SEA **Springfield Euro Auto** EXAMPLE SHOP
service@springfield-euro-auto.example

2020 Mercedes-Benz GLC300 at 55,000 mi

WDC0G8EB9LF123456

MODEL / CHASSIS	ENGINE	MILEAGE	DRIVETRAIN
GLC300 · X253 GLC300 4MATIC	Mercedes-Benz M264 and M260 2.0 turbo four	55,000 mi	AWD (4MATIC)
BUILD MONTH	**REPORT DATE**	**MODE**	**PREPARED FOR**
Not entered (door jamb)	October 27, 2026	Shop	Sample Owner

VIN check: check digit valid; model-year code 'L' = 2020, matches the year entered. The VIN doesn't record the build month. Sample report: synthetic VIN.

1 · SUMMARY

What this car needs, in order

Each item compares this car's mileage with when owners and shops report the part failing. It is not an inspection: our technician decides what the car actually needs.

1
inspection recommended now

0
to plan in the next 30,000 miles

3
to watch or check at each service

Safety recalls NHTSA lists for this model year (8 of 16)

- **21V-961** · Fuel system · fuel rail and injectors: Particles trapped between the fuel rail and injectors can cause a fuel leak, a fire risk.
- **20V-364** · Engine · turbocharger oil lines: Screws holding the turbocharger oil lines may not be tight, causing an oil leak and a fire risk.
- **23V-854** · Body · front roof panel: The front roof panel ahead of the panoramic sunroof can come loose and fall off, becoming a road hazard.
- **21V-527** · Air bags · side crash sensor: Side crash sensor connectors can come loose and delay the side air bags and belt tensioners.
- **21V-197** · Body · front roof panel: The bonding of the front roof panel ahead of the panoramic sunroof can weaken, so the panel can come off while driving.
- **20V-651** · Steering · power assist wiring: The power steering control unit wiring may have been damaged in production, which can cut steering assist or short-circuit.
- **19V-685** · Air bags · driver frontal: The driver air bag module may not be bolted down properly and may not deploy correctly.
- **19V-540** · Active Brake Assist · radar: Active Brake Assist may not brake automatically as expected.

A model-year list, not a VIN check. The full report lists the others. Repairs are free at a Mercedes-Benz dealer if open. Check this VIN at nhtsa.gov/recalls.

Step 0 · Free: run the VIN at nhtsa.gov/recalls and ask a Mercedes-Benz dealer for a campaign printout, including 20V-364, 21V-961. Read the build month (MM/YY) on the driver's door-jamb label.

Recommended now at the next service — $165

Inspection: check now, while it's cheaper to fix — $165

inspection EXAMPLE

Exhaust valve seat / guide wear (misfire): Inside the range (41,000–69,000 mi, the middle half of 15 owner reports) · **may be free at a Mercedes-Benz dealer** (free under the exhaust-valve extended warranty (15 yr/150k)) · if it fails outside that coverage: $7,670–$10,000
Known weak point for this engine, not a finding on your car. The inspection shows whether yours has early signs.

Next 12 months up to about 67,000 mi

Nothing scheduled here.

Within the next 30,000 miles up to 85,000 mi

Nothing else enters its reported range in this window.

Watch inspect at each service, fix on condition, or optional

48 V mild-hybrid system and battery — **Ask us for a quote**
Any mileage (Models with the 48 V system (code B01)) · Inspect at each service; fix at the first sign

Low-temperature coolant circuit pump / trapped air — **Ask us for a quote**
Any mileage (C, E and GLC with M264) · Inspect at each service; fix at the first sign

Crankcase ventilation line contact (P04DB) — **Ask us for a quote**
Any mileage (M260 and M264) · Inspect at each service; fix at the first sign

Recommended now
$165
Springfield Euro Auto prices (example)

Planned through 85,000 mi
$165
Nothing else on the list before 85,000 mi. Now + next 12 months + next 30,000 miles. Excludes “watch” and optional items.

Prices are Springfield Euro Auto's estimates for typical parts and labor. They don't include tax, shop supplies or disposal fees, and may change after inspection or if part prices change. Not a written repair estimate: Springfield Euro Auto confirms the price and gets your OK before any work.

Bundled jobs are priced together because the labor overlaps. Routine service (oil, brakes, tires) isn't included; factory fluid and spark plug intervals are listed below.

