

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Joe Haller, Department Manager – Warranty, Gregory Gunther - Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Extended Warranty – Particulate Matter (PM) Sensor MY13-15 E-Class (W212), GLK-Class (X204), ML-Class (W166), GL-Class (X166)</b>	DATE: August 19, 2022

## IMPORTANT EXTENDED WARRANTY INFORMATION

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) vehicles listed below, the particulate matter (“PM”) sensor could potentially fail and consequently activate the malfunction indicator light (MIL) with one of the fault codes mentioned below. As a result, the warranty for the PM sensor has been extended from the original New Vehicle Limited Warranty of 4 years / 50,000 miles to 10 years / 120,000 miles (whichever occurs first).

This extended warranty applies to the aforementioned conditions that necessitate the service and/or replacement of the PM sensor under the New Vehicle Limited Warranty terms and conditions. The following vehicles are included:

Model	Model Years	Baum	Sales Designation	Engine Type
E-Class	2013	212.024	E 350 BLUETEC 4MATIC	OM642
E-Class	2014 - 2015	212.004, 212.097	E 250 BLUETEC E 250 BLUETEC 4MATIC	OM651
GLK-Class	2013 - 2015	204.904	GLK 250 BLUETEC 4MATIC	OM651
ML-Class	2013 - 2014	166.024	ML 350 BLUETEC 4MATIC	OM642
ML-Class	2015	166.004	ML 250 BLUETEC 4MATIC	OM651
GL-Class	2013 - 2015	166.824	GL 350 BLUETEC 4MATIC	OM642

Please be advised that all PM sensors being claimed under this extended warranty must have a quick test uploaded with fault code information (P181C, P24AE, P24C6, P16CB), and may be audited. All PM sensors found to be functioning properly or without proper documentation will be returned and the claim debited in full. The following damage codes and parts can only be claimed for the replacement of the PM sensor:

Damage Code: 14507 – PM sensor

Parts: A0009050408, A0009051008, A0009051108, A0009051208 (Depending upon engine/model)



**IMPORTANT:**

1. Always check VMI to determine if a vehicle is covered under the 10 year / 120,000 mile warranty period
2. Quick Test Documentation with fault code information (P181C, P24AE, P24C6, P16CB) must be uploaded to pXD.

Please check the VIN in Netstar/VMI before scheduling the appointment for the repair. Applicable vehicles will be visible in Netstar/VMI on August 19, 2022

Approximately two weeks after the distribution of this NCU, a letter will be mailed to owners notifying them of the warranty extension. If customers have already paid to have a repair related to the conditions specified above, they may be eligible for reimbursement. Please advise the customer to follow the instructions detailed below (a copy is also included in the customer letter).

**Reimbursement to Customers for Valid Repairs Performed Prior to Warranty Extension**

Customers who have already paid to have particulate matter (PM) sensor replaced due to the aforementioned condition, they may be eligible to receive reimbursement.

Requests for reimbursement may include expenses for Mercedes-Benz replacement parts, labor, fees and taxes.

**Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealership.**

**The following documentation must be presented to the servicing or closest Mercedes-Benz dealership for reimbursement:**

Original or clear copies of **all** receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- Only Mercedes-Benz replacement parts were used for the repair.
- Fault Code (DTCs) information belonging to this Warranty Extension (if any).
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- **Reimbursement will be paid by a check from an authorized Mercedes-Benz dealership.**

Please note, some customers may have already received a separate communication from MBUSA regarding the proposed settlements regarding certain diesel vehicles that were made public on September 14, 2020. This communication also sets forth the potential impact on customer vehicles once the settlements are approved by the Court and an Emission Modification is available for their vehicle.

This Particulate Matter Sensor warranty extension is fully independent of all provisions of the aforementioned settlements. Customers who are receiving this warranty extension prior to the installation of the Approved Emissions Modification (AEM) are eligible for reimbursement of the Particulate Matter Sensor.

**Should you have any questions or concerns, please do not hesitate to open a Warranty Services case online.**

