

To: NHTSA administrator - [REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

This is a petition requesting that you initiate an investigation into Mercedes Benz vehicles with the M274 engine that is becoming known to unexpectedly lose power on the highway and leave people stranded . There are already several complaints by owners of Mercedes Benz C 300, metris vans, glc 300's and many others. I'll attach screenshots from forums, YouTube videos and other complaints regarding this very same issue .

Hi, the problem I am writing to you about today is a problem that is becoming too common on vehicles with the Mercedes Benz M274 engine. Mercedes has this engine inside their Metris minivan , the GLC 300 , the C300 and a few other models. The problem is that Mercedes used the wrong sized wrist pin in these engines . The wrist pin connects the rod to the piston inside the cylinder in which it moves up and down in. Being that the wrist pin was not the correct size, it was allowing the piston to wiggle inside the cylinder as it would move up and down . This was causing piston slap- where the piston slaps against the inside of the cylinder and creates a sound very similar to that of a Diesel engine. There was nothing that could have been done differently by a consumer to avoid this as it had nothing to do with maintenance . Cars that were always maintained by the dealership we also affected because they also had the improper size . With time (and this is also the reason why most people are barely beginning to experience this and to complain to the board about this) is because many of these vehicles experienced these issues at very very low mileages but since most

were leased the consumers were covered by the initial warranty and didn't have to pay out of pocket but now for people who purchased the vehicles or bought them as used cars didn't have initial warranty covering the failures anymore and neither were such failures expected so we are asking for your help with investigating this matter and hopefully getting Mercedes to take responsibility for a problem that they were completely aware of. They did have a technical bulletin regarding the issue so they knew about it and I'm sure they knew what would happen if it wasn't repaired because there are many people having this problem with vehicles from the same engine family .

manufacturer communication number: [REDACTED] n 2015

That's the service or tech bulletin regarding the cause of all the engine failures that came without warning .

I will include a copy of the invoice I received from Mercedes' benz in Ontario California where they quoted me over \$16000 to replace my engine that only has 51k miles . There have been many consumers who had no other choice but to pay for a new engine as it was their only vehicle and I've chatted with some of them from the Mercedes online forums and the YouTube videos , we are all hoping and praying that you can intervene here and get them to do what's right . Me and many others have contacted the manufacturer several times for help and some received goodwill help and have only paid half for the repairs and others weren't that lucky and like me, were told by Mercedes that I don't have any other options but to pay for a replacement engine .

I've also contacted the California Highway Patrol and have asked if my particular problem would be considered a safety hazard and they totally agreed and said that yes, it's a traffic safety hazard for a vehicle to lose power on the road in the way that we have been . Also, since the failure happens without warning it makes it even more dangerous.

I also wanted to add that I did speak with some people who had gotten extended warranty on their cars only to be denied coverage because they're saying that this engine failure has now

become a known or pre existing issue with these cars (as if a consumer is supposed to know this when he buys it)

If you have any questions , feel free to email me at [REDACTED].com or by calling me at [REDACTED]

Thank you for looking into this, me and many others truly appreciate your help and are grateful that our country has such you guys to oversee things like this

Sergio Betancourt Jr

3 Engine And Engine Cooling problem

Failure Date: 01/14/2022

The contact owned a 2015 Mercedes-Benz C300. The contact stated that while idle, the engine would vibrate with an abnormal sputtering sound coming from the engine. As the failure persisted, the check engine warning light illuminated. The contact had initially taken the vehicle to a dealer and the spark plugs were replaced; however, the failure persisted. The vehicle was returned to the dealer and a diagnostic test was performed, and it was discovered that an engine cylinder had blown. The vehicle was diagnosed with engine failure and the contact was provided an estimate for the repair. The contact then spoke to an independent mechanic who informed her that the failure was a common failure for her model vehicle. The manufacturer was also notified of the failure and a case was filed. An email was sent to the manufacturer and the contact was informed that no further assistance could be offered. The vehicle was not repaired. The failure mileage was approximately 50,900.

GLC300 Cracked Piston ...

chassis .05-18-2021 08:52 PM
MBWorld Fanatic!

