

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 –Rear Subframe UPDATED	DATE: March 10, 2023

IMPORTANT EXTENDED WARRANTY INFORMATION

Mercedes-Benz USA, LLC (MBUSA) has extended the warranty for the rear subframe on the vehicles listed below, from the original New Vehicle Limited Warranty of 4 years/50,000 miles to **20 years/unlimited miles**, and applies to the vehicle regardless of ownership.

This warranty extension applies to the replacement of the rear subframe under the standard warranty terms and conditions in the event the subframe experiences corrosion with perforation (holes). The extended warranty is applicable to the following vehicles:

Model Year	Model (platform)	WIS reference
2005 - 2011	SLK-Class (R171)	AR35.10-P-0010V
2012 - 2017	SLK-Class (R172)	AR35.10-P-0010V
2012 - 2016	CLS-Class (C218)	AR35.10-P-0010EW
2013 - 2016	SL-Class (R231)	AR35.10-P-0010RK
2008 - 2015	C-Class Sedan/Coupe (W/C204)	AR35.10-P-0010CW
2010 - 2015	GLK-Class (X204)	AR35.10-P-0010CW
2010 - 2016	E-Class Sedan/Wagon (W/S212)	AR35.10-P-0010EW
2010 - 2017	E-Class Coupe/Cabrio (C/A207)	AR35.10-P-0010CW

All models require cavity preservation on the rear axle carrier after the replacement according to AR35.10-P-0010-03A.

The VIN-specific part number for replacement parts must be determined according to the equipment variant via the parts process in Xentry Portal.

Only the following damage code can be claimed for the replacement of the rear subframe due to corrosion with perforation:

Damage Code: 35441 47

Always check VMI to determine if a vehicle is covered under this 20 years/unlimited miles extended warranty.

Please check the VIN in NetStar/VMI before scheduling an appointment for the repair. Applicable vehicles will be visible in NetStar/VMI on February 10, 2023

Approximately four weeks after the posting of this NCU, a letter will be mailed to owners notifying them of the warranty extension. Please note the total quantity of letters will be mailed at one time. If a customer has already paid for a subframe replacement 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 the customer letter).



Reimbursement to Customers for Covered Replacements Performed Prior to Receipt of this letter

If your vehicle has exceeded the original warranty's mileage or time-period, and you previously paid for the replacement of a perforated rear subframe due to a covered condition, you may be eligible to receive reimbursement under this warranty extension.

Requests for reimbursement may include expenses for the Mercedes-Benz 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 rear subframe replacement would have cost if completed by an authorized Mercedes-Benz dealership and replacement performed by a non-Mercedes-Benz dealership might not be reimbursed.

Reimbursement will be paid by a check from your authorized Mercedes-Benz dealership. 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 rear subframe replacement.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what replacement was done, when it was done, and who replaced it.
- Only Mercedes-Benz replacement parts were used for the replacement (if non MB parts, review on case by case basis).
- The total cost of the replacement expense that is being claimed.
- Proof of payment for the replacement (e.g., copy of front and back of cancelled check, or copy of credit card receipt, etc.).

Should you have any questions or concerns, please do not hesitate to open a Warranty Services case online.



Frequently Asked Questions (FAQ's)

What vehicles are covered?

The following vehicle model and model years are covered:

Model Year	Model (platform)
2005 - 2011	SLK-Class (R171)
2012 - 2017	SLK-Class (R172)
2012 - 2016	CLS-Class (C218)
2013 - 2016	SL-Class (R231)

Model Year	Model (platform)
2008 - 2015	C-Class Sedan/Coupe (W/C204)
2010 - 2015	GLK-Class (X204)
2010 - 2016	E-Class Sedan/Wagon (W/S212)
2010 - 2017	E-Class Coupe/Cabrio (C/A207)

How can I determine whether or not the vehicle is covered by the warranty extension?

Please reference VMI to determine whether or not the vehicle is eligible for coverage under this warranty extension.

Where can the rear subframe replacement be performed?

All rear subframes replaced under this warranty extension must be performed by an authorized Mercedes-Benz dealership.

What does the warranty extension NOT cover?

The rear subframe will not be replaced under this extended warranty if perforation (holes) has not occurred.

This extended warranty *does not* include the costs of an authorized Mercedes-Benz dealership's inspection of the vehicle during the recommended maintenance intervals. However, if an authorized Mercedes-Benz dealership confirms that the vehicle's rear subframe requires replacement due to corrosion with perforation, the inspection and replacement will be performed at no cost to the customer.

Please thoroughly inspect the condition of the vehicle prior to beginning repairs and note to the customer any components that may be broken, worn or rusted. Pre-existing conditions are not covered. If components related to the subframe break during the repair, this **may** be considered primary loss except in cases where the damage was caused by the workshop.



A customer has already had repairs performed for their vehicle that is covered in the warranty extension. Are they eligible for reimbursement?

The customer may be eligible to receive reimbursement. Please advise the customer to contact their preferred authorized Mercedes-Benz dealership and reference the customer letter regarding the reimbursement process. Note that all requests for reimbursement are subject to review and approval by MBUSA.

Are customers eligible for reimbursement if they had their rear subframe repaired or replaced at an independent repair workshop?

Repairs performed by a non-authorized Mercedes-Benz dealership might not be reimbursed

When will this warranty extension begin?

This warranty extension is scheduled to begin: February 10, 2023

When will customer letters be mailed for this warranty extension?

The warranty extension customer notifications are scheduled for mailing on: **March 10, 2023**, and continue in waves through May 19.

