



Mercedes-Benz USA, LLC

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Customer Assistance Center

Important Warranty Extension Information

VIN:

March, 2019



Dear Mercedes-Benz Owner:

The purpose of this letter is to advise you of additional benefits that Mercedes-Benz is providing to you regarding your vehicle ownership.

What's Included

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz is extending the warranty of the engine control unit software for fault codes related to the outside temperature sensor for the affected vehicles **to a total of 10 years or 120,000 miles** (whichever occurs first) from the vehicle's original New Vehicle Limited Warranty start date. **This addendum to the ECU software coverage applies to the vehicle regardless of ownership.**

This warranty extension only covers updates of the engine control unit (ECU) software to resolve faults related to the outside temperature sensor. The following vehicles are included:

Model	Model Years	Sales Designation
CLA-Class	2014 - 2017	CLA250, CLA250 4MATIC
GLA-Class	2015 - 2016	GLA250, GLA250 4MATIC
C-Class	2015 - 2018	C300 4MATIC, C 43 AMG,
C-Class Coupe	2017 - 2018	C300, C300 4MATIC, C43 AMG
C-Class Cabriolet	2017 - 2018	C 43 AMG
ML-Class	2015	ML400 4MATIC
E-Class	2015 - 2018	E300, E350, E400, E400 4MATIC, E43 AMG
E-Class Coupe	2015 - 2016	E400, E400 4MATIC
E-Class Cabriolet	2014 - 2016	E400 , E550
E-Class Wagon	2017	E400 4MATIC
CLS-Class	2015 - 2016	CLS400, CLS400 4MATIC
GLC-Class	2016 - 2018	GLC300, GLC300 4MATIC, GLC 43 AMG
GLC Coupe	2017 - 2018	GLC 43 AMG
GLE-Class	2016 - 2018	GLE400 4MATIC, GLE 43 AMG
GLS-Class	2017	GLS450 4MATIC
GLE Coupe	2016 - 2018	GLE450 AMG, GLE 43 AMG
SLC-Class	2017 - 2018	SLC300 , SLC43 AMG
SLK-Class	2016	SLK300
SL-Class	2015-2018	SL400, SL450

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Mercedes-Benz USA, LLC

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Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz dealership. This extended warranty does not cover any other engine or electrical components 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. In the case of failure of any other engine or electrical system component other than the aforementioned part beyond the vehicle's original New Vehicle Limited Warranty of 4 years/50,000 miles, the associated repair will not be covered and will remain your responsibility.

What if I already paid for a repair?

If your vehicle has exceeded the original warranty's mileage or time period, and you have already paid to have your outside temperature sensor replaced or ECU software updated due to the above described condition, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs can be obtained by presenting adequate documentation to your authorized Mercedes-Benz dealer. Requests for reimbursement may include expenses for Mercedes-Benz replacement 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. Contact your Mercedes-Benz dealer for more information on obtaining this reimbursement. Repairs performed by a non-Mercedes-Benz dealership might not be reimbursed.

Please contact your authorized Mercedes-Benz dealership for assistance or additional information (or visit www.mbusa.com). If your dealer is unable to remedy your situation please contact us at 1-800-367-6372.

Please apply 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.

We hope you are enjoying your Mercedes-Benz vehicle and we apologize for any inconvenience you may have experienced.

Sincerely,



Reimbursement to Customers for Valid Repairs Performed Prior to Receipt of this letter

If you have already paid to have any of the below components replaced related to an outside temperature sensor fault, you may be eligible to receive reimbursement.

- ECU SOFTWARE UPDATE
- Outside Temperature Sensor
- Engine ECU

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 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.
- 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 your authorized Mercedes-Benz dealer.**