

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Joe Haller, Senior Manager – Warranty, Gregory Gunther - Senior Manager, Vehicle Compliance and Analysis, Engineering Services</p>
<p>RE: Emission Extended Warranty – M278 Catalyst MY11-20 CL-Class (216), CLS-Class (218), E-Class (207), E-Class (212), S-Class (221), S-Class (222), S-Class (217), S-Class Maybach (222), S-Class (217), SL-Class (231)</p>	<p>DATE: July 27, 2023</p>

IMPORTANT EMISSIONS EXTENDED WARRANTY INFORMATION

This NCU replaces the prior NCU issued on May 11, 2023, and clarifies replacement part information.

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, is extending the warranty coverage on the catalytic converter system in certain Model Year (“MY”) vehicles fitted with the M278 8-cylinder engine listed below:

- MY2011: Original New Vehicle Limited Warranty of 4 years / 50,000 miles New Vehicle **to 13 years / 156,000 miles (whichever occurs first)**
- MY2012: Original New Vehicle Limited Warranty of 4 years / 50,000 miles New Vehicle **to 12 years / 144,000 miles (whichever occurs first)**
- MY2013: Original New Vehicle Limited Warranty of 4 years / 50,000 miles New Vehicle **to 11 years / 132,000 miles (whichever occurs first)**
- MY2014 – MY2020: Original New Vehicle Limited Warranty of 4 years / 50,000 miles New Vehicle **to 10 years / 120,000 miles (whichever occurs first)**

This extended warranty applies to the following condition that may necessitate the repair or replacement of the catalytic converter system and is related to:

- A check engine Malfunction Indicator Lamp (“MIL”) may illuminate due to sulfur contamination in the catalyst.

<i>Model</i>	<i>Model Years</i>	<i>Sales Designation</i>
<i>CL-Class</i>	2011 - 2014	CL 550 4MATIC
<i>CLS-Class</i>	2012 - 2018	CLS 550, CLS 550 4MATIC
<i>E-Class</i>	2012 - 2017	E 550 (Cabriolet), E 550 (Coupe), E 550 4MATIC
<i>S-Class</i>	2012 - 2017	S 550, S 550 4MATIC, S 550 (Cabriolet), S 550 4MATIC Maybach, S 550 4MATIC (Coupe)
<i>SL-Class</i>	2013 - 2020	SL 550



Please be advised that repairs addressing a MIL being claimed under this extended warranty must have a Quick Test uploaded with the following fault code information and may be audited.

- P042000 - Catalyst System Efficiency Below Threshold Bank 1 and/or
- P043000 - Catalyst System Efficiency Below Threshold Bank 2

All repairs determined to be outside of the above guidelines or without proper documentation will be returned and the claim debited in full. Only the following damage codes and parts can be claimed for the aforementioned repairs:

Damage Codes:

- 14332 - Catalyst

Part(s):

Quantity	Part Name	Part Numer
As needed	Catalytic Converter System	*

*The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in Xentry Portal.

Please note that damage incurred from abuse, accident, vandalism or other non-warrantable causes which are not covered by the New Vehicle Limited Warranty are similarly not covered by this Extended Warranty.

IMPORTANT:

- 1) Always check VMI to determine if a vehicle is covered under the 10 years / 120,000 miles, 11 years / 132,000 miles, 12 years / 144,000 miles and 13 years / 156,000 miles warranty period.
- 2) Quick Test Documentation with fault code information must be uploaded to pXD.

Please check the VIN in NetStar/VMI before scheduling the appointment for the repair. Applicable vehicles will be visible in NetStar/VMI on July 27, 2023.

Approximately two weeks after the posting of the final NCU, a letter will be 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.



Reimbursement to Customers for Valid Repairs Performed Prior to Warranty Extension

Customers who have already paid to have a repair to the catalytic converter system resulting in a check engine MIL activation may be eligible to receive reimbursement, as long as the repair occurred before the lapse of the extended warranty coverage

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

The following documentation must be presented to the authorized 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 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 an authorized Mercedes-Benz dealership.**

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

