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: **Extended Warranty – EVA2 HV AC Compressor** **MY2022 – 2026 EQE, EQS vehicles**	DATE: December 05, 2025

IMPORTANT EXTENDED WARRANTY INFORMATION

In our continuing efforts to ensure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA, LLC is extending the warranty coverage on the High Voltage (HV) AC Compressor in certain Model Year (MY) vehicles listed below from the original New Vehicle Limited Warranty of 4 years/50,000 miles to 8 years/unlimited miles, whichever occurs first, relating to the following condition:

- A malfunctioning HV AC compressor can cause electrical insulation to fail. This failure may lead to Diagnostic Trouble Codes (DTC) being recorded and can trigger the illumination of the Check Engine Malfunction Indicator Lamp ("MIL"). A warning message may also be displayed (e.g., "check High-Voltage system", battery symbol with text "malfunction", "visit workshop without restarting") in the instrument cluster. Electric 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.

Model	*Model Years*	*Sales Designation*
EQE	2023 - 2026	EQE 320+ (SUV), EQE 350+, EQE 350+ (SUV)
EQS	2022 - 2025	EQS 450+, EQS 450+ (SUV)

Please be advised that all repairs addressing a MIL /HV Battery Warning / Check High Voltage System and that are being claimed under this extended warranty must have a Quick Test uploaded with all below-mentioned conditions. All claims are subject to audit.

- ❖ Customer Complaint (Instrument Cluster warning message, MIL, HV Battery Warning, Check High Voltage System) is present.
- ❖ If at least one fault code from N82/2 and N127 is active or stored from the below lists.
- ❖ Insulation resistance of the AC compressor is below the lowest resistance range measured according to the appended work instructions

- **N82/2 - Battery management system (BMS)**
  - 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
  - P2C8800 - There is an insulation warning in the hybrid/high-voltage on-board electrical system
  - P2C85FA - There is a vehicle-side insulation fault in the hybrid/high-voltage on-board electrical system
  - P0AA600 - There is an insulation fault in the hybrid/high-voltage on-board electrical system

- **N127 - Drivetrain (PTCU)**
    - P154800 - There is a warning due to a detected insulation fault

Please note: Refrigerant will not be covered under warranty (root cause will not lead to refrigerant leakage!).

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 these repairs:

Damage Code(s):

- 8350C – TJ (A/C compressor, electrical – Insulation Fault)

Part(s):

- A 000 830 9404 (Refrigerant Compressor) – Order when available.

  Or

- A 000 830 8104 (Refrigerant Compressor) – Order as long as available.

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 8 years / unlimited miles 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 05, 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 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 AC Compressor, 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.

Extended Warranty Bulletin Extended Warranty Bulletin

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Mercedes-Benz

December 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	**Extended Warranty**
SUBJECT	**EVA2 High-Voltage AC Compressor**
MODEL(S)	**EQE and EQS (294, 295, 296 & 297 platform)**
MODEL YEAR(S)	**2022 – 2026**
CAMPAIGN POPULATION	**29,190**

The Extended Warranty repair procedure outlined in this document MUST be completed by a qualified technician for working on high-voltage on-board electrical systems. See SI00.00-P-0156A for additional information and qualifications.

Primary Parts Information

Qty.	Part Name	Part Number
(1) As necessary	Refrigerant compressor	A 000 830 9404
(1) As necessary	Refrigerant compressor	A 000 830 8104

Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Additional Repair Information

Operation Step	Document Number
Step 1	SI00.00-P-0156A
Step 3	OF47.70-P-3000-04EQS
Step 4	AR47.70-P-1000EQS

Work Procedure:

This procedure consists of checking the insulation resistance measurements at A9/6 (HV Refrigerant Compressor). Refer to WIS **AR47.70-P-1030EQU and AR47.70-P-1030EQS,** but follow only the steps listed in this document.