FACTORY MAINTENANCE

The maker's maintenance schedule isn't on this report

This report doesn't include the maker's scheduled maintenance for this car yet, so brake fluid, spark plugs, coolant and transmission fluid aren't listed even when they're due. Check the service records and the maker's schedule for this car.

WHERE 55K SITS FOR EACH WEAK POINT

#	WEAK POINT	REPORTED RANGE	THIS CAR
1	Exhaust valve seat / guide wear (misfire)	41,000–69,000 mi (middle half of 15 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA	Inside the range
2	48 V mild-hybrid system and battery	Models with the 48 V system (code B01) OFFICIAL	Any mileage
3	Low-temperature coolant circuit pump / trapped air	C, E and GLC with M264 OFFICIAL	Any mileage
4	Crankcase ventilation line contact (P04DB)	M260 and M264 OFFICIAL	Any mileage

Colors compare mileage with reported failures, not the car's condition. Red: past the range. Amber: inside or approaching. Green: below, or not listed for a recall.

2 · RECALLS AND BULLETINS

Recalls to check for this 2020 Mercedes-Benz GLC300

Safety recall repairs are free at Mercedes-Benz dealers. Nothing here can tell whether a recall is open or already done on this VIN; only the official VIN lookup or a dealer can.

Official VIN check (2 minutes)

1. Go to nhtsa.gov/recalls and enter WDC0G8EB9LF123456.
2. Note every recall shown as “Recall incomplete” and keep a screenshot.
3. Ask a Mercedes-Benz dealer for a campaign printout; it also lists completed campaigns.

2.0L M264 / M260 TURBO FOUR RECALLS WE TRACK

20V-364 · Turbocharger oil line screws loose (2020 C300, E350, GLC300)

NHTSA lists this model and year: check by VIN

Certain 2020 C300, E350 and GLC300: screws holding the turbocharger oil feed and return lines may not be tight, causing an oil leak and fire risk. Free repair. OFFICIAL [10]

☐ VIN checked ☐ Open: booked with dealer ☐ Completed (printout kept)

21V-961 · Fuel rail to injector leak (2019–2020)

NHTSA lists this model and year: check by VIN

Certain 2019–2020 A220, GLA250, GLC300, CLA250, E350, GLB250 and others: particles trapped between the fuel rail and injectors can cause a fuel leak, a fire risk. Free repair. OFFICIAL [10]

☐ VIN checked ☐ Open: booked with dealer ☐ Completed (printout kept)

Other 2.0L M264 / M260 turbo four recalls we track, not listed by NHTSA for this model and year: 23V-445 (fuel pump may shut down (2021–2023)), 23V-880 (fuel pump may shut down (2021–2024)).

EVERY RECALL NHTSA LISTS FOR THE 2020 MERCEDES-BENZ GLC300 (16)

RECALL	COMPONENT	WHAT CAN HAPPEN (NHTSA, SHORTENED)
21V-961 2.0L M264 / M260 turbo four tracked	Fuel system · fuel rail and injectors	Particles trapped between the fuel rail and injectors can cause a fuel leak, a fire risk. Details
20V-364 2.0L M264 / M260 turbo four tracked	Engine · turbocharger oil lines	Screws holding the turbocharger oil lines may not be tight, causing an oil leak and a fire risk. Details
23V-854	Body · front roof panel	The front roof panel ahead of the panoramic sunroof can come loose and fall off, becoming a road hazard. Details
21V-527	Air bags · side crash sensor	Side crash sensor connectors can come loose and delay the side air bags and belt tensioners. Details
21V-197	Body · front roof panel	The bonding of the front roof panel ahead of the panoramic sunroof can weaken, so the panel can come off while driving. Details

RECALL	COMPONENT	WHAT CAN HAPPEN (NHTSA, SHORTENED)
20V-651	Steering · power assist wiring	The power steering control unit wiring may have been damaged in production, which can cut steering assist or short-circuit. Details
19V-685	Air bags · driver frontal	The driver air bag module may not be bolted down properly and may not deploy correctly. Details
19V-540	Active Brake Assist · radar	Active Brake Assist may not brake automatically as expected. Details
24V-070	Headlights · aim	The headlights may be aimed too high and dazzle oncoming drivers. Details
22V-365	Emergency call (eCall)	The emergency call (eCall) system may not connect, which could delay help after a crash. Details
22V-232	Rearview camera · software	The rearview camera image may not appear, reducing the view behind the car when reversing. Details
21V-354	Rearview camera · multimedia software	The multimedia screen can stay black or reboot, so the rearview camera image may not appear. Details
21V-072	Emergency call (eCall)	The eCall module may have been switched off during a service visit, so the car cannot call for help after a crash. Details
21V-058	Emergency call (eCall)	The emergency call (eCall) system may send the wrong location, which could delay help after a crash. Details
20V-328	Rear seat · left seatback latch	On cars with electrically released rear seatbacks, the left-rear latch may fail if cargo hits it. Details
20V-068	Emergency call (eCall)	The emergency call (eCall) system may send the wrong location, which could delay help after a crash. Details

