

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 – High Pressure Fuel Pump MY12-15 C-Class (204), SLK-Class (172)	DATE: October 22, 2021

IMPORTANT EXTENDED WARRANTY INFORMATION

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has extended the warranty for 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”) 2012-2015 vehicles.

The extended warranty includes the replacement of the high pressure fuel pump due to a potential failure that should result in reduced fuel pressure and activation of the Malfunction Indicator Lamp (“MIL”) with fault code (P000277). This extended warranty applies to all aforementioned conditions that necessitate the service and or replacement of the high-pressure fuel pump under the standard warranty terms and conditions. The extended warranty is applicable to the following vehicles:

Model	Model Years	Sales Designation	Engine Type
C-Class	2012 - 2014	C 250	M271
C-Class	2012 - 2015	C 250 Coupe	M271
SLK-Class	2012 - 2015	SLK 250	M271

Please be advised that all high-pressure fuel pumps being claimed under this extended warranty must have a quick test uploaded with fault code information (P000277), and may be audited. All high-pressure fuel pumps found to be functioning properly or without proper documentation will be returned and the claim debited in full. The following damage codes and parts kit can only be claimed for the replacement of the high-pressure fuel pump:

Damage Code: 07206 – high-pressure fuel pump

Parts: A2710700000 – high-pressure fuel pump

IMPORTANT:

1. Always check VMI to determine if a vehicle is covered under the 10 year / 120,000 mile warranty period
2. Quick Test Documentation with fault code information (P000277) 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 22, 2021

Approximately two weeks 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 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.
- 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.

