

Noise complaint in area of traction head, TRANSMISSION 725.1 NAG3MOPF with integrated starter alternator ISG48V2

Topic number	LI27.00-P-075114
Version	1
Function group	27.00 - General
Date	10/12/22
Validity	TRANSMISSION NAG3MOPF 725.1 with ISG48V2
Reason for change	

Complaint

Noise complaint in area of traction head (see videos), TRANSMISSION 725.1 NAG3MOPF with integrated starter alternator ISG48V2.

TRANSMISSION 725.1 NAG3MOPF GEN4 HYBRID is not affected by this.

Attachments	
File	Description
IMG_4014.MOV	Geräuschbeispiel1
IMG_9844.MOV	Geräuschbeispiel2

Cause

Tension during the final assembly of the transmission/traction head with combustion engine.

Remedy

Remove service cover no. 8 (see picture of underbody).

Turn engine at the crankshaft 180 degrees (in direction of rotation).

For this, proceed according to the description in WIS document AR08.10-P-0023-01EWO - Remove/attach rotor of drive plate.

Ignore step 2 "Press the rotor off of the drive plate using a long wedge".

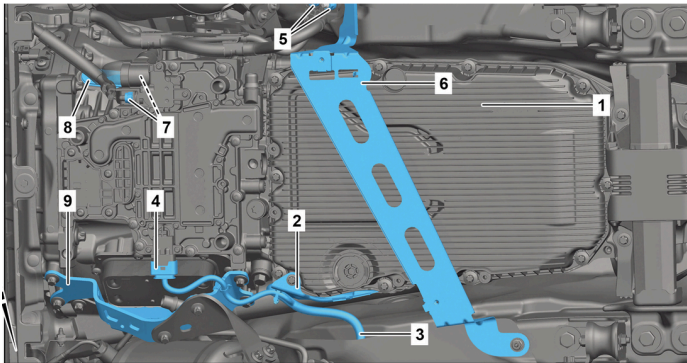
The screws - slanted screw connection of torque convertor/rotor at drive plate/star-shaped drive plate - must be replaced.

Cover no. 8 (service cover) must always be replaced.

Please contact market support via TIPS with regard to whether the remedy was successful/unsuccessful.

Attachments

XENTRY TIPS

File	Description
Screenshot_Unterboden_nr8.png 	Picture of underbody from AR27.10-P-0005S Remove/install automatic transmission

WIS-References		
Document number	Title	Note
AR08.10-P-0023-01EWO	NAG3MOPF Remove/attach rotor of drive plate	Without step 2 "Press the rotor off of the drive plate using a long wedge." The 4 screws, slanted screw connection of torque convertor/rotor at drive plate/ star-shaped drive plate must be replaced.

Symptoms
Power transmission > Automatic transmission > Noises > Noise
Overall vehicle > Power supply > Alternator > Noises > Mechanical noise

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A0009903925			BOLT	4	Torque converter at engine; M8X21.5	X
A7252719102			SERVICE COVER	1	always replace	X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			2755136	Torque converter noise