

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Teresa Clemmer, Senior Manager – Warranty, Gregory Gunther - Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Emission Extended Warranty – Engine Thermostat (incl. software update) MY19-23, Various Models and Platforms (167, 190, 205, 213, 217, 222, 223, 232, 253, 290, 463)	DATE: January 31, 2025

IMPORTANT EMISSION EXTENDED WARRANTY INFORMATION

This NCU supersedes the prior NCUs issued on December 1, 2023 and February 06, 2024 and includes additional MY 2019 AMG G63 vehicles.

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 engine thermostat (including software update) installed in certain Model Year (“MY”) vehicles (with engines M176, M177, M178) 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:

- In the affected vehicles, the sealing ring in the engine thermostat could detach, causing a delay in the heating of the engine coolant. This may also cause the check engine Malfunction Indicator Lamp (‘MIL’) to illuminate.

Model	Model Years	Sales Designation
<i>C-Class</i>	2020 – 2021, 2023	AMG C 63, AMG C 63 Convertible, AMG C 63 Coupe, AMG C 63 S, AMG C 63 S Convertible, AMG C 63 S Coupe
<i>E-Class</i>	2020 – 2021, 2023	AMG E 63 S 4MATIC, AMG E 63 S 4MATIC Wagon, AMG E 63 S 4MATIC+, AMG E 63 S 4MATIC+ Wagon
<i>G-Class</i>	2019 – 2022	G 550, AMG G 63, AMG G 63 4x4 ²
<i>GLC-Class</i>	2020 – 2021, 2023	AMG GLC 63 4MATIC, AMG GLC 63 4MATIC Coupe, AMG GLC 63 S 4MATIC Coupe, AMG GLC 63 S 4MATIC+ Coupe
<i>GLE-Class</i>	2020 – 2023	GLE 580 4MATIC, AMG GLE 63 S, AMG GLE 63 S Coupe, AMG GLE 63 S 4MATIC+, AMG GLE 63 S 4MATIC+ Coupe
<i>GLS-Class</i>	2020 – 2023	GLS 580 4MATIC, AMG GLS 63, GLS 600 4MATIC Maybach, AMG GLS 63 4MATIC+
<i>GT-Class</i>	2020 – 2021, 2023	AMG GT 63, AMG GT 63 S, AMG GT C Coupe, AMG GT C Roadster, AMG GT Coupe, AMG GT R Coupe, AMG GT R Roadster, AMG GT Roadster, AMG GT Black Series Coupe, AMG GT 63 4MATIC+, AMG GT 63 S 4MATIC+
<i>S-Class</i>	2020 – 2023	AMG S 63 4MATIC, AMG S 63 4MATIC Convertible, AMG S 63 4MATIC Coupe, S 560, S 560 4MATIC, S 560 4MATIC Coupe, S 560 4MATIC Maybach, S 560 Convertible, AMG S 63 Convertible, AMG S 63 Coupe
<i>SL-Class</i>	2022	AMG SL 55 4MATIC+, AMG SL 63 4MATIC+



Please follow the work instructions added to this NCU to remedy the issue. 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.

- P012800 - Coolant Thermostat (Coolant Temperature Below Thermostat Regulating Temperature)

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):

- 20102 - Insert, coolant thermostat
 - 52 - Does not operate correctly
 - 41 - Hard closing
- 20103 - Housing/cover, coolant thermostat
 - 73 - Electrical fault
- 2030T - Heating element, coolant thermostat
 - 53 - Insufficient effect/power
 - 73 - Electrical fault

Part(s): Quantity	Part Name	Part Number
01	Thermostat	*

*The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in Xentry Portal.

Software:

- N3/10 - Motor electronics software update (see work instructions)

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 December 01, 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 Engine Thermostat (including software update), resulting in a check engine MIL activation 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.



Work Procedure

1. Connect XENTRY/DAS.
2. Check if software update for N3/10-Motor electronics is available and update if necessary.
To do this, select menu item "Quick test view – N3/10-Motor electronics - Adaptations – Control unit update – Updating of control unit software"
Then follow the user guidance in XENTRY Diagnosis.
3. Perform guided test for R48 (coolant thermostat heating element)
Step 3 is not applicable to chassis **463.261 (G 550)**, please proceed with **Work Procedure A**
To do this, select menu item "Quick test view – N3/10-Motor electronics – Test."
Then follow the user guidance in XENTRY Diagnosis.
 - a. If **Not OK** - **perform** Work Procedure A
 - b. If **OK** - Continue with Step 4
4. Check clean point for engine serial number of the affected vehicle via VeDoc
NOTE: Review Warranty Repair history – if thermostat has been replaced following the listed damage codes above, VeDoc check can be skipped and proceed with **Work Procedure A**
 - a. Look up the engine number in VeDoc
 - b. Identify engine type, first 6 digits (**Figure 1**)
 - c. Identify engine serial number, last 6 digits (**Figure 1**)
 - d. Compare the engine and serial number with the table (**Figure 2**)

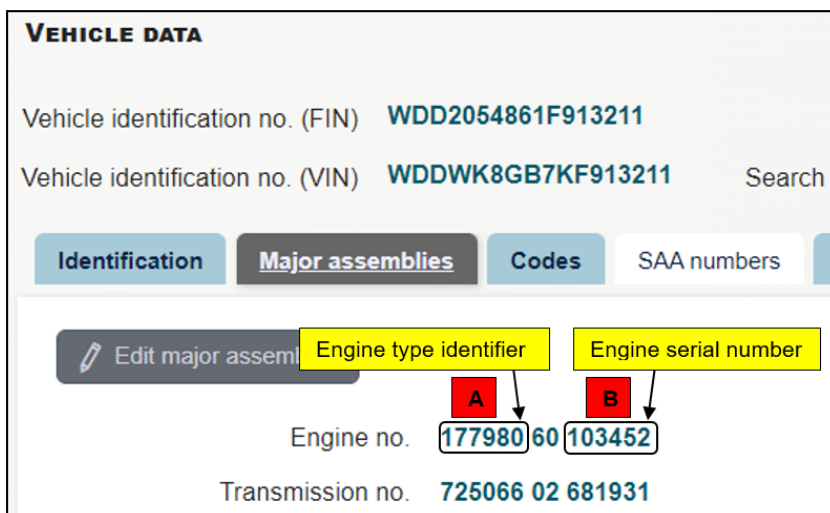


Figure 1



Engine Number Table	
Engine Type	Serial Number
176980	152330
177880	218395
177980	218387
178xxx	All thermostats Not OK

Figure 2

- a. If engine serial # from VeDoc is **Not OK (smaller)** than listed in table (Figure 2) - perform **Work Procedure A**
- b. If engine serial # from VeDoc is **OK (greater)** than listed in table (Figure 2) - end work procedure
- c. If engine serial # listed in table (Figure 2) as **“All thermostats Not OK”** - perform **Work Procedure A**

Work Procedure A

- 1. Replace Thermostat and R48 (coolant thermostat heating element)
 For basic data see, AR20.10-P-2461*
 * WIS document has to be selected by VIN

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for **N3/10 – Motor Electronics Software Update** in this repair.

Warranty Information

Op. Code	Description	Labor Time (hrs.)
02-4762*	Operations: Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1
02-5058*	Operations: Connect/disconnect charger for starter battery (XENTRY Diagnosis connected)	0.1
02-9334	Operations: Update Engine Control Unit software (with XENTRY Diagnosis connected)	0.1

*** Invoice operation item only once for each workshop order!**

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

