

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.



Mercedes-Benz

Important Warranty Extension Information Mercedes-Benz USA, LLC

Ralph S. Fisher

General Manager
Customer Assistance Center

January, 2015



Dear Mercedes-Benz Owner:

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. Specifically, the warranty on the fuel tank, fuel filter/sender, fuel pump, and related gaskets (collectively the "Covered Fuel Tank Components") for gasoline-fueled, non-PZEV certified Model Year 2003 – 2009 E-Class and 2006 – 2011 CLS-Class vehicles 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 your vehicle experiences a leakage from any of the "Covered Fuel Tank Components" described 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).

It is important that any repairs made under this warranty extension are 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.

As a reminder, you should continue to follow all instructions and recommendations in your Owner's Manual, including avoiding overfilling of your fuel tank and having your vehicle serviced and maintained at an authorized Mercedes-Benz dealership. Among other things, your fuel system requires periodic replacement of your fuel filter under regular scheduled maintenance.

If your vehicle has exceeded the original warranty coverage period and you have already paid to have any of the "Covered Fuel Tank Components" repaired or replaced for a warrantable condition, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs may be obtained by presenting adequate documentation of those expenses to an authorized Mercedes-Benz dealer. All requests for reimbursement are subject to review and approval by MBUSA. Requests for reimbursement may include expenses for covered 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. Please contact an authorized Mercedes-Benz dealer for more information on obtaining this reimbursement. To locate an authorized dealer see www.MBUSA.com/dealerlocator.

Please place this letter with your vehicle's warranty information for future reference. In addition, please apply the enclosed warranty extension label to the inside back cover of your vehicle's Service and Warranty information Booklet for future reference.

We hope that you are enjoying your Mercedes-Benz and appreciate your continued loyalty.

Sincerely,

Mercedes-Benz USA, LLC
Three Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes
(1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED
 STOLEN
 OTHER _____
 SOLD I HAVE SOLD THE VEHICLE TO:
 MY NEW ADDRESS IS:

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

Reimbursement to Customers for Repairs Performed Prior to Warranty Extension

If you have already paid to repair or replace a "Covered Fuel Tank Component" for a warrantable condition you may be eligible to receive reimbursement.

Requests for reimbursement may include covered parts, labor, fees and taxes. All requests for reimbursement are subject to review and approval by MBUSA. 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 dealer 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 made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.

Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum

Warranty Coverage Extension
(Covered Fuel Tank Components)

The following applies to gasoline-fueled, non-PZEV certified Model Year 2003 – 2009 E-Class and 2006 – 2011 CLS-Class vehicles.

The Mercedes-Benz New Vehicle Limited Warranty coverage on the “Covered Fuel Tank Components”, specifically, the fuel tank, fuel filter/sender, fuel pump, and

related gaskets is extended to 15 years/unlimited miles from the vehicle’s warranty start date.

If during this period your vehicle experiences a leakage from any of the “Covered Fuel Tank Components” described 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).

Other components of the fuel system are not covered under this warranty extension.

This extension of the Mercedes-Benz New Vehicle Limited Warranty coverage applies to these vehicles regardless of ownership. All other warranty terms apply to this extension.

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P-BQ-FUEL-EWA

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Please apply this addendum to the inside back cover of your Service and Warranty Information Booklet located in your vehicle’s glove box.



Date: January 9, 2015
Order No.: P-B-47.10/63
Group: 47

SUBJECT: Model 211, Model Years 2003- 2009 (AMG models not included at this time) and Model 219, Model Years 2006- 2011 (AMG models not included at this time) Fuel Odor In the Area of the Fuel Tank

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 Model Year 2003 – 2009 E-Class

