



Date: March 29, 2010
Order No.: S-B-01.30/28a
Supersedes: S-B-01.30/28 June 8, 2009
Group: 01

Revision History

Revision	Date	Purpose
a	3/29/10	Bulletin text modified
-	6/8/09	Initial issue

**SUBJECT: MY-All, All Models Equipped with M272 and M273 Engines
Cylinder Head-Related Complaint Guidelines**

If you receive customer reports regarding vehicles equipped with Engine 272 or 273 related to a misfire or oil consumption, follow the guidelines herein to determine further actions.

Perform checks and / or repairs according to published WIS (such as, AH01.00-P-0300-01VA), DTB (such as S-B-07.61/72a - misfire codes; DTBs and LIs in group 18 or 01 related to oil consumption) and other official documents.

i **Note:** Do not replace cylinder heads based on suspicion alone and follow the guidelines to make a proper determination. Only the compression and leak down test values taken from engines at operating temperature could be taken for consideration. Proper inspection of combustion chamber requires MB Special Tools approved Borescope.

i **Note:** Use only approved methods to remove any carbon deposits when performing a repair. Mechanical carbon deposit cleaning (and use of any sand paper, abrasive pads or disks or sanding tools) is not allowed under warranty and cylinder heads should not be removed to do that. Use only approved fuel additives - Keropur part # A000 989 25 45 12. Dealers might be debited when performing unapproved or incorrect repairs as well as when unnecessarily replacing parts.

i **Note:** If the guideline test steps are inconclusive, revert to the SDS guided test as indicated by the DTB S-B-07.61/72a and / or properly determine a root cause of the complaint.

Complaint Process Guidelines (Pages 2-4)

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

M272 and 273 Cylinder Head





