

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Joe Haller, Senior Manager – Warranty, Gregory Gunther - Senior Manager, Vehicle Compliance and Analysis, Engineering Services</p>
<p>RE: Emission Extended Warranty – Fuel Supply Hose MY19-20 A-Class (177), MY20 GLB-Class (X247), MY20 CLA-Class (118) and MY21 GLA-Class (H247)</p>	<p>DATE: July 21, 2023</p>

IMPORTANT EMISSION EXTENDED WARRANTY INFORMATION

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA, LLC (“MBUSA”) is extending the warranty coverage on the fuel supply hose in certain Model Year (“MY”) vehicles listed below from the original New Vehicle Limited Warranty of 4 years/50,000 miles to 15 years/150,000 miles (whichever occurs first) due to the following condition:

- The fuel supply hose may have been inadvertently routed to where it could contact and chafe against the charge air pipe. Over time, the chafed area of the hose may allow fuel to leak and result in a brief perceptible fuel odor in or around the vehicle. A safety risk including the risk of fire, has been ruled out.

<i>Model</i>	<i>Model Years</i>	<i>Sales Designation</i>
<i>A-Class</i>	2019 – 2020	A220, A220 4MATIC
<i>GLB-Class</i>	2020	GLB 250, GLB 250 4MATIC
<i>CLA-Class</i>	2020	CLA 250, CLA 250 4MATIC
<i>GLA-Class</i>	2021	GLA 250, GLA 250 4MATIC

All repairs found to be functioning properly or without proper documentation will be returned and the claim debited in full. Only the following damage codes and parts may be claimed for the aforementioned repairs:

Damage Codes:

- 47903 – 05

Parts:

- A247 476 00 26 – Fuel Hose

Please note, that damage incurred from abuse, accident, vandalism or other non-warrantable causes that are not covered by the New Vehicle Limited Warranty are similarly not covered by this Extended Warranty.



IMPORTANT:

1) Always check VMI to determine if a vehicle is covered under the 15 years / 150,000 miles warranty period.

Please check the VIN in NetStar/VMI before scheduling the appointment for the repair. Applicable vehicles will be visible in NetStar/VMI on July 21, 2023.

Approximately two weeks after the posting of this NCU, a letter will be sent 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.



Reimbursement to Customers for Valid Repairs Performed Prior to Warranty Extension

Customers who have already paid to have a repair to the fuel supply hose resulting in perceptible fuel odor may be eligible to receive reimbursement.

Requests for reimbursement may include expenses for Mercedes-Benz replacement parts, labor, fees and taxes. Requests for reimbursement costs that were not related to the aforementioned conditions will not be honored.

Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealership and repairs performed by a non-Mercedes-Benz dealership might not be reimbursed.

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

Original or clear copy 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 for the 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.**

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

