

Engine Thermostat (Incl. software update)

This information applies to your vehicle - VIN: [REDACTED]



February, 2025

Dear Mercedes-Benz Owner:

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA is extending the coverage on the engine thermostat (including software update) in your vehicle from the original New Vehicle Limited Warranty of 4 years / 50,000 miles **to 15 years/150,000 miles whichever occurs first, and applies to the vehicle regardless of ownership.**



Why the warranty extension?

On certain Model Year 2019 – 2023 C / E / G / GLC / GLE / GLS / GT / S / SL - Class vehicles fitted with an eight-cylinder engine, 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.



Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz dealership.

- If your preferred authorized Mercedes-Benz dealership performs a diagnosis and confirms that your vehicle has the issue, the repair will be covered under this extended warranty and performed at no cost to you.
- This extended warranty *does not* apply to any other components or conditions beyond the ones mentioned above, and standard warranty terms apply, including the exclusions with respect to extra expenses, as identified in the Service and Warranty Information booklet.

We hope you are enjoying your Mercedes-Benz vehicle and we apologize for any inconvenience this may have caused.

Sincerely,
Mercedes-Benz USA



Reimbursement to Customers for Valid Repairs Performed Prior to Receipt of this letter

If your vehicle has exceeded the original warranty's mileage or time-period, and you have already paid for a repair to the engine thermostat (including software update) resulting in a check engine MIL activation, you may be eligible to receive reimbursement under this warranty extension.

Requests for reimbursement may include expenses for the 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 your 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 your authorized Mercedes-Benz dealership, which may take up to 60 days.**

Please contact your authorized Mercedes-Benz dealership for assistance or additional information related to this warranty extension coverage (or visit www.mbusa.com to locate the nearest dealership). If your dealership is unable to remedy your situation, please contact us at 1-800-367-6372.



Important Emissions Warranty Extension Information

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

Please place the enclosed warranty extension addendum to the inside back cover of your vehicle's Service and Warranty Information Booklet for future reference if necessary, as well as a copy of this letter.

Service and Warranty

Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum

Warranty Coverage Extension – Engine
Thermostat (including software update)
with activation of the check engine
Malfunction Indicator Lamp

The following applies to certain model
year 2019 – 2023 C / E / G / GLC /
GLE / GLS / GT / S / SL - Class
vehicles with eight cylinder engine.

The Mercedes-Benz New Vehicle
Limited warranty on the Engine
Thermostat (Including software update)
is extended to 15 years/ 150,000 miles
(whichever occurs first) from the
vehicle's warranty start date.

Other components are not covered by
this warranty extension.

This extension of the Mercedes-Benz
New Vehicle Limited Warranty applies to
these vehicles regardless of ownership.

All other warranty terms and exclusions
apply to this extension.

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