

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Joe Haller, Department Manager, Warranty, Engineering Services Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services</p>
<p>RE: <b>Extended Warranty Update Engine Control Unit Software for Outside Temperature Sensor MY 2014-2018 Various Models (Listed Below)</b></p>	<p>DATE: March 13, 2019</p>

## IMPORTANT EXTENDED WARRANTY INFORMATION

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on the various Model Year (“MY”) 2014 - 2018 Mercedes-Benz vehicles listed below, the engine control unit (ECU) software may not meet current specifications. In certain circumstances when the vehicles are parked for a long duration, an erroneous activation of the “Check Engine Lamp” for the outside temperature sensor might occur. In our continuing efforts to assure the proper performance of Mercedes-Benz products and to ensure the satisfaction of our customers, the warranty for the ECU software in the subject vehicles has been extended from the original 4 years/50,000 miles to 10 years/120,000 miles. This ECU software extended warranty is applicable to the following vehicles:

Model	Model Years	Sales Designation
CLA-Class	2014 - 2017	CLA250, CLA250 4MATIC
GLA-Class	2015 - 2016	GLA250, GLA250 4MATIC
C-Class	2015 - 2018	C300 4MATIC, C 43 AMG,
C-Class Coupe	2017 - 2018	C300, C300 4MATIC, C43 AMG
C-Class Cabriolet	2017 - 2018	C 43 AMG
ML-Class	2015	ML400 4MATIC
E-Class	2015 - 2018	E300, E350, E400, E400 4MATIC, E43 AMG
E-Class Coupe	2015 - 2016	E400, E400 4MATIC
E-Class Cabriolet	2014 - 2016	E400
E-Class Wagon	2017	E400 4MATIC
CLS-Class	2015 - 2016	CLS400, CLS400 4MATIC
GLC-Class	2016 - 2018	GLC300, GLC300 4MATIC, GLC 43 AMG
GLC Coupe	2017 - 2018	GLC 43 AMG
GLE-Class	2016 - 2018	GLE400 4MATIC, GLE 43 AMG



GLS-Class	2017	GLS450 4MATIC
GLE Coupe	2016 - 2018	GLE450 AMG, GLE 43 AMG
SLC-Class	2017 - 2018	SLC300 , SLC43 AMG
SLK-Class	2016	SLK300
SL-Class	2015-2018	SL400, SL450

In the event of an illuminated "Check Engine Lamp" which leads to a diagnosis of a fault with the outside temperature sensor, the following fault codes may be present:

Motor Electronics (ME) N3/10 P007128 (for M274/276LA engine) – Ambient Air Temperature Sensor Circuit "A" Range/Performance signal bias level out of range/zero adjustment failure

or

ME N3/10 P007028 (for M270 engine) – Ambient Air Temperature Sensor Circuit "A" signal bias level out of range/zero adjustment failure

In this event, guided tests will be available in Xentry which will lead to the update of the engine control unit software. The following damage codes may be used: 54 575 90 Update Engine Control Unit Software.

Please check the VIN in Netstar/VMI before scheduling the appointment for the repair. Applicable vehicles will display an extended warranty service package in Netstar/VMI on March 12, 2019.

After the distribution of this NCU, a letter will be sent to owners of certain vehicles informing them that the warranty for the ECU software for fault codes related to the Outside Temperature Sensor will be extended from the original 4 years/50,000 miles to a total of 10 years or 120,000 miles (whichever occurs first). If customers have already paid to have the outside temperature sensor replaced, they may be eligible for reimbursement. Please advise the customer to follow the instructions detailed below (also included in a copy of the customer letter).

### **Reimbursement to Customers for Valid Repairs Performed Prior to Warranty Extension**

Customers who have already paid to have the outside temperature sensor replaced or engine control unit software update performed in response to the above mentioned fault codes may be eligible to receive reimbursement.

Requests for reimbursement may include 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.

The following documentation must be presented to the 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.
- 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 paid by a check from an authorized Mercedes-Benz dealer.

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

## Q & A

**Q:** How will I know if a vehicle has coverage under the warranty extension?

**A:** Always refer to VMI under Service Packages for Extended Warranty information. Note that the warranty extension has an expiration date, and is only valid under 120,000 miles. Refer to Figure 1 below for an example.

SERVICE PACKAGES  AVAILABLE PACKAGES ■ Expired ■ Expiring Soon

Type	Code	Start Date	End Date	Miles Fm	Miles To	DLR / GEN	Contract #	Cust. Name	Actions
WTY EXT	OUTSIDE TEMPERATURE SENSOR	9/29/2013	9/28/2023	0	120,000	N/A			<a href="#">Package Details</a>

Figure 1. Example VMI Service Package

**Q:** My vehicle has a “Check Engine Light”, is it covered under the warranty extension?

**A:** If the vehicle meets the requirements in VMI, diagnosis must be performed before it is certain the ECU software update is covered under warranty. Coverage only applies if the following fault codes are present: **P007128** (M274/M276 engines), **P007028** (M270 engines).