Source: NHTSA recalls API, fetched 2026-10-27 and combined across NHTSA model names: GLC 300. Safety categories (air bags, fire, brakes, stalling, roll-away and loss of control) are listed first; listings whose NHTSA text names another engine, or an aftermarket part, go last. OFFICIAL

Left out of this list (GLC 300): None. The roof-panel recalls (21V-197, 23V-854) apply only to cars with the panoramic sunroof.

SERVICE ACTIONS, BULLETINS AND WARRANTY PROGRAMS

Manufacturer bulletins and warranty programs for this engine are cited on each weak point in section 4, where they apply.

4 · THE 4 WEAK POINTS

Each weak point, one card each

Every figure carries its source. Retailer part numbers are shown only when the retailer lists them for this chassis (X253). Left out because they apply to other models, years, engine sizes or body codes: Timing chain tensioner chirp (M260).

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1 Exhaust valve seat / guide wear (misfire)

Inside the range

Severity: Critical: rare, but can badly damage the engine · 69 mentions in counted NHTSA complaints COMPUTED FROM NHTSA DATA

At 55,000 mi this car is inside the reported range (41,000–69,000 mi (middle half of 15 owner complaints that state a mileage)), 14,000 miles past where reports start. Range: 41,000–69,000 mi (middle half of 15 owner complaints that state a mileage) COMPUTED FROM NHTSA DATA [1]



Applies to: M264 (C300, E300/E350, GLC300, GLE350) and M260 (A220, CLA250, GLA250, GLB250)

WHAT FAILS OFFICIAL [2][3][4]

The exhaust valve guides and seats can wear unevenly. A leaking valve seat causes misfires, rough running and jerky shifting. Mercedes replaces the complete cylinder head (the seats cannot be reworked) and covers it to 15 years/150k.

SYMPTOMS

- Check-engine light with misfire codes (P0300–P0304)
- Rough running
- Jerking when accelerating

IF IT'S LEFT TOO LONG

Continued misfire can damage the catalytic converter.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Covered to 15 years/150k on listed models; have any misfire diagnosed at a dealer.

ESTIMATED REPAIR COST

Free under the exhaust-valve extended warranty (15 yr/150k)	**Free if covered** OFFICIAL [2][3] published independent-shop range
Owner-reported repair bills in NHTSA complaints (n=7)	**$7,670–$10,000** COMPUTED FROM NHTSA DATA [1] reported range for the bill after a failure

Where the numbers come from: Computed from 7 NHTSA owner complaints that quote a repair bill for this problem (middle half of the bills; median $9,760). Examples: ODI 11718583, 11695702, 11678816, 11667722. Owner-reported, often dealer prices; not shop quotes.

PARTS FOR X253

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Any misfire codes?
- Cylinder head replaced?

2 48 V mild-hybrid system and battery

Any mileage

Severity: High: overheating, stalls, limp mode or a big bill · 14 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (Models with the 48 V system (code B01)), so mileage doesn't say much here.

Range: Models with the 48 V system (code B01) OFFICIAL [5][6]

WHAT FAILS OFFICIAL [5][6]

The 48 V battery and DC/DC converter can set faults, from software errors to an internal battery fault. Symptoms range from a warning message to a no-start. Mercedes has software fixes and a battery capacity-restoration routine.

SYMPTOMS

- 48 V battery warning in the cluster
- No start
- Check-engine light

IF IT'S LEFT TOO LONG

The car can be left unable to start.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Install software updates; have 48 V faults diagnosed before replacing parts.

ESTIMATED REPAIR COST

Software update first	**Our price is in the plan above** ask us for a written quote
No published price	**No published price** reported range for the bill after a failure

PARTS FOR X253

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Any 48 V warnings or no-starts?

