

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Joe Haller, Department Manager – Warranty, Gregory Gunther - Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Extended Warranty – Low Pressure Fuel Hose UPDATE MY15-18* C-Class (205), MY17-18* E-Class (213), MY16 -18* GLC-Class (253) and MY16-17 SLC/SLK-Class (172)	DATE: August 20, 2021

IMPORTANT EXTENDED WARRANTY INFORMATION

This NCU replaces the prior NCU issued on July 30, 2021 and includes an additional population (33) of certain MY 2018 Baumusters covered under this extended warranty. Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has extended the warranty on the low pressure fuel hose that connects to the high pressure fuel pump, from the original New Vehicle Limited Warranty of 4 years/50,000 miles to 10 years/ 120,000 miles (whichever occurs first) on certain Model Year (“MY”) 2015-2018* vehicles.

This warranty extension includes the replacement of the fuel hose due to potential fuel weeping on the fuel hose at the inlet connection to the high pressure fuel pump. Under certain cold ambient conditions during a cold start of the engine, the low pressure fuel hose at that connection may experience slight fuel weeping. A brief odor maybe perceptible by the occupants, but a safety risk, including the risk of fire, can be ruled out.

This extended limited warranty applies to all aforementioned conditions that necessitate the servicing and / or replacement of the fuel hose under the standard warranty terms and conditions. The extended warranty is applicable to the following vehicles, which are flagged on a VIN-level basis in NetStar:

Model	Model Years	Baum	Sales Designation	Engine Type
C-Class	2015 – 2018*	205.048, 205.049	C300, C300-4M (Sedan)	M274
C-Class	2017 – 2018*	205.348	C300 (Coupe)	
C-Class	2016 – 2018*	205.047	C350e (Hybrid)	
C-Class	2017	205.349	C300-4M (Coupe)	
C-Class	2017 – 2018*	205.448, 205.449	C300 (Convertible), C300-4M (Convertible)	
E-Class	2017 – 2018*	213.048, 213.049	E300, E300-4M (Sedan)	
GLC-Class	2016 – 2018*	253.948	GLC300	
GLC-Class	2017	253.349	GLC300-4M (Coupe)	
GLC-Class	2016 – 2017	253.949	GLC300-4M	
GLC-Class	2018*	253.954	GLC350e (Hybrid)	
SLK-Class	2016	172.438	SLK300	
SLC-Class	2017	172.438	SLC300	

* Total population of MY 2018 vehicles: [C-Class = 22, E-Class = 4, GLC-Class = 7 vehicles]

Please be advised that all fuel hoses being claimed under this extended warranty may be requested to be returned for inspection. All fuel hoses found to be functioning properly or without proper documentation will be returned and the claim debited in full, without charge to the customer who has already received a free repair.



The following damage codes and parts can only be claimed for the replacement of the fuel hose:

Damage Code: 07307 – Fuel Hose

Parts: A274 070 3500 – Fuel Hose (new part) replaces A2740700181
A006 997 1890 – Hose clamp

IMPORTANT:

1. Always check VMI to determine if a vehicle is covered under the 10 year/120,000 mile warranty period

Please check the VIN in NetStar/VMI before scheduling the appointment for the repair. Applicable vehicles will be visible in NetStar/VMI on August 20, 2021

All registered owners were notified of this warranty extension via letter on August 13, 2021. 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 (also included in a copy of the customer letter).

Reimbursement to Customers for Valid Repairs Performed Prior to Warranty Extension

Customers who have already paid to have any of the included components replaced 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 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 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 dealer.

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

