

Important Warranty Extension Information

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600

Change-Over Valve

This information applies to your vehicle - VIN: WDBRFXXXXXNNNNMM

Customer Name

13470 International Parkway
Jacksonville, FL 32218
XXXX, 2022

Dear Mercedes-Benz Owner:

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA ("MBUSA") is extending the coverage for the change-over valve on your vehicle from the original New Vehicle Limited Warranty of 4 years / 50,000 miles **to 10 years / 120,000 miles (whichever occurs first), and applies to the vehicle regardless of ownership.**

Why the warranty extension?

On certain Model Year 2016-2017 smart vehicles, the change-over valve which is responsible for the operation of the heating shut-off valve within the coolant circuit, could corrode internally due to water intrusion. The internal corrosion might then prevent proper operation of the heating shut-off valve.

**Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz smart dealership.**

- If your preferred authorized Mercedes-Benz smart dealership performs a diagnosis and confirms that your vehicle has the issue, the repair will be performed at no cost to you.
- This extended warranty *does not* apply to any other components or conditions 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.

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

Sincerely,
Mercedes-Benz USA



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

If your vehicle has exceeded the original warranty's mileage or time-period, and you have already paid for a repair to the change-over valve, you may be eligible to receive reimbursement under this warranty extension.

Requests for reimbursement may include expenses for the Mercedes-Benz smart replacement parts, labor, fees and taxes. Requests for reimbursement costs that were not related to the aforementioned conditions will not be honored.

Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz smart dealership and repairs performed by a non-Mercedes-Benz dealership might not be reimbursed.

The following documentation must be presented to your servicing or closest Mercedes-Benz smart 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 for the 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 smart dealership.**

Please contact your authorized Mercedes-Benz smart dealership for assistance or additional information related to this warranty extension coverage (or visit <https://www.mbusa.com/en/smart/smart-locations> to locate Mercedes-Benz smart dealerships). If your dealership is unable to remedy your situation, please contact us at 1-800-367-6372.



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Please place 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.

Service and Warranty

Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum

Warranty Coverage Extension –
Change-Over Valve

The following applies to certain model
year 2016 – 2017 Smart fortwo
vehicles.

The Mercedes-Benz New Vehicle
Limited warranty on the change-over
valve is extended to 10 years/120,000
miles (whichever occurs first) from the
vehicle’s warranty start date.

Other components are not covered by
this warranty extension.

This extension of the Mercedes-Benz
New Vehicle Limited Warranty applies to
these vehicles regardless of ownership.

All other warranty terms and exclusions
apply to this extension.

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