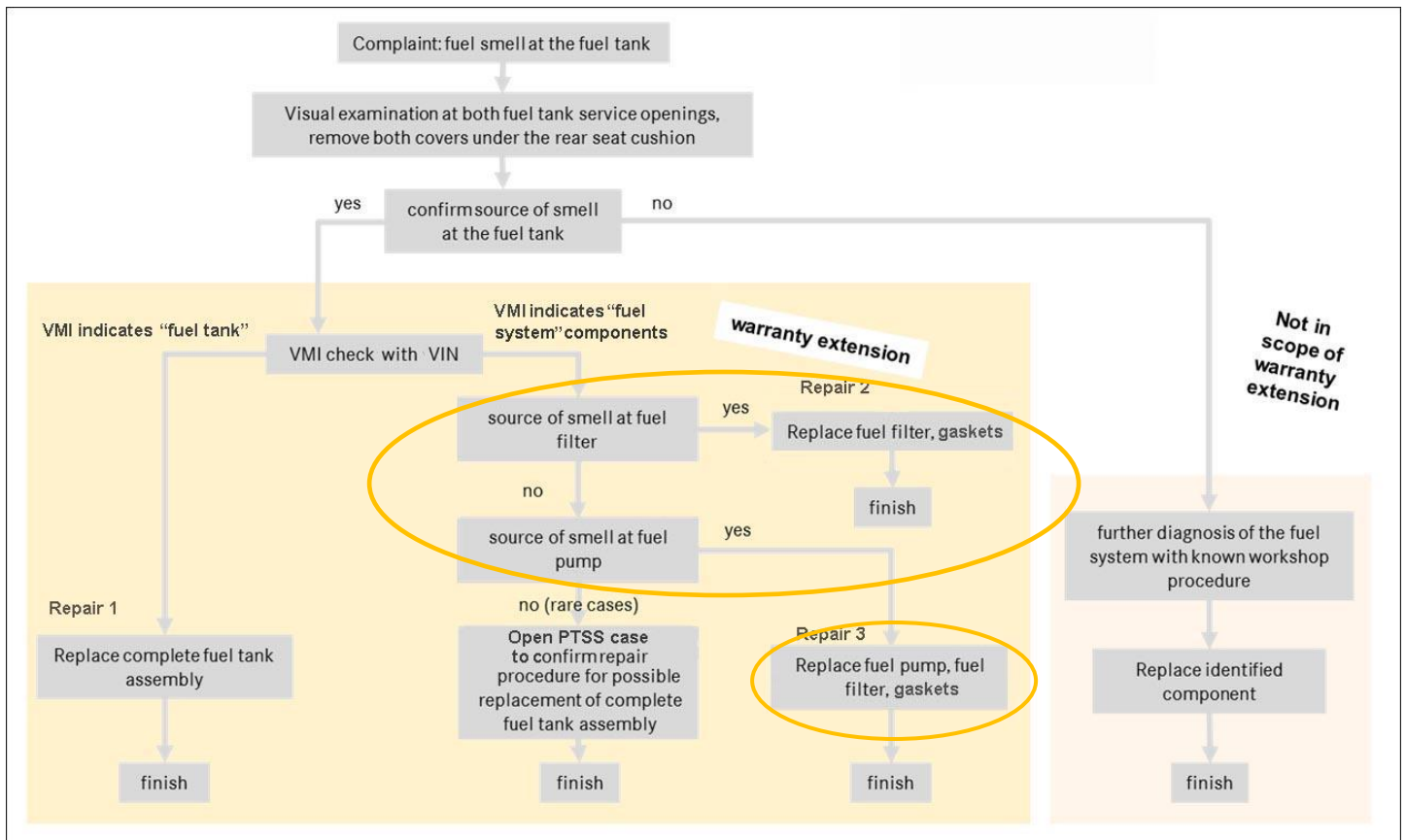
Model Year 2006 – 2011 CLS-Class

Which Parts are Covered: The warranty covers the fuel tank, fuel filter/sender, fuel pump, and gaskets (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. The effective date of this warranty extension is January 9, 2015

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Records.

Work process flow chart



Please note, this flow chart does not include all the steps for this procedure. Please be sure to read all steps included in the Procedure starting on the following pages:

Procedure



1. Check for fuel smell at the fuel tank.
2.  Remove rear bench seat for model:
 - 211.0 refer to WIS: AR91.12-P-1020T.
 - 211.0 (with through-loading feature) refer to WIS: AR91.12-P-1020TA.
 - 211:2 refer to WIS: AR91.12-P-1020B.
 - 219.3 refer to WIS: AR91.12-P-1020TX.



Figure 1

3.  Remove screws (5, Figure 1) and take off both fuel tank access covers (2).

 **Note:**

During assembly, do not install the covers (2) until after running engine and checking for fuel leaks.

4.  Visual inspection of the visible areas of both service openings:

4A. Cause of fuel odor **cannot** be traced:

- 4.1. Completion of further diagnosis with subsequent repair on entire fuel system with known workshop process.
- 4.2 Assemble in reverse order.


 **Note:**

These repairs are not covered by warranty extension; the further completion of this Procedure is complete.

4B. Cause of fuel odor in area of fuel tank **can** be traced by recognizing leaky areas or minor fuel leakage at the areas visible through the service openings of the fuel system.

