

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Joe Haller, Senior Manager – Warranty, Gregory Gunther – Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Emission Extended Warranty – Fuel Filter Unit(PZEV) MY10-11 C-Class (204), E-Class (207, 212), GLK (X204)	DATE: October 20, 2023

IMPORTANT EXTENDED WARRANTY INFORMATION

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA, LLC (“MBUSA”) is extending the warranty coverage on the fuel filter unit in certain Model Year (“MY”) vehicles certified as Partial Zero Emission Vehicles (PZEV) listed below from the original New Vehicle Limited Warranty of 4 years/50,000 miles to 15 years/150,000 miles (whichever occurs first).

This warranty extension includes the replacement of the PZEV fuel filter unit due to potential fuel seepage from the fuel filter flange that could result in fuel odor and/or an activation of the Malfunction Indicator Lamp (“MIL”). Note that due to the nature of the fuel seepage and the distance to hot components, a 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 PZEV fuel filter unit under the standard warranty terms and conditions.

<i>Model</i>	<i>Model Years</i>	<i>Sales Designation</i>
<i>C-Class</i>	2010 – 2011	C300, C300 4MATIC, C350 (Sedan)
<i>E-Class</i>		E350 (Sedan), E350 (Coupe)
<i>GLK</i>		GLK350, GLK350 4MATIC

Please be advised that repairs addressing a MIL being claimed under this extended warranty must have a Quick Test uploaded with the following fault code information and may be audited.

- P04567A - A leak or defective seal has been detected. (>0.5mm)
- P045600 - A leak or defective seal has been detected. (> 0.5 mm)
- P04427A - A fine leak in the fuel evaporation system was detected. (>1.0mm)

All fuel filter units (PZEV) 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 the aforementioned repairs:

Damage Code: 47081– Fuel Filter Unit

Parts: A221 470 17 90 – 28 Fuel Filter Unit



IMPORTANT:

1. Always check VMI to determine if a vehicle is covered under the 15 year/ 150,000 mile warranty 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 October 20, 2023

Approximately two week after the distribution of this NCU, a letter will be distributed 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 (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 a repair to Fuel Filter Unit, resulting in fuel odor and/or an activation of the check engine Malfunction Indicator Lamp ("MIL") 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.

