

M264 Exhaust Valve System

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

[REDACTED]
[REDACTED]
[REDACTED]

January, 2026

Dear Mercedes-Benz Owner:

In our continuing efforts to ensure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA is extending the warranty coverage on the exhaust valve system 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)**. **This applies to the vehicle regardless of ownership.**

Why the Warranty extension?



On certain Model Year 2018 – 2023 C-Class, E-Class, GLC and GLE vehicles with the 4-cylinder engine “M264”, over time, the exhaust valve system might not continue to work properly and result in an engine misfire and potential illumination of the check engine Malfunction Indicator Lamp (‘MIL’).



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

- If your preferred authorized Mercedes-Benz dealership performs diagnosis and confirms that your vehicle meets the criteria for this extended warranty, the repair will be covered at no cost to you.
- This extended warranty does not apply to any other components or conditions beyond the ones described under this extended warranty, 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 exhaust valve system 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 conditions covered by this extended warranty 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 preferred 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.



Please place the enclosed warranty extension addendum inside the 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 – M264 exhaust valve system with activation of the check engine Malfunction Indicator Lamp

The following applies to certain model year 2018 – 2023 C-Class, E-Class, GLC and GLE vehicles

The Mercedes-Benz New Vehicle Limited warranty on the exhaust valve system 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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