

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: May 17, 2021

IMPORTANT EXTENDED WARRANTY INFORMATION

This NCU replaces the prior NCUs issued on October 30, November 09 & November 20, 2020 and contains clarification on the replacement of the Camshaft Adjuster under this extended warranty. 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 extended warranty applies to the replacement of the camshaft adjuster if the vehicle falls within the scope of the extended warranty (e.g., within the time/mileage limitations and where replacement of the part is for a warrantable condition, as set forth below). 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

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) Camshaft adjuster replacements are covered by this extended warranty for warrantable conditions, as follows:

(Always check VMI first to determine if a vehicle is covered under the 10 year/120,000 mile warranty period and confirm that it is one of the above-mentioned models that are covered by this extended warranty)

1. If there is Quick Test Documentation with fault code information (P001477, P001600, P001762, P001662, P001177, P001700, P001192, P001492, P034062, P036662); the Quick Test Documentation must be uploaded to pXD,

or;

2. If there is no fault code, the document LI05.10-P-058758 shall be completed and the guided troubleshooting in Xentry shall be performed.

Please check the VIN in NetStar/VMI before scheduling the appointment for the repair. Applicable vehicles are visible in NetStar/VMI as of October 30, 2020

A letter was sent 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 for prior repairs is limited to what is outlined as covered in this NCU. Replacements that were performed for other reasons are not subject to reimbursement.



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. (If any).
- 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](#).