4.3 Check vehicle data (VIN) in the VMI system for warranty coverage:

- A. VMI indicates that complete **fuel tank** assembly is covered by warranty extension:

 Replacement of fuel tank assembly for model:

211 refer to WIS: AR47.10-P-4100T

219 refer to WIS: AR47.10-P-4100TX



WARNING! If it is necessary to apply heat or cut exhaust fasteners when removing rear exhaust ensure that fuel lines/hoses **are connected or plugged**. Ensure work area near fuel tank assembly is **well ventilated**. Refer also to WIS: AS47.00-Z-0001-01A for additional precautions.

i **Note:** Regarding above WIS instructions

- It is not necessary to disconnect the emergency brake cable from the emergency brake shoes when removing fuel tank.
- Refer to Figure 2 for location of clic® clamps according to part number.
- Be careful not to break mounting studs for underbody panels when removing plastic nuts securing under body panel to vehicle. Apply rust penetrant to stud to help prevent breakage of stud.

i **Note:**

- Procedure is complete, reassemble in reverse order.
- Use only approved fuel extraction tank when removing fuel from a vehicle. Approved fuel extraction equipment can be obtained through our equipment provider BASS at 1-888-458-4040 or via on-line at www.mbusassep.com.

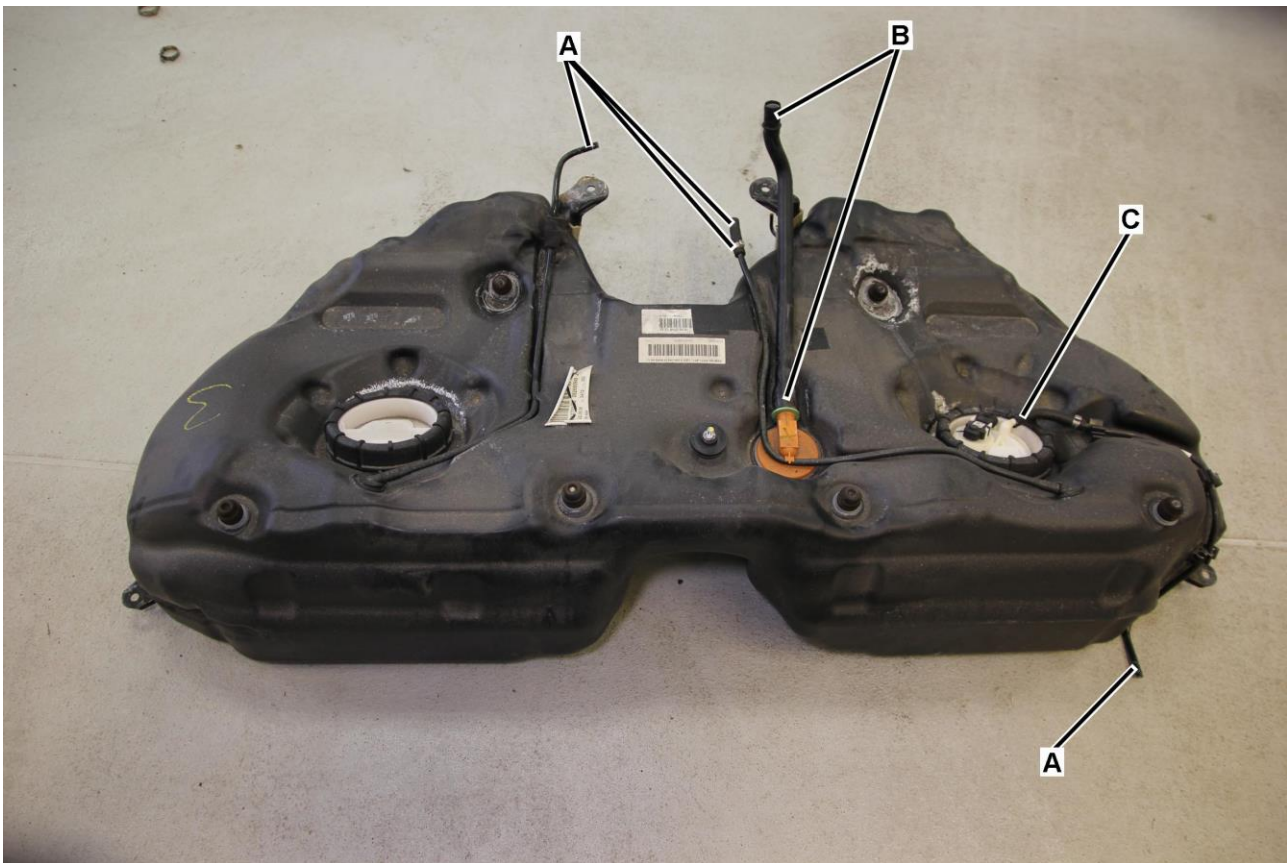



Figure 2 (shown on model 211.056 installation locations on other models may vary)

Legend for Figure 2

A	Hose clamp (qty. 4)	A 006 997 18 90
B	Hose clamp (qty. 2)	A 000 995 89 10
C	Hose clamp (qty. 1)	A 005 997 83 90

B. VMI indicates that individual components in fuel system are covered by warranty extension:


4.3.1 Fuel filter identified as cause of fuel odor:

 Replacement of fuel filter and gaskets as per:

