

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Teresa Clemmer – Senior Manager, Warranty, Anthony Washington – Senior Manager, Regulations and Certifications
RE: Extended Warranty - EGR Valve Model Year(s): 2019-2022 Model: Mercedes-Benz Sprinter	DATE: April 25, 2025

IMPORTANT EXTENDED WARRANTY INFORMATION

In our continuing efforts to assure the proper performance of our products and to ensure the satisfaction of our customers, **the warranty for the EGR Valve** in the vehicles listed below has been extended from the original 5 years/100,000 miles to **15 years/150,000 miles**, whichever occurs first. Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz Sprinter vehicles, **has determined that dimensional variations during engine valve seating may cause the exhaust gas recirculation (“EGR”) valve to be switched-off and the vehicle may experience a loss of power and enter a limp home mode.** The MIL will illuminate and remain illuminated until the vehicle is serviced. When this occurs, the driver may perceive a jerky driving experience while operating the vehicle.

This extended warranty is applicable to the following vehicles:

Baumusters: 907153, 907155, 907643, 907645, 907647, 907653, 907655, 907657, 907743, 907745

Model Year(s)	Motor	Model Name(s)
2019-2022	OM642	Mercedes-Benz Sprinter 2500
		Mercedes-Benz Sprinter 3500
		Mercedes-Benz Sprinter 2500 4x4
		Mercedes-Benz Sprinter 3500 4x4

An authorized Mercedes-Benz Sprinter dealer will clean and/or replace the EGR valve free of charge for the customer. In the event of an illuminated “malfunction indicator lamp” which leads to a diagnosis of fault with the EGR valve, the following damage codes can be claimed for the repairs:

Damage Code: 14315

Part Number: A6421401460 – EGR Valve

For more information, please instruct your service department to review **LI14.20-N-073867**. Please check the VIN in Netstar/VMI before scheduling the appointment for the repair. **Applicable vehicles will be visible in Netstar/VMI on May 2, 2025.**

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 the EGR Valve replaced, 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 any of the included components replaced, resulting in the 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 Sprinter 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 Sprinter 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 Sprinter 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 Sprinter dealership, which may take up to 60 days.**

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

