



**MERCEDES-BENZ USA, LLC**  
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# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Service Managers, Warranty Administrators and Bookers	FROM: Joe Haller, Department Manager, Warranty Greg Gunther, Department Manager, Vehicle Compliance & Analysis
RE: <b>HVAC Service Warranty Coverage: Various Models and Model Years (see enclosed list)</b>	DATE: October 29, 2020

## HVAC SERVICE WARRANTY COVERAGE

### (Not Effective until December 7, 2020 at the Earliest [see below])

This NCU replaces the prior NCUs issued on May 18, June 25, 2020 and October 1, 2020 and contains important workshop instructions on how the HVAC Service Warranty repair must be carried out. To enhance the satisfaction of our customers, avoid further costs of litigation, and return focus to its core businesses, Mercedes-Benz USA, LLC (MBUSA) has entered into a settlement regarding claims relating to alleged mold and mildew odors originating from the HVAC system in certain Mercedes-Benz vehicles. As part of the settlement, MBUSA has agreed to offer sliding-scale warranty coverage for certain vehicles diagnosed as having mold or mildew odors originating from the HVAC system. Although the settlement has received court approval, warranty coverage will not take effect until December 7, 2020, when the appeal period for class members will have expired. If the settlement takes effect, warranty coverage will include cleaning of the evaporator and replacement of the HVAC filters.

**Which Vehicles:** The warranty coverage provided by the settlement applies to the following vehicle types and model years only (“Subject Vehicles”):

- 204 and 205 C-Class (model years 2008-2019)
- X204 GLK-Class (model years 2010-2015)
- 218 CLS-Class (model years 2012-2017)
- 207, 238, 212 and 213 E-Class (model years 2010-2019)
- 156 GLA-Class (model years 2015-2019)
- X166 GL-Class (model years 2013-2016)
- 166 and 292 GLE-Class (model years 2016-2019)
- X166 GLS-Class (model years 2017-2019)
- 166 M-Class (model years 2012-2015)
- 253 GLC-Class (model years 2016-2019)

**What Is Covered:** The warranty coverage provided by the settlement covers only cleaning the evaporator and replacing the HVAC filters in Subject Vehicles to address confirmed mold or mildew odors originating in the Subject Vehicle’s HVAC system (“Qualified Repair”).

**What Is Not Covered:** The warranty coverage provided by the settlement does not apply to other types of issues concerning the HVAC system (e.g., inoperable AC system, not hot/cold enough, etc.). Nor does it apply to odors from the HVAC system not attributable to mold or mildew (e.g., burning or fuel smells, lack of proper cleaning or maintenance, etc.). These other types of HVAC issues that may present should be treated in the ordinary course of business without regard to this warranty. Covered repairs are strictly limited to cleaning the evaporator and replacing the HVAC filters. Thus, by way of example, replacement of the evaporator or HVAC





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unit is not covered under the warranty and is not a prescribed remedy for concerns of mold or mildew odors originating in the HVAC system.

- **Goodwill Coverage No Longer Allowed** – In light of the significant benefits provided under the settlement agreement, the Subject Vehicles are no longer eligible for goodwill coverage for repairs relating to mold or mildew odors emanating for the HVAC system. Coverage for such repairs is strictly limited to that provided by the extended warranty described in this NCU

**When Does Coverage Begin?:** The settlement received final approval from the court on September 14, 2020, but coverage under the extended warranty will not take effect until all rights to appeal have been exhausted. Assuming there are no appeals, the parties have agreed that class members may begin presenting for extended warranty coverage on December 7, 2020. Until such time, customers should be advised to visit the settlement website ([www.mercedeshvacsettlement.com](http://www.mercedeshvacsettlement.com)) to stay apprised of developments.

**What are the Conditions for Coverage:** To qualify for coverage of a Qualified Repair, each of the following requirements must be satisfied with respect to the Subject Vehicle:

- The customer requesting coverage must provide proof that the Subject Vehicle's currently installed HVAC filter is a Mercedes-Benz brand or **Other Approved Filter**.
- **Other Approved Filters:** Only filters from Behr, Denso, Freudenberg, Mann-Hummel, Valeo will be accepted as **Other Approved Filters**. The supplier name must be verified by checking if the supplier name appears on the side of the filter as shown in the below diagram. No other filter from any other suppliers will be accepted as an approved alternative filter.



- Other proof that a filter is a Mercedes-Benz brand or **Other Approved Filter** includes, but is not limited to, an authorized Mercedes-Benz Service Center ("Service Center") employee examining the filter and determining it is a Mercedes-Benz brand or Other Approved Filter, a Service Center invoice indicating installation of a Mercedes-Benz brand or Other Approved Filter into the Subject Vehicle, or a receipt of purchase of a Mercedes-Benz brand or Other Approved filter that was self-installed.
- The customer requesting warranty coverage must provide proof that the Subject Vehicle received timely and proper service in compliance with the Subject Vehicle's maintenance schedule for the two service intervals immediately prior to the requested repair. For purposes of this warranty coverage only, such service is timely if it occurred within three months of the time periods specified in the Subject Vehicle's





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maintenance schedule. Such proof includes, but is not limited to, documentation from a Service Center or Independent Service Provider indicating the Subject Vehicle’s maintenance history; information found in the Service Center’s own service records for the Subject Vehicle; or receipts of parts and materials used for maintenance performed by the customer.