3 Low-temperature coolant circuit pump / trapped air

Any mileage

Severity: Medium: leaks and wear · 11 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (C, E and GLC with M264), so mileage doesn't say much here. Range: C, E and GLC with M264 OFFICIAL [7]

WHAT FAILS OFFICIAL [7]

Air trapped in the coolant circuit for the transmission cooler, or a low coolant level, sets circulation-pump faults and a yellow coolant warning. Mercedes checks for leaks and bleeds the circuit.

SYMPTOMS

- Yellow coolant warning
- P0A05, P00B7 or P0C73

IF IT'S LEFT TOO LONG

Coolant loss can lead to overheating if a leak is ignored.

ESTIMATED REPAIR COST

No published price	**Our price is in the plan above** ask us for a written quote
No published bill	**No published price** reported range for the bill after a failure

PARTS FOR X253

- Ask your parts supplier for the OE part number for this VIN.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Find any leak; bleed the circuit as the bulletin says.

QUESTIONS TO ASK US

- Any coolant warnings?

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4 Crankcase ventilation line contact (P04DB)

Any mileage

Severity: Medium: leaks and wear · 3 mentions in counted NHTSA complaints

COMPUTED FROM NHTSA DATA

Reports cover a wide mileage span (M260 and M264), so mileage doesn't say much here. Range: M260 and M264 OFFICIAL [8]

WHAT FAILS OFFICIAL [8]

The ground contact on a crankcase ventilation line can lose connection, often after service work. The engine sets P04DB and turns on the check-engine light.

SYMPTOMS

- Check-engine light with P04DB29, P04DB31 or P04DB79

IF IT'S LEFT TOO LONG

Mostly an emissions-light problem.

IS IT WORTH DOING EARLY? OUR ESTIMATE

Check the vent-line connectors and torque.

ESTIMATED REPAIR COST

No published price	**Our price is in the plan above** ask us for a written quote
No published bill	**No published price** reported range for the bill after a failure

PARTS FOR X253

- Ask your parts supplier for the OE part number for this VIN.

QUESTIONS TO ASK US

- Any P04DB codes?

5 · ALSO REPORTED, NOT RANKED

Other themes in 2.0L M264 / M260 turbo four owner complaints

Every NHTSA complaint theme with 10 or more counted reports is either a weak point above or explained here.

THEME	COMPLAINTS	WHY IT ISN'T A WEAK POINT
Stalling / no start	86	Mixed causes; includes 48 V no-starts and the fuel-pump recalls 23V-445/23V-880.

How this report is built

Inputs. VIN, model year, model, mileage and build month (if entered). Model and engine are checked with NHTSA's vPIC decoder.

Mileage positions. Below: more than 10,000 miles before the reported range. Approaching: within 10,000. Inside: in the range, or past the start of an open-ended range. Past: beyond the top of the range. These bands are our rules, not an industry standard.

The plan. Critical items inside or past their range go first; high-severity items follow, and jobs that share labor are bundled. At most three jobs land in “Recommended now”. Leaks that are cheap to watch are fixed on condition; inspections are asked for at each service.

Costs. Published independent-shop ranges from shop quotes, retailer prices and owner reports. Shop prices come from the issuing shop. The worst-case cost of every item failing is not shown: it isn't an expected cost.

Labels. `OFFICIAL` NHTSA/Mercedes-Benz documents · `SHOP/RETAILER` parts prices and shop articles · `FORUM/BLOG` owner forums and blogs · `COMPUTED FROM NHTSA DATA` our analysis of NHTSA data · `OUR ESTIMATE` ours.

NHTSA complaint data. Pulled Oct 27, 2026 from NHTSA's complaints API for C-, GLC-, E- and GLE-Class complaints that name the C300, GLC300, E350, GLE350 or 2.0L, plus non-AMG A-, CLA-, GLA- and GLB-Class complaints (NHTSA files Mercedes-Benz complaints by class): 511 complaints. Some of these nameplates were sold with other engines too; for those we left out complaints whose text names another engine or a hybrid, so a few complaints about other engines can remain. Themes are keyword matches on the complaint text. `COMPUTED FROM NHTSA DATA`

THEME	COMPLAINTS	IN THIS REPORT
Stalling / no start	86	Also reported
Misfire / rough running	69	Item 1
48 V system / battery	14	Item 2
Coolant warning	11	Item 3
Crankcase ventilation	3	Item 4
Chain noise	0	Other years or engine sizes

Limits: complaints are self-reported and not adjusted for cars sold; keyword matching over- and under-counts; owners rarely file safety complaints about oil seeps, so leaks look rarer than they are.

