



IMPORTANT EMISSION CAMPAIGN
2020050029, 2020050030, 2020050031, 2020050032

This notice applies to your vehicle, VIN:
EPA & CARB Approved Emission Modification – MY14-16 E250 BlueTEC EMC#12

March 2021

- **An emission modification is available for your vehicle.**
- **Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.**
- **This modification will be provided free of charge.**

Dear Mercedes-Benz Owner or Lessee:

On March 9, 2021, a settlement was approved between Daimler AG and Mercedes-Benz USA, LLC (“MBUSA”) and the United States Department of Justice (DOJ), the Environmental Protection Agency (EPA), the California Air Resources Board (CARB), and the California Attorney General’s Office (CA AG) regarding the emission control system in your vehicle. As part of this settlement, we are offering a modification to your emission control system. The emission modification for your vehicle has been approved by the EPA and CARB, and is now ready for installation in your vehicle. Your authorized Mercedes-Benz dealer will install the modification at no cost to you.

What should YOU DO?



To find information regarding your vehicle modification from your smartphone, scan the QR code to the left.

This letter outlines the emission control system modifications that are now available for your MY14-16 E250 BlueTEC vehicle and the further extended emission warranty coverage that will be provided once the modification has been completed on your vehicle. You can also read about the instructions regarding maintenance for your vehicle post-modification.

We encourage you to carefully review the information in this letter, and if we can be of further assistance, please let us know. For questions about any of the material in this letter, please visit <https://BlueTecUpdate.mbusa.com> or contact 1-833-841-9362.

I. Emission Modification

As described above, your authorized Mercedes-Benz dealer will install the emission modification that updates the emission control system software on your vehicle and involves an exchange of certain components—specifically, the diesel oxidation catalyst, diesel particulate filter, SCR catalyst, NOx sensors, particulate matter sensor, and oxygen sensor. You should not notice any adverse changes in vehicle reliability, durability, performance, drivability, or other driving characteristics, and some drivers may notice improved fuel economy. The modification will change the way your vehicle’s engine and emission control systems interact.

The emission modification will affect your car in the following ways:

- Diesel Exhaust Fluid (DEF) consumption – The emission modification may change the frequency with which you need to refill your DEF (also known as AdBlue®) tank. If your previous refill rate coincided with your oil change interval, that may change with this modification. The exact amount of the change will vary depending on driving style and profile, as well as other factors.
- On-board diagnostic (OBD) system changes – The operation of your vehicle’s OBD system will be modified based upon the agreement with EPA and CARB. We do not anticipate that the modification will affect the OBD system in a manner that would make identification and repair of any components difficult, compromise warranty coverage, or compromise your vehicle’s ability to comply with the inspection and maintenance (Smog Check) test of your vehicle. Furthermore, the extended warranty coverage outlined in this letter offers additional protection for any corresponding OBD-related issues. These changes should not be noticeable to you and do not have any impact upon driving characteristics.

The emission modification is available at no cost to you. It will take approximately 4 hours to install the emission modification.

As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle; this may increase the required working time. You will not be charged for other service or repairs unless you request them.

More information regarding the technical details of this update can be found at <https://BlueTecUpdate.mbusa.com>.

II. Emission Standards/Label

Your vehicle was originally certified to EPA and CARB emission standards, and it will meet these standards after modification.

An emission modification completion confirmation label will be installed under the hood of the vehicle after the modification is completed.

III. Changes in Maintenance Schedule

The emission modification of your Mercedes-Benz vehicle does not affect the recommended vehicle maintenance schedule for oil change intervals as described in your maintenance booklet.

Under certain operating conditions, your vehicle’s DEF usage may increase. The frequency with which you refill your DEF tank may change.

IV. Scheduling the Emission Modification

You will receive the emission modification at no cost to you.

Vehicles receiving the emission modification will also receive an extended emission warranty covering the emission system of the modified vehicle, which includes a remedy to protect against the possibility that the modification causes subsequent service problems.

To receive the emission modification described in this letter, please schedule an appointment with your preferred authorized Mercedes-Benz dealership.

For more information about the emission modification (including when and how to visit a dealer), or to check eligibility, please visit <https://BlueTecUpdate.mbusa.com>.