- A service technician at the Service Center where coverage is requested must verify that the source of the odor in the Subject Vehicle is mold or mildew odors originating from the HVAC system by inspecting the Subject Vehicle and excluding all of the following other potential sources for odor:
  - Moisture in the vehicle due to: body leaks, condensation hoses, check air intake, sliding roof drains/leaks, water drains
  - Cigarette smell/ashtrays, air fresheners, damping mats/fabrics (e.g. firewall, transmission tunnel), odor due to foreign objects (e.g. organic material leaves etc.), animal hair (pets), food remnants or spilled fluids, miscellaneous, freely available accessories (e.g. floor mat, seat cover, mobile-pads, etc.)
  - Any previous related damage to the vehicle, such as: water/flood damage, stains on upholstery/carpeting/headliner (i.e. from milk or others), body/accident damage that might implicate interior water leaks

Service technicians must refer to table below for a list of odor types and their potential causes.

Type of Odor	Potential Explanation
Sour/ vomit	Contamination by protective cardboards in newly delivered vehicle/ sickness by vehicle occupant/ spilled fluids or food
Fishy	Leather, foam upholstery (seats)
Onion / sweat	Headlining
Mineral oil / clay	Firewall paneling, carpets, transmission tunnel absorption, absorption under the rear seats, body cavity sealing
Musty / mildew	Humidity in the vehicle (e.g. under the carpets, in the trunk etc.)
Straw / wood	Carrier (door panel; side wall cover etc.)
Putrefaction	Dead animal in ventilation, interior compartment, possibly engine compartment
Rubber	Edge protection, door seal, spare tire

- The Subject Vehicle must not have more than 10 years or 125,000 miles from the Subject Vehicle’s original in-service date, whichever occurs first.





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**Where Can I Find the Correct Workshop Instructions to Perform the Evaporator Cleaning:** As work-instructions will vary depending on vehicle model and HVAC type, correct work instructions for the Subject Vehicle must be retrieved from WIS using the VIN. Refer to the following step-by-step instructions on how to retrieve vehicle-specific workshop instructions in WIS:

## Searching the workshop instructions for evaporator cleaning from WIS for the respective VIN

File Options Help

Vehicle identification number WDD 2122871A298093

Chassis mode CAR 212287 E 350 4MATIC T-Modell 272977 AG 722960 W 7 X 700

1. Determine search criteria 2. Start search

Direct search by document number: Table of contents Bookmarks

Search mode:  Standard  Full-text search  Document title  Additional

Groups

Keyword: Group:

Information types (ITs)

All information types

Repair

Testing and repair work (ar)

Service information (si)

Introduction into Service Manuals (sn)

Service measures and instructions (sm)

Maintenance and care (ap)

Aftermarket installation and modification (an,az)

Specifications for operating fluids (bb)

Functions, as-built configurations (gf)

Technical modifications (bt)

Diagnosis

Circuit diagrams

Basic data

Organization

Selected groups

83.00 General

83.30 Air conditioning

1. Enter the VIN
2. Expand construction group 83
3. Select construction group 83.30 (air conditioning)
4. Select document type (AR)
5. Click on search





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File Options Help

Vehicle identification number

Chassis mode

1. Determine search criteria 2. Start search 3. Show documents

Page width  Continuous document  Validity off  Bookmar... Page 1 of 2

Document title	Gr.	IT	Status	Document number
Remove/install expansion valve	83.30	ar		ar83.30-p-5520cw
Remove/install air conditioning blower motor	83.30	ar		ar83.30-p-5560cw
Check evaporator for leaks	83.30	ar		ar83.30-p-5550q
Remove/install refrigerant pressure sensor	83.30	ar		ar83.30-p-5430cw
Remove/install desiccant cartridge	83.30	ar		ar83.30-p-6521ew
Remove/install condenser	83.30	ar		ar83.30-p-6540cw
Remove/install air conditioner housing	83.30	ar		ar83.30-p-5200cw
Remove/install air conditioning blower motor	83.30	ar		ar83.30-p-5560el
<b>Cleaning the evaporator</b>	<b>83.30</b>	<b>ar</b>		<b>ar83.30-p-5555ew</b>
Remove and install evaporator temperature sensor	83.30	ar		ar83.30-p-8085ew
Replace combination filter	83.00	ap		ap83.00-p-8384ew
Perform cleaning of evaporator	83.30	ar		ar83.30-p-5555-02ma
Perform cleaning of evaporator	83.30	ar		ar83.30-p-5555-02mb
Remove and install evaporator temperature sensor	83.30	ar		ar83.30-p-8085cw
Remove/install bottom parts of soundproofing	94.30	ar		ar94.30-p-5300ew
Remove/install lower engine compartment lining	61.20	ar		ar61.20-p-1105ew
Risk of accident from vehicle starting off by itself when engine running. Risk of inju	00.00	as		as00.00-z-0005-01a
Remove/install air outlet temperature sensor	83.30	ar		ar83.30-p-8087ew
Check air conditioning system for leakage	83.30	ar		ar83.30-p-1761uw
Drain, evacuate and recharge air conditioning, check for proper operation and check	183.30	ar		ar83.30-p-1760cw

