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# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers, Warranty Administrators and Bookers	FROM: Joe Haller, Department Manager, Warranty Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Extended Warranty Update</b> <b>MY03-12 Model 211, 219, R230, 240, 199 (E-Class, CLS-Class, SL-Class, Maybach, SLR-Class)</b> <b>SBC Extended Warranty</b>	DATE: August 17, 2018

## IMPORTANT EXTENDED WARRANTY INFORMATION UPDATE

The warranty on the SBC Hydraulic Unit for MY 2003-2006 Model 211, MY 2006 Model 219, and Model Year 2003-2012 Model 230 was extended from the original 4 years/50,000 miles to 25 years with no mileage limitation. The SBC Hydraulic Unit extended warranty applies to all conditions that justify the replacement of the SBC Hydraulic Unit and specific listed components under the standard New Vehicle Limited Warranty terms and conditions. **Please note that the warranty extension now includes: Model Year 2004-2012 Model 240, and Model Year 2005-2009 Model 199 vehicles.**

**Notes:**

1. Always check VMI to determine if a vehicle is covered under the 25 year / unlimited mileage extension.
2. Always close Campaign No. 2005070007 or Campaign No. 2005110001, as applicable, prior to replacing the SBC Hydraulic Unit.
3. Brake fluid changes required as part of the vehicle’s routine maintenance are not covered by the New Vehicle Limited Warranty or Extended Limited Warranty.

**For this SBC extended warranty only,** the following damage codes may be claimed for justified repairs for the following specific listed components:

- Damage Code 53 584** - Control Unit SBC
- Damage Code 42 392** – Technical Retrofit
- Damage Code 43 102** - Hydraulic Unit, Traction System (Service Threshold Reached Claims Only)
- Damage Code 43 A08** - Rpm sensor, left, front axle
- Damage Code 43 A09** - Rpm sensor, left, rear axle
- Damage Code 43 N08** - Rpm sensor, right, front axle
- Damage Code 43 N09** - Rpm sensor, right, rear axle

- Damage Code 43 007** - SBC actuation unit
- Damage Code 43 102** - Hydraulic unit, traction system
- Damage Code 43 158** - Yaw rate sensor
- Damage Code 43 159** - Pressure reservoir, hydraulic unit
- Damage Code 43 181** - Control unit, traction system
- Damage Code 54 311** - Brake light switch
- Damage Code 53 584** - Control unit SBC

The following procedure should be followed after any applicable SBC Campaigns have been closed:





# EXTENDED WARRANTY NOTIFICATION

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1. If the SBC Hydraulic Unit or previously listed specific components fail during the extended warranty period, the necessary repairs will be covered by warranty.
2. If the customer has already paid to have the SBC Hydraulic Unit or the previously listed specific components replaced for a reason that would be covered under the extension of the original New Vehicle Limited Warranty, he/she may be eligible for reimbursement of repair costs by presenting adequate documentation as outlined in section 6.24.6 of the Policy and Procedures Manual.

## **Repairs Associated to Service Life Checks During Normal Maintenance:**

When performing US Service 13, 14 or routine maintenance on a vehicle with SBC, the service life of the SBC Control Unit **MUST** be checked. Maintenance sheets provide WIS Document Numbers and it is imperative to follow the procedures when maintenance services are performed. If, during the Service Life Check, the SDS directs you to program the SBC control unit before proceeding, you **MUST** update the software.

Use the following Damage and Operation Codes:

Damage Code 42392 01 – Technical Retrofit (provided on SDS documentation after update)  
Operation Code 02-5071 - In Addition To: ASSYST Plus, Software Sensotronic Brake Control (SBC) Check and Install If Necessary (provided on SDS documentation after update)

If, during the Service Life Check, the SDS states the service life has been reached, then replace the control unit.

Use the following Damage and Operation Codes:

Damage Code 43102 D1 – Hydraulic Unit, Traction System (provided on SDS documentation)  
Please code the above warranty claims with the damage and operation coding information in accordance with all current QEC requirements.

SBC Hydraulic Units found to be functioning properly will be returned and the claim debited in full.



