



Mercedes-Benz

Important Warranty Extension Information

Mercedes-Benz USA, LLC

Ralph S. Fisher

General Manager

Customer Assistance Center

January, 2015



Dear Mercedes-Benz Owner:

In our continuing efforts to enhance the satisfaction of our customers, Mercedes-Benz USA, LLC (MBUSA) has decided to extend the warranty for certain fuel tank components in certain Mercedes-Benz vehicles. Specifically, the warranty on the fuel tank, fuel filter/sender, fuel pump, and related gaskets (collectively the "Covered Fuel Tank Components") for gasoline-fueled, non-PZEV certified Model Year 2003 – 2009 E-Class and 2006 – 2011 CLS-Class vehicles will be extended from the original 4 years / 50,000 miles (whichever occurs first) to 15 years, regardless of mileage. This warranty extension applies to covered vehicles regardless of ownership. If during this period your vehicle experiences a leakage from any of the "Covered Fuel Tank Components" described above and it is determined that it is due to a warrantable condition that would have been covered had it occurred during the original warranty period, this warranty extension will cover the necessary part(s) and labor to repair or replace the component(s).

It is important that any repairs made under this warranty extension are performed by an authorized Mercedes-Benz dealership. This warranty extension does not cover any other components in the fuel system or otherwise extend any other warranty coverage on the vehicle. Standard warranty terms and exclusions apply to all other components.

As a reminder, you should continue to follow all instructions and recommendations in your Owner's Manual, including avoiding overfilling of your fuel tank and having your vehicle serviced and maintained at an authorized Mercedes-Benz dealership. Among other things, your fuel system requires periodic replacement of your fuel filter under regular scheduled maintenance.

If your vehicle has exceeded the original warranty coverage period and you have already paid to have any of the "Covered Fuel Tank Components" repaired or replaced for a warrantable condition, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs may be obtained by presenting adequate documentation of those expenses to an authorized Mercedes-Benz dealer. All requests for reimbursement are subject to review and approval by MBUSA. Requests for reimbursement may include expenses for covered 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. Please contact an authorized Mercedes-Benz dealer for more information on obtaining this reimbursement. To locate an authorized dealer see www.MBUSA.com/dealerlocator.

Please place this letter with your vehicle's warranty information for future reference. In addition, please apply the enclosed warranty extension label to the inside back cover of your vehicle's Service and Warranty information Booklet for future reference.

We hope that you are enjoying your Mercedes-Benz and appreciate your continued loyalty.

Sincerely,

Mercedes-Benz USA, LLC
Three Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
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(1-800-367-6372)
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IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- ☐ SCRAPPED
☐ STOLEN
☐ OTHER _____
☐ SOLD I HAVE SOLD THE VEHICLE TO:
☐ MY NEW ADDRESS IS:

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

Reimbursement to Customers for Repairs Performed Prior to Warranty Extension

If you have already paid to repair or replace a "Covered Fuel Tank Component" for a warrantable condition you may be eligible to receive reimbursement.

Requests for reimbursement may include covered parts, labor, fees and taxes. All requests for reimbursement are subject to review and approval by MBUSA. 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 dealer 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 made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.

Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum

Warranty Coverage Extension
(Covered Fuel Tank Components)

The following applies to gasoline-fueled, non-PZEV certified Model Year 2003 – 2009 E-Class and 2006 – 2011 CLS-Class vehicles.

The Mercedes-Benz New Vehicle Limited Warranty coverage on the “Covered Fuel Tank Components”, specifically, the fuel tank, fuel filter/sender, fuel pump, and

related gaskets is extended to 15 years/unlimited miles from the vehicle’s warranty start date.

If during this period your vehicle experiences a leakage from any of the “Covered Fuel Tank Components” described above and it is determined that it is due to a warrantable condition that would have been covered had it occurred during the original warranty period, this warranty extension will cover the

necessary part(s) and labor to repair or replace the component(s).

Other components of the fuel system are not covered under this warranty extension.

This extension of the Mercedes-Benz New Vehicle Limited Warranty coverage applies to these vehicles regardless of ownership. All other warranty terms apply to this extension.

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Please apply this addendum to the inside back cover of your Service and Warranty Information Booklet located in your vehicle’s glove box.