V. Extended Modification Warranty Coverage

Once the emission modification has been installed in your vehicle, MBUSA will extend your warranty coverage for certain emission-related components.

Warranty Period: The warranty period for the “Extended Modification Warranty” shall be the **greater** of:

- 10 years from the date of initial sale or 120,000 miles on the odometer, whichever occurs first; **OR**
- 4 years or 48,000 miles from the date on which the emission modification was performed, whichever occurs first.

The vehicle’s date of initial sale (also referred to as the vehicle’s warranty start date) is defined as the date the vehicle was delivered to either the first retail purchaser or lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.

Parts Covered Under Extended Warranty: The Extended Modification Warranty covers the emission control system, including (1) all components which are replaced as part of the emission modification, and (2) any component which can reasonably be impacted by effects of the emission modification.

The emission control system warranty shall cover the following parts or systems:

- DOC,
- DPF,
- SCR catalyst,
- DEF injector,
- DEF injector controller,
- DEF supply module,
- DEF pump,
- Temperature sensor unit,
- Exhaust temperature sensor,
- PM sensor,
- NOx sensors,
- Fuel injectors,
- Air intake throttle,
- EGR valve,
- EGR duct,
- EGR cooler (including bypass-control),
- Intake manifold/charge air distributor,
- EGR temperature sensor,
- Turbocharger, including VGT actuator,

- OBD System: the cost of any OBD Diagnostic Scan for malfunctions that trigger the MIL, regardless of whether the malfunction is attributable to a part that is covered under the Extended Modification Warranty, as well as the cost of troubleshooting to determine the reason for the malfunction, but only if the malfunction is determined to be attributable to a part that is covered under the Extended Modification Warranty,
- Cylinder head assembly components: camshaft, valves, springs, valve spring keepers, valve seats, cam bearing caps, and manifold studs,
- Engine timing chain, and
- Intake manifold pressure sensor.

In our continuing efforts to assure proper performance of your Mercedes-Benz vehicle, your authorized Mercedes-Benz dealer will diagnose and replace the emission-related components listed in this section, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter and deliver it to any new owner, along with the owner's manual.

This warranty extension covers the diagnosis and replacement of the emission-related components listed in this section. Should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified emission related parts, including damage or malfunction to parts needed for proper diagnosis of a covered part.
- Damage or malfunctions caused by or related to outside influence, such as damage due to an accident, or vehicle misuse or neglect.

All existing warranty provisions remain in effect. The extended emission warranty includes parts and labor. The extended emission warranty shall not void or supersede any existing warranty.

More information about your extended emissions warranty coverage is available at <https://BlueTecUpdate.mbusa.com>.

Transferability: This extended emission warranty is fully transferable to subsequent owners.

Warranty Notices: All normal warranty provisions remain in effect.

VI. Checking Your Vehicle's Eligibility

To check your vehicle's eligibility for repair under this service campaign, please visit <https://BlueTecUpdate.mbusa.com> or call 1-833-841-9362 and provide your Vehicle Identification Number (VIN), which for your convenience can be found at the top of this letter.

If your vehicle is eligible, you may schedule an appointment to complete the emission modification quickly and easily directly from <https://BlueTecUpdate.mbusa.com> or by calling 1-833-841-9362.

VII. Customer Notices

If you choose to decline the emission modification at this time, you should be aware that certain emission-related replacement and repair parts may at some point no longer be available from Mercedes-Benz.

Accordingly, in the future, if your unmodified vehicle requires maintenance and repairs of the emission system, we may need to perform the emission modification first, including, where applicable, installing the engine

control unit (ECU) software associated with the emission modification. This may lead to changes to your vehicle's operation resulting from those modifications, as discussed in this letter.

If your vehicle has been modified prior to receiving the emission modification with the use of any after-market emission-related components, parts, and/or software or the removal of any original emission-related components, parts, and/or software, and such alterations are likely to substantially affect the operation of the vehicle with the emission modification, or substantially impede installation of the emission modification, your authorized Mercedes-Benz dealer may not be able to perform the emission modification until you correct such modification.

Please visit <https://BlueTecUpdate.mbusa.com> with any questions, or contact us at 1-833-841-9362.

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

Sincerely,

Mercedes-Benz USA