Sorry to hear about the experience. This does indeed seem to be an evolving situation with the 2.0L turbo 4 cylinder M274 engine used on C300, E300 and GLC300 vehicles. Several model years seem affected across the several vehicle models.

Possibly it's a production run of defective quality pistons, or a marginal design by MB, or both.

1

Reply

I purchased a 2018 GLC300 with about 38k miles from MB Marin in NorCal and to date it has spent over 50 days in service, almost half the time of short ownership period. The first issue came up about 5/1/21 and was indicated by the check engine light. I brought it back to the dealer, disappointed and it was determined to be an air intake hose. It made me doubt the process of an apparently 'certified pre-owned' vehicle. On 7/28/21, I had a major mechanical failure, the engine stalled and sputtered to a stop, the check engine light went on again and the vehicle was disabled. I had it towed back to the dealer service department and after a week of diagnostic work, it was discovered there was a cracked piston. They recommended a full engine replacement. Retail cost for a service of this type would have been in excess of \$20K. But it once again, went under

war
ning. This has caused us stress, inconvenience, and damage to our mental health. Keyes Mercedes located in van Nuys is also aware of the common cracked piston issues on their vehicles. In 2 days I mark 4 months without my car. Please help!!

9 Engine And Engine Cooling problem

Failure Date: 10/16/2021

The contact owns a 2015 Mercedes-Benz C300. The contact stated that while driving approximately 50-60 mph, the #1 piston cracked. The contact stated that while his daughter was driving, the vehicle was shaking and smoking. The check engine warning light illuminated. The vehicle was towed to an independent mechanic and the contact was informed that the #1 piston was cracked, engine cooler, p0301 cylinder #1, p219 solenoid failure. The vehicle was taken to another independent mechanic and the engine was replaced. The contact called the local dealer, but the vehicle was not diagnosed or repaired. The manufacturer was notified of the failure, but no further assistance was provided. The failure mileage was approximately 105,102.

Steve Ekblad 05-18-2021 08:44 PM
Newbie

Have a 2017 (purchased in 2016) GLC300 with 23K miles with a 4 year/50K warranty that expired ~6 months ago. Diagnosis is Cylinder 2 Piston Cracked. Received a quote from dealer \$5300. Reading other posts, this may be a known issue with MB. Looking for feedback on other experiences. I have a case opened with MB corporate to cover the costs. Any input is appreciated.

11 Engine And Engine Cooling problem

Failure Date: 09/13/2021

The engine stalled at idle numerous times when at a stop light or stop sign. This was dangerous as the other cars could have ran into my car in anticipation that I should be moving with traffic. The car was taken to the Mercedes marin dealer service center and diagnostic was done indicating a cracked piston in cylinder one was causing loss of compression and could also cause engine failure at speed if not taken care of. Check engine light did not come on. During research on repairs for this issue, it became apparent that Mercedes Benz is aware of this issue in many of its engines of this model and year, but did nothing to remedy the situation or the underlying manufacturing defect that causes the cracked piston. In addition, Mercedes is unwilling to cover the cost of repair or replacement (car has only 49,000 miles, but is out of warranty due to age).

21 - 40 of 46 Posts

REMROB · Registered
Joined Dec 29, 2016 · 210 Posts

#21 · Apr 15, 2019

Lane on the fence said: ☹

Not trying to scare everyone, but it was brought to my attention from a MB tech that on the M274 engine, there have been problems with an out of spec. wrist pin which causes piston slap. A tell tell sign is a noisy engine on start up. I know direct injection is loud. There is a service bulletin out now and MB is trying to keep it on the low down. It's TSB #103-10P060916. It's on engines made before 20 April 2015 or serial number 400,000. My engine is louder than it should be, I believe and I understand the whole DI thing. Just wanted to throw it out there. Not sure if I'm going to take it in soon or not.

Lane

Save up to 25% select Top Fin®
De Essentials starter kits, 5-55 gal.

