

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Teresa Clemmer, Senior Manager – Warranty, Gregory Gunther - Senior Manager, Vehicle Compliance and Analysis, Engineering Services</p>
<p>RE: Emission Extended Warranty – High-Voltage (HV) Refrigerant Compressor and Condenser MY15-20, Various Hybrid Models (see chart below)</p>	<p>DATE: April 18, 2024</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 HV Refrigerant Compressor & Condenser 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 copper wire winding in the HV refrigerant compressor might corrode over time and could cause the battery management system to diagnose a lower insulation resistance leading to an insulation error. Due to the physical connection of the HV refrigerant compressor to the HV electrical system, the insulation error would trigger a fault in the entire HV electrical system. A warning message may be displayed (e.g., battery symbol with text “malfunction”, without restarting engine - visit workshop, towing prohibited see owner’s manual) in the instrument cluster. Both electric and combustion engine driving is possible. However, if the driver ignores the “visit workshop without restarting” message and switches off the vehicle, it would no longer be able to start.

<i>Model</i>	<i>Model Years</i>	<i>Sales Designation</i>
<i>C-Class</i>	2016 - 2018	C 350e
<i>GLC</i>	2018 - 2020	GLC 350e
<i>GLE</i>	2016 - 2018	GLE 550e
<i>S-Class</i>	2015 - 2020	S 550e, S 560e

Please be advised that all repairs being claimed under this extended warranty must have a Quick Test uploaded with the following fault code information and may be audited.

- P142A00 – There is a vehicle-side isolation alert in the high-voltage on-board electrical system.
- P2C8500 – There is a vehicle-side insulation fault in the hybrid/high-voltage on-board electrical system.
- P2C8700 – There is a vehicle-side insulation warning in the hybrid/high-voltage on-board electrical system.
- P142600 – There is a vehicle-side insulation fault in the hybrid/high-voltage on-board electrical system.
- P142800 – There is a vehicle-side insulation warning in the hybrid/high-voltage on-board electrical system.
- P142900 – There is a battery-internal insulation warning in the hybrid/ high-voltage battery module.



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 Code(s):

- 8350C – A/C Compressor, electrical
 - TJ – Insulation fault

Part(s):

- A 000 830 32 04 - Refrigerant Compressor
- A 000 830 26 01 - Refrigerant Compressor
- A 099 500 04 54 - Condenser

Please note that damage incurred from abuse, accidents, 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.
- 2) Quick Test Documentation with fault code information 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 April 19, 2024.

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 HV Refrigerant Compressor & Condenser, resulting in related fault codes and warning messages 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, which may take up to 60 days.**

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

