

To: NHTSA administrator -

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 .

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

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] in 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]
calling me [REDACTED] My address is [REDACTED] , Chino, CA [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

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