Doc. no.  Title

Modifications  Validity

Show safety information

Document Modification notes Picture Operation steps Repair materials

Document	Modification notes	Picture	Operation steps	Repair materials	Date
<b>AR83.30-P-5555EW</b>	<b>Cleaning the evaporator</b>				<b>16.03.2020</b>

**Model** 207, 212, 218

**Modification notes**

03.02.2020	Remove/install blower motor no longer required.		
28.02.2020	Document completely revised.		

6. Select "evaporator cleaning"
7. Perform the evaporator cleaning as described





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The screenshot shows the Mercedes-Benz service software interface. A 'Datacard' window is open, displaying vehicle information for WDD2122871A298293. The datacard includes fields for Engine number, Sales description, Order number, Production order, Transmission, Transfer case, Power take-off, Front and Rear tires, Front and Rear axle information, Platform, VIN, Trailer hitch, Steering, Equipment, Paint/codes, Rims, Lamps, Windshield wipers, Cable winch, Speed. corr., Source, and SA code. The SA code section lists 100A (ARTICO man-made leather upholstery), 101A (KUNSTLEDER - SCHWARZ / ANTHRAZIT), and 108 (STEUERCODE VERTRIEB).

Below the datacard is a table with the following content:

3	Place a receptacle under condensation drain.	Model 210 with engine 151, 214, 210, 210	Dispose of collected disinfectant cleaner fluid properly.	
4.1	Remove activated charcoal particle filter.	Model 207, 212, 218 with code 581 (Automatic air conditioning)		AP83.00-P-8384EW
4.2	Remove temperature sensor from evaporator.	Model 207, 212, 218 with code 580 (Air-conditioning system) Model 212, 218 with code 580 (Air-conditioning system) Model 207 with code 580 (Air-conditioning system)		AR83.30-P-8085EW AR83.30-P-8085CW
5	Cover working area with absorbent cloths.		No disinfecting cleaner must enter the vehicle interior.	

- 8. Depending on whether the vehicle has code 580 or 581, the individual respective steps must be processed.
- 9. The code can be identified from the data card for the vehicle.

**To facilitate the implementation of the settlement agreement, the following cleaning applicator and cleaning tool must be used:**

- HVAC cleaning applicator (**Part Number A000 581 00 04 09/Old Part Number A000 581 00 04**) is the required special tool, which must be used. No other HVAC cleaner applicator should be used in relation to this HVAC Service Warranty Coverage. All Dealers were asked to order Part Number A000 581 00 04 09 by 22 July 2020.
- HVAC Cleaning Solution (**Part Number A 000 989 90 06**) is the required HVAC cleaning product, which must be used to correctly clean the HVAC system evaporator. No other HVAC cleaning solution with any other part number may be used in relation to this HVAC Service Warranty Coverage. All Dealers must order a minimum quantity of **Part Number A 000 989 90 06** to facilitate the smooth delivery of the settlement agreement on December 7, 2020.





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**What are the Terms of the Warranty and Extended Warranty:** Coverage for Qualified Repairs will vary depending on the time period during which the Qualified Repair occurs, as follows:

- **Period One** is defined as the time period during which the Subject Vehicle has fewer than 4 years or 50,000 miles from the Subject Vehicle's original in-service date, whichever occurs first, or otherwise has full coverage for a Qualified Repair under another warranty. Qualified Repairs that occur during Period One shall be covered for 100% of the cost of the Qualified Repair.
- **Period Two** is defined as the time period from the end of Period One until the Subject Vehicle has fewer than 8 years or 100,000 miles from the Subject Vehicle's original in-service date, whichever occurs first. Qualified Repairs that occur during Period Two and exceed any warranty/extended warranty coverage shall be covered for 70% of the cost of the Qualified Repair.
- **Period Three** is defined as the time period from the end of Period Two until the Subject Vehicle has fewer than 10 years or 125,000 miles from the Subject Vehicle's original in-service date, whichever occurs first. Qualified Repairs that occur during Period Three shall be covered for 50% of the cost of the Qualified Repair.
- There will be no coverage for Qualified Repairs that occur after the end of Period Three (i.e. more than 10 years or 125,000 miles from the Subject Vehicle's original in-service date, whichever occurs first).

This warranty and warranty extension applies to covered vehicles regardless of ownership, as long as the Terms and Conditions of coverage above are satisfied.

The warranty does not cover any components or labor other than cleaning the evaporator and replacing the HVAC filter (e.g., replacement of the evaporator or HVAC box is not covered). Standard warranty terms and exclusions apply to all other components.

VMI will display information regarding this warranty in the "Service Packages" section for all affected vehicles and is detailed below.

The following Damage Code can be claimed for Qualified Repairs performed after the warranty coverage takes effect: Damage Code 21688 00.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

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

