

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Service Managers, Warranty Administrators and Bookers	FROM: Dara Davis, Department Manager, Warranty Services, Engineering Services R. Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Warranty Coverage Extension: – Fuel Tank Components. Model 211 (E-Class) Model Years 2003- 2009 and Model 219 CLS. Model Years 2006- 2011	DATE: January 9, 2015

WARRANTY COVERAGE EXTENSION

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.

Which Vehicles:

- gasoline-fueled, non-PZEV certified (i.e. Diesel or code 917) Model Year 2003 – 2009 E-Class
- Model Year 2006 – 2011 CLS-Class

Which Parts are Covered: The warranty covers the fuel tank assembly (MY 03-07 only)”, and fuel filter/sender, fuel pump, and gaskets (MY 08-11 only) (collectively the “Covered Fuel Tank Components”)

What are the Terms of the Extended Warranty: Warranty on the “Covered Fuel Tank Components” 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 the vehicle experiences a leakage from any of the “Covered Fuel Tank Components” listed 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). The Extended Warranty coverage varies by model and model year. VMI will display information regarding this warranty extension in the “Service Packages” section for all affected vehicles and is detailed below.

Owner Notification - A customer letter will be mailed the week of January 12, 2015 and will be staggered, starting with MY2003 and MY2004. See attached.

Based on the inventory of parts for this extended warranty at the PDC’s, and potential repair time involved, please ensure to manage the customer’s expectation for how long the repair will take, which depends on which components are determined to need replacing.

Conditions: Any repairs made under this warranty extension must be 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. Repairs are only to be made following the instruction in SB P-B-47.10/63 attached.

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Service Packages - Covered vehicles will be indicated in the “Service Packages” in VMI. The “Tank:47001 (MY 03-07) Components: 47081 (MY 08-11)” extended warranty coverage allows installation of a pre-assembled fuel tank assembly (fuel tank, fuel pump and fuel filter/sender). The following damage code can be claimed for the installation of the fuel tank assembly in MY 03-07 vehicles only: **Damage Code 47001**

The “Components (MY 08-11)” portion of the extended warranty coverage only allows replacement of the fuel filter/sender and gaskets. If required the fuel pump can also be submitted under this damage code.

Damage Code 47081

The following claim procedure should be followed:

1. If a “Covered Fuel Tank Component” fails during this extended warranty period, the necessary repairs will be covered under warranty. A claim should be submitted using the above mentioned damage code.
2. If the vehicle has already exceeded the original warranty mileage period and the customer has already paid to have a “Covered Fuel Tank Component replaced for a reason that would be covered under the warranty extension, the customer may be eligible for reimbursement of repair costs by presenting adequate documentation (which should be retained in the customer file for audit purposes). Reimbursement may be limited to the amount the repair of the covered fuel tank component and related parts associated to these replacements (ex. screws, clamps) would have cost if completed by an authorized Mercedes-Benz dealer. The dealer should reimburse the customer and then submit a warranty claim using the above mentioned covered fuel tank component damage code. Warranty reimbursement for parts and labor should be submitted as a “SUBLET” utilizing the sublet code of “sub”. The repair date should be the date that the customer paid for the repair.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Should you have any questions or concerns, please contact the Warranty Services Group (WSG) at 877-974-6287.