelines)	
Transfer case: carry out oil change	•
Rear Axle oil: carry out oil change	•

Scope of service coverage may be subjected to change without notice.

Integrated Service Package (ISP) by Gargash Enterprises

Terms and conditions

1. The ISP by Gargash Enterprises and its coverage is provided for 5 years* or 105,000 km, whichever comes first.
2. The service and maintenance under the scope of the ISP by Gargash Enterprises is provided according to the defined service interval of every 1-year or 15,000 km, whichever comes first, according to the manufacturer's recommendation.
3. The ISP by Gargash Enterprises may grant a grace period of 2 months or 2,000 km, whichever comes first, before or after the service due date/mileage, inclusive of expiry of the ISP at the discretion of Gargash Enterprises. No further consideration or subsequent compensation is possible.
4. The service and maintenance under the scope of the ISP by Gargash Enterprises can only be provided at the authorised Mercedes-Benz service centres in Dubai, Sharjah and Northern Emirates, which are operated by Gargash Enterprises.
5. The scope of the ISP by Gargash Enterprises is based on the maintenance required for the defined interval in the Owner's Manual and the Service Booklet in paper or digital format which are supplied with the vehicle. The maintenance requirements in those publications may differ from the locally valid and applicable guidelines, which has priority on the base of local specific operating conditions.
6. The service interval and scope of recommended maintenance service, which are defined by the manufacturer, may be subjected to change without prior notice. No additional charge or subsequent compensation can be made as a result of the change.
7. The ISP by Gargash Enterprises covers the defined scope of service and maintenance for the subjected vehicle. Thus, the ISP coverage can be provided regardless of change in the legal ownership during the above mentioned period.
8. In the event of ownership change of the subjected vehicle, the remaining balance of the ISP coverage by Gargash Enterprises can be transferred to the new owner in the form of endorsement of this agreement at an authorised Mercedes-Benz service centre operated by Gargash Enterprises upon approval from Gargash Enterprises.

9. The ISP by Gargash Enterprises is a vehicle specific package, thus, it cannot be transferred nor compensated to other vehicles.
10. If the vehicle is relocated outside of the United Arab Emirates permanently, the ISP by Gargash Enterprises becomes void automatically. No subsequent compensation can be provided.
11. If the vehicle is extensively damaged so that it is scrapped or written off or does not hold any economical value, the ISP becomes void automatically as soon as the above is confirmed. No subsequent compensation can be provided and the reinstatement of ISP is not permissible.
12. It is strongly recommended to have the required maintenance service performed according to the schedule and requirement, which is defined by the manufacturer. Otherwise, it may partially or fully limit the coverage of any warranty provided on the vehicle.
13. Termination of the ISP by Gargash Enterprises is not permissible under any circumstances once the agreement is confirmed. Additionally, no refund or compensation of any kind will be provided for unused portions of the ISP.

*From the first registration or delivery date.



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