

Check engine light illuminated, Fault P012800. M274 Hybrid

Topic number	LI20.10-P-074508
Version	3
Function group	20.10 - Coolant pump, coolant thermostat
Date	10/28/25
Validity	Models 205 and 253 plug-in hybrid
Reason for change	Software available for 2020 GLC350e 253.953

Complaint

Check engine lamp illuminated.

Fault code stored P012800-The coolant temperature is below the coolant thermostat specified temperature.

Cause

Various possible causes

Remedy

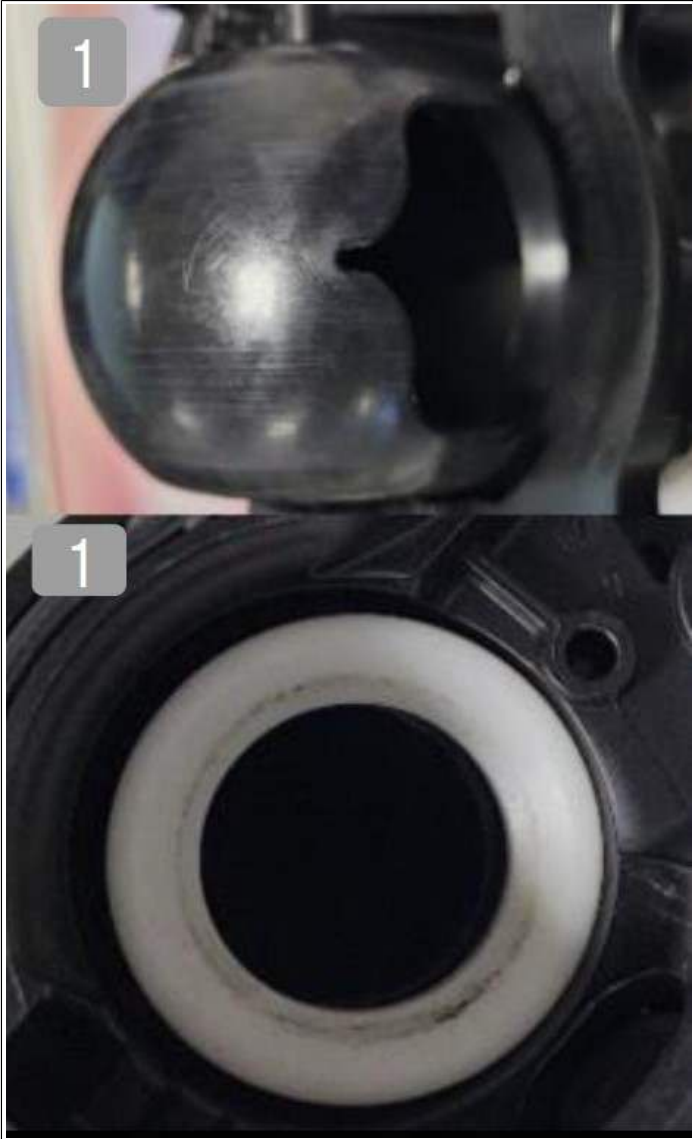
- 1- Update HVAC with latest software
- 2- Perform guided test for fault P012800 and performed repairs per XENTRY diagnosis.
- If thermostat requires replacement flush cooling circuit in both directions with 150L of water.

MY 2020 GLC350e 253.953 only

- 3- Update the software of engine control unit N3/10. New version A2749022102 A2749032506.

Note- If the guided test passes no repair should be performed. SW update for remaining hybrid models is in development for ME control unit to resolve this fault.

Attachments	
File	Description
Thermostat ball NOK.jpg	



WIS-References		
Document number	Title	Note
ar20.00-p-1142lw	Drain/pour in coolant	
ar20.10-p-2460mra	Remove/Install coolant thermostat	
ar15.60-p-2711mra	Remove/install coolant temperature sensor	

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service

technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Power generation > Engine cooling system > Function > Does not reach operating temperature
Power generation > Engine management > Indicator lamp > Engine diagnosis > lit

Control unit/fault code	
Control unit	Fault text
N3/10 - Motor electronics 'MED40' for combustion engine 'M274' (ME) (MED40)	P012800 - The coolant temperature is below the coolant thermostat specified temperature. _

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note