SOURCES

1. NHTSA owner complaints for 2019–2021 C300, 2020–2022 GLC300, 2021–2023 E350, 2019–2022 A220, 2020–2025 CLA250 and GLB250, 2021–2025 GLA250 (four-cylinder, non-AMG), pulled Oct 27, 2026 (ODI numbers in the cost notes) `OFFICIAL`
https://www.nhtsa.gov/report-a-safety-problem#complaints

2. Mercedes-Benz EW – Cylinder Head M264: MY2018–2023 C300, E300/E350, GLC300, GLE350: exhaust valve system (valve, cylinder head) covered to 15 yr/150k (2026-01-10), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2026/MC-11027580-0001.pdf

3. Mercedes-Benz Emission Extended Warranty – Exhaust Valve Assembly: MY2019–2022 A220, CLA250, GLA250, GLB250 (M260): exhaust valve system covered to 15 yr/150k (2023-08-04), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2023/MC-10241534-0001.pdf

4. Mercedes-Benz LI01.30-P-072328: Wear of valve seat or valve guide, engines M260 or M264 (2026-03-26), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2026/MC-11030302-0001.pdf

5. Mercedes-Benz LI54.10-P-069698: Functional impairment of 48 V on-board electrical system (model series 167, 257, 213, 238, 290 with code B01) (2026-02-26), filed with NHTSA `OFFICIAL`
https://static.nhtsa.gov/odi/tsbs/2026/MC-11029087-0001.pdf

6. Mercedes-Benz LI54.10-P-078888: 48 V battery G1/3 with P0A7F00 (model series 177, 118, 247 with code B01) (2025-12-02), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2025/MC-11026020-0001.pdf

7. Mercedes-Benz LI20.00-P-074205: Yellow coolant warning, P0A0500/P00B700/P0C7300 (205, 213, 253 with M264) (2024-07-19), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2024/MC-11005314-0001.pdf

8. Mercedes-Benz LI01.20-P-078446: Crankcase ventilation interrupted, P04DB29/P04DB31/P04DB79 (M270, M274, M260, M264) (2024-10-03), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2024/MC-11008712-0001.pdf

9. Mercedes-Benz LI05.10-P-075373: M260 chirping or tapping noise at cold start (timing chain tensioner) (2022-09-28), filed with NHTSA OFFICIAL
https://static.nhtsa.gov/odi/tsbs/2022/MC-10225807-0001.pdf

10. NHTSA recall records: 20V-364, 21V-961, 23V-445 and 23V-880, checked Oct 27, 2026 OFFICIAL
https://www.nhtsa.gov/recalls?nhtsaId=20V364000

This report contains no affiliate links; retailer prices are quoted as price sources only. Found an error? Email hello@repairahead.com.

PLEASE READ

Important

Based on public records and published repair costs. Not a diagnosis or a guarantee. Your technician's inspection decides what your car needs. Confirm recalls with a dealer using your VIN.

Informational only. This report is not a mechanical inspection, a diagnosis, or professional, legal or financial advice. It was issued by Springfield Euro Auto using RepairAhead data; the inspection findings and prices are the shop's.

Reported ranges and estimates, not predictions

Failure mileages are reported ranges compiled from public owner complaints, manufacturer bulletins, recalls and repair-shop reports. Costs are estimates. Parts can fail earlier, later or not at all, and other problems can occur. Statistics from owner complaints describe past reports to NHTSA; NHTSA has not reviewed or endorsed this analysis.

Safety issues go to a dealer

If you notice overheating, a burning or fuel smell, smoke, a brake-assist problem, stalling or loss of power, pull over when it's safe and contact a Mercedes-Benz dealer or qualified shop. Safety recall repairs are free at Mercedes-Benz dealers. Confirm recalls for this VIN at nhtsa.gov/recalls.

No warranty

Provided “as is”, without warranties of any kind, under the Terms of Use at repairahead.com/terms.

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Based on public records and published repair costs. Not a diagnosis or a guarantee. Your technician's inspection decides what your car needs. Confirm recalls with a dealer using your VIN.