211 refer to WIS: AP47.10-P-0780TC

219 refer to WIS: AP47.10-P-0780TX

4.3.2 Fuel pump identified as cause of fuel odor:

 Replacement of fuel pump, fuel filter and gaskets as per:


211 refer to WIS: AR47.20-P-7000TA and AP47.10-P-0780TC

219 refer to WIS: AR47.20-P-7000TX and AP47.10-P-0780TX

4.3.3 In the **unlikely case** fuel tank identified as cause of fuel odor:

Please generate a PTSS technical support case:

- Provide symptom string: Power Generation / Fuel systems / Fuel system odor / Odor
- Attach (detailed) photographs of the suspect area to the case. (see example, Figure 3).

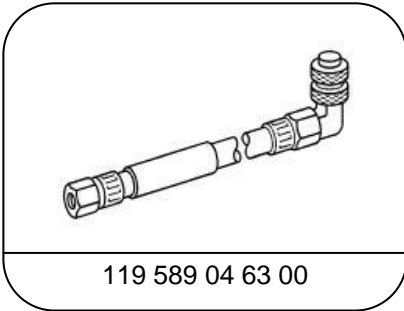
 **Note:** Fuel residue (outlined, Figure 3) and/or liquid fuel must be visible in photo.

- No SDS printouts are required to the case.
- Ensure that all other steps have been completed prior to generating the PTSS technical support case.
- Your case will be forwarded to the responsible engineer for review and next steps will be provided.
- Do not return vehicle to owner, allow at least a 24 hr. turn-around time for a response on how to proceed as DAG will be involved with this process.

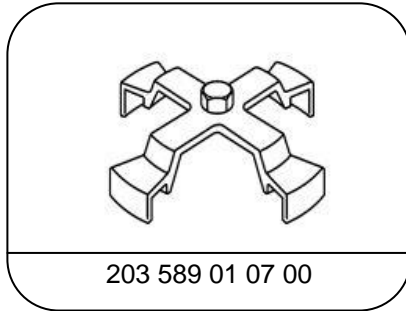


Figure 3 (Fuel residue outlined)

 **Special Tools**



Pressure hose



Claw-type wrench

Locally Procured Tool



Assenmacher® Tool: Angled
Fuel/EVAP Clamp Pliers

For Assenmacher® tools please use this link: http://asttool.com/search_results.php

 **Note (regarding WIS documents referenced in this Procedure):**

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

Primary Parts Information (complete fuel tank assembly replacement)

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Fuel tank	A 211 470 41 02	1%
4	Bolts (fuel tank strap)	A 002 990 91 22	
3	Drive shaft nut (rear)	A 002 990 62 54	
2	Exhaust bolt (fixed)	A 170 990 00 10	
2	Exhaust bolt (slip fit)	A 129 990 04 10	
4	Nut (front exhaust to rear exhaust)	A 120 142 00 72	
1	Exhaust seal ring (fixed)	A 202 492 02 81	
1	Exhaust seal ring (slip fit)	A 126 997 00 41	
1	Hose clamp (To filter on tank)	A 005 997 83 90	
4	Hose clamp (fuel tank line)	A 006 997 18 90	
2	Hose clamp (vent line)	A 000 995 89 10	
1 (if required)	Grommet	A 000 988 20 27	

Primary Parts Information (fuel filter and/or fuel pump)

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Fuel filter	A 211 470 60 94	1%
1	Fuel pump	A 211 470 41 94	
1 or 2*	Gasket(s)/sealing ring(s)	A 211 471 05 79	

* If both fuel filter and fuel pump are replaced.

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information**Repair 1**

Operation: Fuel tank Drain/Fill (47-4000)
 Observe accident prevention regulations for fuel (47-4020)
 Prepare fuel tank for disposal (47-4030)
 Replace fuel tank assembly (47 4600)

Damage Code	Operation Number	Labor Time (hrs.)
47 001 04 7	47-4000	ZM
	47-4020	0.3
	47-4030	ZM
	47-4600	3.3

Repair 2

Operation: Fuel tank Drain/Fill (47-4000)
 Replace fuel filter/sensor of fuel level indicator (47 0600).

Damage Code	Operation Number	Labor Time (hrs.)
47 081 65 7	47-4000	ZM
	47-0600	0.7

Repair 3

Operation: Fuel tank Drain/Fill (47-4000)
 Replace fuel filter/sensor of fuel level indicator (47 0600).
 Replace fuel pump (47 0601)

Damage Code	Operation Number	Labor Time (hrs.)
47 081 65 7	47-4000	ZM
	47-0600	0.7
	47-0601	0.7

Note

Operation Number labor times are subject to change.