

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 – Change-Over Valve MY16-17 Smart (453)	DATE: March 11, 2022

IMPORTANT EXTENDED WARRANTY 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 change-over valve in certain Model Year (“MY”) vehicles listed below from the original New Vehicle Limited Warranty of 4 years/50,000 miles to 10 years/120,000 miles (whichever occurs first) due to the following condition:

- The change-over valve, which is responsible for the vacuum control to open and close the heating shut-off valve within the coolant circuit, could corrode internally due to water intrusion. Consequently, the internal corrosion could prevent proper operation of the heating shut-off valve.

Model	Model Years	Sales Designation
<i>Smart fortwo</i>	2016-2017	Fortwo coupe, fortwo convertible

Please be advised that all repairs being claimed under this extended warranty must have a quick test uploaded with the following fault code information and may be audited.

- P26AB00 - THE SHUT OFF VALVE OF THE COOLANT CIRCUIT JAMS IN THE OPEN POSITION

All repairs found to be functioning properly 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:

- 2002X – Change-Over Valve

Parts:

- A2812030100 – Coolant Hose

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 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 March 11, 2022.

Approximately two weeks after the posting of this 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 change-over valve, may be eligible to receive reimbursement.

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 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.

