

7G-DCT: Scratching noise when changing gear from D to R with transmission cold.

Topic number	LI27.50-P-064440
Version	4
Function group	27.50 Gear assembly
Date	08-21-2017
Validity	All vehicles of BR 176, BR 117, BR 156, BR 242, BR 246 with transmission 724.0
Reason for change	Special tool for transmission repair "Output shaft" G016 with transmission A 246 370 70 03 not available.
Reason for block	

Complaint:

Scratching noise when changing gear from D to R with the transmission cold.

Attachments	
File	Description
Kratzen in R.mp3	Scratching in R at second 14

Cause:

The Synchronizer ring of reverse gear does not meet specifications.

Check whether the vehicle is affected by the scratching noise:

Accelerate the cold vehicle to 18 mph (2nd gear must be engaged).

Slow the vehicle with the brakes and at 5mph select reverse gear

Remedy:

AMG:

- Remedy for G015 (prior to facelift):

Additional information to follow mid-September.

- Remedy for G016 (as of facelift):

Please always consider "Repair output shaft" as the repair method first.

Until further notice, exchange the entire transmission for transmission variant A 246 370 70 03 (with lock, code 471, 37A).

A special tool must be created in order to rotate the differential under tension. The current special tool does not fit in the lock.

XENTRY TIPS

- Remedy for vehicles with SA Code G016 with transmissions produced before production number #1 171 130:
- For transmission exchange:
 - Order transmission A 246 370 70 03 with Index 28 (Transmission with lock, code 471, 37A)
 - Order transmission A 246 370 54 03 with Index 28 (transmission without lock)
- For repair: Order output shaft (3rd, 6th, 7th and reverse gear) A246 260 27 01 with Index 28. Make sure that the oil restrictor (A 246 372 18 50) is installed in the output shaft; if not, order one at the same time.

In the event of vehicle complaints after production number #1 171 130, please create a PTSS case.

Production:

-Remedy for vehicles with code A69 (Carbon synchronizer):

- Remedy for vehicles produced before 04/2017:
- Repair: Order appropriate output shaft with Index 28.
- Output shafts:

A 246 260 67 20

A 246 260 68 20

A 246 260 69 20

A 246 260 70 20

A 246 260 84 00

A 246 260 85 00

-Remedy for vehicles without code A69:

- Please create a PTSS case.

Symptoms
Power transmission / Automatic transmission / Function / Engaging process
Power transmission / Automatic transmission / Noises / General
Power transmission / Automatic transmission / Automatic transmission operation / Drive position selection / Noises / Scratching

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 246 260 27 01			Output shaft	1	724.016	X
A 246 260 95 00			Output shaft	1	724.015	X
A 246 260 69 20			Output shaft	1	724.021,724.011, 724.004	X
A 246 260 42 20			Output shaft	1	724.003	X

XENTRY TIPS

A 246 260 43 20		Output shaft	1	724.002	X
A 246 260 70 20		Output shaft	1	724.001	X
A 246 260 68 20		Output shaft	1	724.002 with code A69 (Carbon synchronizer)	X
A 246 260 67 20		Output shaft	1	724.003 with code A69 (Carbon synchronizer), 724.020	X
A 246 260 85 00		Output shaft	1	724.003 with code 28A (Uprated synchronizer body) +A69 (Carbon synchronizer)	X
A 246 260 36 00		Output shaft	1	724.003 with code 28A (Uprated synchronizer body)	X
A 246 260 84 00		Output shaft	1	724.004, 724.011 with code 28A (Uprated synchronizer body)	X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			27389 **	In the dealer text note please state "Reverse gear scratching"

WIS-References			
Document number	Title	Note	Allocation
AR27.50-P-0560NKB	Disassemble/assemble output shaft		Remedy

Validity		
Vehicle	Engine	Transmission
A (176)	*	*
B (242, 246)	*	*
CLA (117)	*	*
GLA (156)	*	*