REPAIR ESTIMATE

RO: 2/3/2022 5:25 PM

SERVICE ADVISOR

Christian Lopez

ChristianL@mbontario.com

(909) 906-9819

PREPARED FOR

PRINTED - 2/3/2022

QUOTE EXPIRES - 3/5/2022

REPAIR FACILITY ID -

2015 MERCEDES-BENZ C300

55SWF4JB9FU066099

Mileage 51,672

SERVICE NAME

COST

[Primary]: 00 : GENERAL REPAIR

LABOR

\$0.00

[Primary]: 02 : Perform California state COLD tire inflation check and correction as mandated by state law AB32

LABOR

\$0.00

[Primary]: 11 : PROVIDE COURTESY CAR WASH AT COMPLETION OF SERVICE A \$24.95 VALUE

LABOR

\$0.00

[Primary]: 21 : PERFORM EDGE WORLD CLASS VEHICLE INSPECTION.

LABOR

\$0.00

[Primary]: OFFSITE : DISCLOSURE:YOU UNDERSTAND AND ACKNOWLEDGE THAT YOUR VEHICLE MAY BE SERVICED OR REPAIRED AT OUR OFFSITE SERVICE CENTER LOCATED AT 305 SEQUOIA AVE. ONTARIO, CA 91761. CUSTOMER INITIALS

LABOR

\$0.00

[Other]: RECOMMEND REMOVAL OF ENGINE FOR TEAR DOWN TO INSPECT CYLINDER WALLS FOR DAMAGE. FOUND CYLINDER 1 PISTON CRACKED CAUSING CRANKCASE PRESSURE TO BLOW OIL INTO CYLINDER RESULTING IN ALL THE WHITE SMOKE COMING OUT OF EXHAUST

LABOR

\$6,225.00

[Other]: THIS QUOTE IS FOR CYLINDER 1 PISTON REPLACEMENT IF CYLINDER WALLS ARE OKAY AND PISTON ONLY NEEDS REPLACEMENT. CATALYTIC CONVERTER AND BOTH UPSTREAM AND DOWNSTREAM O2 SENSORS WILL NEED TO BE REPLACED AS WELL DUE TO OIL CONTAMINATION.

LABOR

\$7,470.00

PARTS	Qty	Description	Number	Price	Total
	1	PISTON KIT	274PTN	\$2,700.00	\$2,700.00
	1	EXHAUST GAS LINE	274-140-18-08	\$1,155.00	\$1,155.00
	1	PROFILE CLAMP F EXHAUST	000-995-36-33	\$31.33	\$31.33
	1	METAL-NON METAL SEAL	274-142-00-80	\$15.46	\$15.46
	1	LAMBDA PROBE	007-542-64-18-65	\$213.75	\$213.75
	1	LAMBDA PROBE	000-542-31-00-64	\$209.25	\$209.25
	1	REMAN INTAKE LINE	274-090-56-00-84	\$331.00	\$331.00
	8	STUD BOLT WITH FEATURE	000-990-32-24	\$5.76	\$46.08
	8	NUT	271-142-00-72	\$5.55	\$44.40
	1	G40 ANTIFREEZE GLYSANTIN G40	Q-1-03-0005	\$35.87	\$35.87
	1	MULTI-HOLE SEAL	274-142-01-80	\$40.12	\$40.12
	1	O-RING	000-997-57-11	\$7.20	\$7.20
	1	ELASTOMER-MOLDED SEAL	271-187-00-80	\$6.84	\$6.84
	1	BEADED METAL SEAL	651-096-04-00	\$5.44	\$5.44
	2	O-RING	024-997-10-45	\$14.96	\$29.92
	2	O-RING	000-997-38-07-64	\$5.76	\$11.52
	4	SEAL RING	019-997-58-45	\$4.70	\$18.80

Parts and labor sub total \$12,371.98

[Other]: THIS QUOTE IS TO REPLACE ALL 4 PISTONS IF CYLINDER 1 PISTON IS CRACKED. GIVING THIS OPTION TO CLIENT JUST INCASE THEY WOULD LIKE ALL 4 PISTONS REPLACED SINCE THE MOTOR WILL BE APART