1. Check required technician qualifications -- **SI00.00-P-0156A**
2. Connect XENTRY Diagnostic unit and read out fault memory -- **AD00.00-P-2000-06FR**
   Do not perform the insulation resistance measurement if *any* of the following are present:
   - **Defective main or charge fuse**
   - **Non-disconnectable main contactor**
   - **Acute damage to an HV Component**

3. Print out insulation resistance test form – **OF47.70-P-3000-04EQS** – to be filled out during procedure.
   Only insulation resistance measurements taken at **A9/6 - Refrigerant compressor**:
   a. Insulation resistance of refrigerant compressor (A9/6): _____MΩ
   b. Insulation resistance of refrigerant compressor (A9/6): _____MΩ

4. Perform power disconnect of high-voltage on-board electrical system with XENTRY Diagnosis.
   For basic data, see AR47.70-P-1000EQS
   NOTE: Perform **Manual Power Down** if unable to perform XENTRY Diagnosis guided power down.

5. Switch off Ignition
   No person may be in or on the vehicle throughout the entire insulation resistance measurement and no other activities may be performed on the vehicle during this time.

6. Remove 12V battery maintainer if connected.

7. Unplug high-voltage charging cable from vehicle socket.
8. Close socket flap and affix warning label - 451 589 08 63 00

9. Disconnect 12V battery ground line.

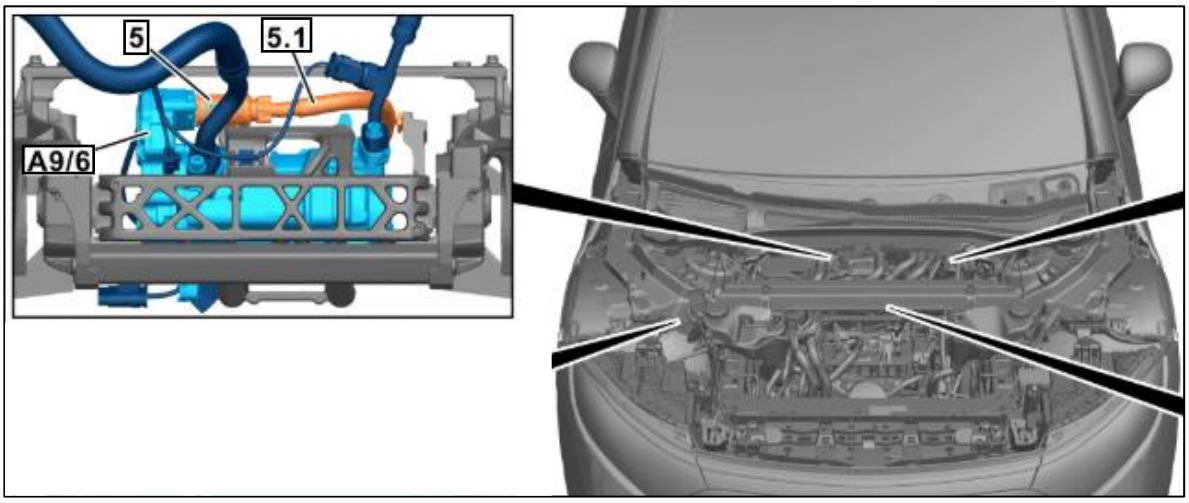
10. Remove fresh-air intake.
    Model 294, 295, 296 and 297 with code 914 (Air conditioning system air filter)

11. Remove HEPA Filter if necessary (with code P53).

12. Check insulation resistance meter for proper function and damage according to the manufacturer's specifications.
    000 588 30 19 00 Insulation resistance meter

13. Check test adapters in accordance with manufacturer's specifications.
    000 588 19 63 00 Test adapter
    000 588 20 63 00 Test adapter

14. Remove high-voltage plug **(5)** and high-voltage electrical line **(5.1)** from refrigerant compressor **(A9/6).**
    For electrical connector information, see **AR47.70-P-0005-01EQ**



Shown on model 297 without code M005 (vehicles with 4MATIC/all-wheel drive)

    Ensure utmost care and cleanliness. High-voltage components can otherwise be damaged.

15. Attach test adapter to refrigerant compressor (A9/6).
    000 589 94 63 00 Test adapter

16. Set insulation resistance meter to 500 V and perform insulation resistance measurements (A, B).

17. Assemble vehicle in reverse order.

Warranty Information

Note: *The following allowable labor operation should be used when submitting a warranty claim for this repair*:

Damage Code	Description	Labor Time (hrs.)
8350C-TJ	A/C Compressor, electrical – Insulation resistance measurement. **Includes:** Power disconnect of HV electrical system with XENTRY Diagnosis	0.2