

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 Update MY12-15 204, 172 (C250, C250 Coupe, SLK250) M271 Camshaft Adjuster	DATE: November 09, 2020

IMPORTANT EXTENDED WARRANTY INFORMATION

This NCU replaces the prior NCU issued on October 30, 2020 and contains clarification on Camshaft Adjuster kit contents. Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2012-2015 Mercedes-Benz Model 204 and 172 vehicles (C250 and SLK250), the warranty on the camshaft adjuster will be extended from the original 4 years/50,000 miles to 10 years/120,000 miles (whichever occurs first) from the original warranty start date.

This camshaft adjuster extended limited warranty applies to all conditions that necessitate the replacement of the camshaft adjuster 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	C250	M271
C-Class	2012-2015	C250 Coupe	M271
SLK-Class	2012-2015	SLK250	M271

Please be advised that at least one camshaft adjuster being claimed under warranty must have a short test with fault code uploaded, and maybe inspected. The following damage codes and parts kit can only be claimed for the replacement of the camshaft adjuster:

Damage Code: 05050 – Camshaft adjustment, intake camshaft

Damage Code: 05052 – Camshaft adjustment, exhaust camshaft

Parts: A 271 050 21 00 80 – Camshaft adjuster, kit (ensure all parts in the kit are replaced when performing repair)

IMPORTANT:

1. Always check VMI to determine if a vehicle is covered under the 10 year/120,000 mile warranty period
2. Short Test Documentation with fault code information (P001477, P001600, P001762, P001662, P001177, P001700, P001192, P001492, P034062, P036662) must be attached to all returned camshaft adjusters

Please check the VIN in Netstar/VMI before scheduling the appointment for the repair. Applicable vehicles will be visible in Netstar/VMI on October 30, 2020

Approximately one 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 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.
- 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, please do not hesitate to open a [Warranty Services case online](#).