LABOR

\$8,715.00

PARTS	Qty	Description	Number	Price	Total
	1	PISTON KIT	274PTN	\$5,150.00	\$5,150.00
	1	EXHAUST GAS LINE	274-140-18-08	\$1,155.00	\$1,155.00
	1	PROFILE CLAMP F EXHAUST	000-995-36-33	\$31.33	\$31.33
	1	METAL-NON METAL SEAL	274-142-00-80	\$15.46	\$15.46
	1	LAMBDA PROBE	007-542-64-18-65	\$213.75	\$213.75
	1	LAMBDA PROBE	000-542-31-00-64	\$209.25	\$209.25
	1	REMAN INTAKE LINE	274-090-56-00-84	\$331.00	\$331.00
	8	STUD BOLT WITH FEATURE	000-990-32-24	\$5.76	\$46.08
	8	NUT	271-142-00-72	\$5.55	\$44.40
	1	G40 ANTIFREEZE GLYSANTIN G40	Q-1-03-0005	\$35.87	\$35.87
	1	MULTI-HOLE SEAL	274-142-01-80	\$40.12	\$40.12
	1	O-RING	000-997-57-11	\$7.20	\$7.20
	1	ELASTOMER-MOLDED SEAL	271-187-00-80	\$6.84	\$6.84
	1	BEADED METAL SEAL	651-096-04-00	\$5.44	\$5.44
	2	O-RING	024-997-10-45	\$14.96	\$29.92
	2	O-RING	000-997-38-07-64	\$5.76	\$11.52
	4	SEAL RING	019-997-58-45	\$4.70	\$18.80

Parts and labor sub total **\$16,066.98**

[Other]: THIS QUOTE IS FOR LONG BLOCK REPLACEMENT IF CYLINDER WALLS ARE DAMAGED DUE TO PISTON CRACKING

LABOR **\$6,847.50**

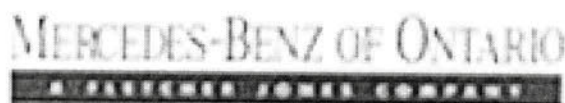
PARTS	Qty	Description	Number	Price	Total
	1	REMAN LONG BLOCK	274-010-52-09-80	\$6,430.00	\$6,430.00
	1	EXHAUST GAS LINE	274-140-18-08	\$1,155.00	\$1,155.00
	1	PROFILE CLAMP F EXHAUST	000-995-36-33	\$31.33	\$31.33
	1	METAL-NON METAL SEAL	274-142-00-80	\$15.46	\$15.46
	1	LAMBDA PROBE	007-542-64-18-65	\$213.75	\$213.75
	1	LAMBDA PROBE	000-542-31-00-64	\$209.25	\$209.25
	1	REMAN INTAKE LINE	274-090-56-00-84	\$331.00	\$331.00
	8	STUD BOLT WITH FEATURE	000-990-32-24	\$5.76	\$46.08
	8	NUT	271-142-00-72	\$5.55	\$44.40
	1	G40 ANTIFREEZE GLYSANTIN G40	Q-1-03-0005	\$35.87	\$35.87
	1	MULTI-HOLE SEAL	274-142-01-80	\$40.12	\$40.12
	1	O-RING	000-997-57-11	\$7.20	\$7.20
	1	ELASTOMER-MOLDED SEAL	271-187-00-80	\$6.84	\$6.84
	1	BEADED METAL SEAL	651-096-04-00	\$5.44	\$5.44
	2	O-RING	024-997-10-45	\$14.96	\$29.92
	2	O-RING	000-997-38-07-64	\$5.76	\$11.52
	4	SEAL RING	019-997-58-45	\$4.70	\$18.80

Parts and labor sub total **\$15,479.48**

ESTIMATE DISCLAIMER

ESTIMATE RANGES

Total Labor	\$29,257.50
Total Parts	\$20,885.94
Subtotal	\$50,143.44
Shop Charges	\$0.00
Taxes	\$1,618.66
Total	\$51,762.10



Mercedes-Benz of Ontario
 3787 East Guasti Rd
 Ontario, CA 91761

(909) 906-9819

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
West Building Washington DC 20590

W48-226

Department of Transportation

To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:

4/4/2022 12:12:00 PM