**Q:** What components can be replaced under the warranty extension?

**A:** No components are replaced under this warranty extension. Should the “Check Engine Light” illuminate and a previously listed fault code is present, the ECU software can be updated under the warranty extension at no cost to the customer.



**Q:** What if the customer already paid to have their outside temperature sensor replaced?

**A:** If the customer paid for the outside temperature sensor replacement, and the replacement was performed because of a “Check Engine Light” for one of the previously listed fault codes, the customer may be eligible for reimbursement.

**Q:** What if the customer already paid to have the ECU software updated?

**A:** If the customer paid for the ECU software to be updated due to a “Check Engine Light” for one of the previously listed fault codes, the customer may be eligible for reimbursement.

**Q:** The customer submitted a request for reimbursement but the fault code is missing from the documentation, how should I proceed?

**A:** Please discuss the customer’s concern with the service department for the prior repair. Records may be available that document the fault code in the vehicle.

**Q:** How can customers seek reimbursement?

**A:** Customers should visit an authorized Mercedes-Benz dealer for reimbursement. Required documentation is listed in the customer letter and this NCU. Dealers should refer to Section 2.10 of the Warranty Handbook for reimbursement procedures.

**Q:** If a customer has further questions, whom should they contact?

**A:** Any further customer questions should be directed to 1-800-FOR-MERCEDES (1-800-367-6372), Option 5 (Customer Care), then Option 2 (Recalls/Warranty Extensions).





Mercedes-Benz USA, LLC

Nikki Kiefer  
General Manager  
Customer Assistance Center

### Important Warranty Extension Information

VIN:

March, 2019



Dear Mercedes-Benz Owner:

The purpose of this letter is to advise you of additional benefits that Mercedes-Benz is providing to you regarding your vehicle ownership.

#### **What's Included**

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz is extending the warranty of the engine control unit software for fault codes related to the outside temperature sensor for the affected vehicles **to a total of 10 years or 120,000 miles** (whichever occurs first) from the vehicle's original New Vehicle Limited Warranty start date. **This addendum to the ECU software coverage applies to the vehicle regardless of ownership.**

This warranty extension only covers updates of the engine control unit (ECU) software to resolve faults related to the outside temperature sensor. The following vehicles are included:

Model	Model Years	Sales Designation
CLA-Class	2014 - 2017	CLA250, CLA250 4MATIC
GLA-Class	2015 - 2016	GLA250, GLA250 4MATIC
C-Class	2015 - 2018	C300 4MATIC, C 43 AMG,
C-Class Coupe	2017 - 2018	C300, C300 4MATIC, C43 AMG
C-Class Cabriolet	2017 - 2018	C 43 AMG
ML-Class	2015	ML400 4MATIC
E-Class	2015 - 2018	E300, E350, E400, E400 4MATIC, E43 AMG
E-Class Coupe	2015 - 2016	E400, E400 4MATIC
E-Class Cabriolet	2014 - 2016	E400 , E550
E-Class Wagon	2017	E400 4MATIC
CLS-Class	2015 - 2016	CLS400, CLS400 4MATIC
GLC-Class	2016 - 2018	GLC300, GLC300 4MATIC, GLC 43 AMG
GLC Coupe	2017 - 2018	GLC 43 AMG
GLE-Class	2016 - 2018	GLE400 4MATIC, GLE 43 AMG
GLS-Class	2017	GLS450 4MATIC
GLE Coupe	2016 - 2018	GLE450 AMG, GLE 43 AMG
SLC-Class	2017 - 2018	SLC300 , SLC43 AMG
SLK-Class	2016	SLK300
SL-Class	2015-2018	SL400, SL450

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Mercedes-Benz USA, LLC

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One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (770) 705-0600

**Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz dealership.** This extended warranty does not cover any other engine or electrical components 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. In the case of failure of any other engine or electrical system component other than the aforementioned part beyond the vehicle's original New Vehicle Limited Warranty of 4 years/50,000 miles, the associated repair will not be covered and will remain your responsibility.

**What if I already paid for a repair?**

If your vehicle has exceeded the original warranty's mileage or time period, and you have already paid to have your outside temperature sensor replaced or ECU software updated due to the above described condition, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs can be obtained by presenting adequate documentation to your authorized Mercedes-Benz dealer. Requests for reimbursement may include expenses for 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. Contact your Mercedes-Benz dealer for more information on obtaining this reimbursement. Repairs performed by a non-Mercedes-Benz dealership might not be reimbursed.

Please contact your authorized Mercedes-Benz dealership for assistance or additional information (or visit [www.mbusa.com](http://www.mbusa.com)). If your dealer is unable to remedy your situation please contact us at 1-800-367-6372.

**Please apply 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.**

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

Sincerely,



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

If you have already paid to have any of the below components replaced related to an outside temperature sensor fault, you may be eligible to receive reimbursement.

- ECU SOFTWARE UPDATE
- Outside Temperature Sensor
- Engine ECU

Requests for reimbursement may include 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.**

**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 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 paid by a check from your authorized Mercedes-Benz dealer.**