

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Joe Haller, Department Manager – Warranty, Gregory Gunther - Department Manager, Vehicle Compliance and Analysis, Engineering Services</p>
<p>RE: <b>Extended Warranty - Secondary Air Injection Combination Valve</b> <b>MY16-17 Smart (453)</b></p>	<p>DATE: February 18, 2022</p>

## IMPORTANT EMISSIONS 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 AG (“MBAG”), the manufacturer of the Mercedes-Benz vehicles is extending the warranty coverage on the secondary air injection system combination valve in certain Model Year (“MY”) vehicles listed below from the original New Vehicle Limited Warranty of 4 years/50,000 miles to 15 years / 150,000 miles (whichever occurs first) due to the following condition:

- The secondary air injection system combination valve may not close completely under certain climate conditions due to condensation in the exhaust system. An open combination valve could lead to an activation of a Malfunction Indicator Lamp (‘MIL’), which could cause the vehicle to fail a state smog inspection.

<i>Model</i>	<i>Model Years</i>	<i>Sales Designation</i>
<i>Smart Fortwo</i>	2016 – 2017	Smart fortwo coupe, Smart fortwo cabriolet

Please be advised that all repairs being claimed under this extended warranty must have a quick test uploaded with the following fault code information and may be audited.

- P049100 – The air flow of the secondary air system (cylinder bank 1) is too low.
- P244000 – The secondary air valve (cylinder bank 1) is jammed open.

All repairs found to be functioning properly or without proper documentation will be returned and the claim debited in full. The following damage codes can only be claimed for the aforementioned repairs:

- 14345 – Pneumatic Valve for Secodary Air Injection

Please note that damage incurred from abuse, accident, vandalism or other non-warrantable causes which are not covered by the New Vehicle Limited Warranty are similarly not covered by this Warranty Extension Coverage.



**IMPORTANT:**

- 1) Always check VMI to determine if a vehicle is covered under the 15 years / 150,000 miles 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 February 18 , 2022.

Approximately two weeks after the posting of this NCU, a letter will be sent to owners notifying them of the warranty extension. Please see attached sample customer letter for your reference. 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 Secondary Air Injection System Combination Valve resulting in a MIL activation 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.**

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



**Secondary Air Injection System Combination Valve**  
This notice applies to your vehicle - VIN: [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
March, 2022

Dear Mercedes-Benz Owner:

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") hereby notifies you of additional benefits regarding your vehicle ownership.



**What is the concern?**

MBUSA has determined that on certain Model Year 2016-2017 Smart fortwo (453 platform) vehicles, the secondary air injection system combination valve may not close completely under certain climate conditions due to condensation in the exhaust system. An open combination valve could lead to an activation of a Malfunction Indicator Lamp ('MIL'), which could cause the vehicle to fail a state smog inspection.

**What is the outcome?**

MBUSA is extending the coverage for the combination valve of the secondary air injection system from the original New Vehicle Limited Warranty of 4 years / 50,000 miles **to 15 years / 150,000 miles (whichever occurs first), which applies to the vehicle regardless of ownership.**



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

- Your preferred authorized Mercedes-Benz dealer will perform a diagnosis to determine if the secondary air injection system combination valve is malfunctioning. If diagnosis confirms that your vehicle has the issue, the repair will be performed at no cost to you.
- This extended warranty does not apply to any other components or conditions 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.

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 secondary air injection system combination valve resulting in a 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 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 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.
- 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.**

Please contact your authorized Mercedes-Benz dealership for assistance or additional information related to this warranty extension coverage (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.



## Important Emissions Warranty Extension Information

Mercedes-Benz USA, LLC  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (770) 705-0600

Please place 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.

### Service and Warranty

#### Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum

Warranty Coverage Extension –  
Secondary Air Injection System  
Combination Valve with activation of  
the Malfunction Indicator Lamp

The following applies to certain model  
year 2016-2017 Smart fortwo (453  
platform) vehicles.

The Mercedes-Benz New Vehicle  
Limited warranty on the secondary air  
injection system combination valve is  
extended to 15 years/ 150,000 miles  
(whichever occurs first) from the  
vehicle's warranty start date.

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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.