# EXTENDED WARRANTY NOTIFICATION

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## Frequently Asked Questions (FAQ's)

### What is the difference between this warranty extension and the previous SBC warranty extension?

This warranty extension covers Model Year 2004-2012 Maybach (240 platform), Model Year 2005-2009 SLR-Class (199 platform) vehicles, and extends the original warranty coverage from 4 years/50,000 miles to 25 years with no mileage limitation from the vehicle's original warranty start date. This warranty extension also covers additional components.

### What vehicles are covered?

The following vehicle model and model years are covered:

Model	Model Years
E-Class	2003-2006
CLS-Class	2006
SL-Class	2003-2012
Maybach	2004-2012
SLR-Class	2005-2009

### How can I determine whether or not the vehicle is covered by the warranty extension?

Please reference VMI to determine whether or not the vehicle is eligible for coverage under this warranty extension.

### Where can repairs be performed?

All repairs performed under this warranty extension should be performed by an authorized Mercedes-Benz dealership.

### What does the warranty extension NOT cover?

This extended warranty **DOES NOT** cover any other SBC/electro-hydraulic brake system components beyond the components listed above, and standard warranty terms apply, including the exclusions with respect to extra expenses, as identified in the Service and Warranty Information booklet.

### A customer has already had repairs performed for their vehicle's braking system, are they eligible for reimbursement?

The customer may be eligible to receive reimbursement. Please advise the customer to contact their preferred authorized Mercedes-Benz service center and reference the customer letter regarding the reimbursement process. Note that all requests for reimbursement are subject to review and approval by MBUSA.

**Customer letter states:** Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. 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.
- 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 your authorized Mercedes-Benz dealer.**



## EXTENDED WARRANTY NOTIFICATION

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**A customer has had their repairs performed at an independent repair workshop, are they eligible for reimbursement?**

Repairs performed by a non-Mercedes-Benz dealership may/might not be reimbursed.

**When will this warranty extension begin?**

The warranty extension is scheduled to begin August 17, 2018.

**When will customer letter mailing for this warranty extension begin?**

The warranty extension customer notifications are scheduled to begin mailing on August 24, 2018.

## Mercedes-Benz Extended Warranty Coverage Addendum SBC/ Electrohydraulic Brake system

August, 2018

Dear Mercedes-Benz Owner:

The purpose of this letter is to advise you of additional benefits that Mercedes-Benz is providing to you regarding your vehicle ownership.

### **What's Included**

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA ("MBUSA") is further extending the warranty on certain components that are part of the SBC/electro-hydraulic brake system to a **total of 25 years and unlimited miles** from the vehicle's original warranty start date. **This addendum to the existing SBC Extended Warranty coverage applies to the vehicle regardless of ownership.**

This warranty extension addendum covers the following SBC/electro-hydraulic brake system components: Hydraulic control unit, hydraulic pump, pressure reservoir, brake operating unit, front and rear wheel speed sensors, brake lamp switch, and the yaw rate sensor. The following vehicles are included:

Model	Model Years
E-Class	MY2003 - 2006
CLS-Class	MY2006
SL-Class	MY2003 - 2012

Model	Model Years
Maybach	MY2004 - 2012
SLR-Class	MY2005 - 2009

**Any repairs under this warranty extension should be performed by an authorized Mercedes-Benz dealership.** This extended warranty does not cover any other SBC/electro-hydraulic brake system components 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. If failure of any other SBC/electro-hydraulic brake system component other than the aforementioned parts causes the SBC/electro-hydraulic brake system to become inoperative beyond the vehicle's basic warranty of 4 years/50,000 miles, the associated repair will not be covered and will remain your responsibility.

### **What if I already paid for a repair?**

If your vehicle has exceeded the original New Vehicle Limited Warranty's mileage period, and you have already paid to have any of the aforementioned components repaired, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs may be obtained by presenting adequate documentation of those expenses to an authorized Mercedes-Benz dealer (see the details on the reverse side of this letter). All requests for reimbursement are subject to review and approval by MBUSA. Requests for reimbursement may include expenses for Mercedes-Benz replacement parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. **Repairs performed by a non-Mercedes-Benz dealership may/might not be reimbursed.**

Please contact your authorized Mercedes-Benz dealership for assistance or additional information (or visit [www.mbusa.com](http://www.mbusa.com)). If your dealer is unable to remedy your situation please contact us at 1-800-367-6372.

**Please apply 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.**

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

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

If you have already paid to have any of the included components replaced, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

**Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer.**

**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.
- 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 your authorized Mercedes-Benz dealer.**