

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

## CREAKING AND SQUEAKING NOISES HEARD FROM INSTRUMENT PANEL, CAUSED BY FRONT AXLE SUSPENSION STRUT



Mercedes-Benz

# - Creaking and squeaking noises heard from instrument panel, caused by front axle suspension strut -

Topic number	LI32.25-P-063651
Version	14
Function group	32.25 Shock absorbers, damper struts, spring struts
Date	07-23-2019
Validity	MODEL 205, 253, 213, 238, 257 without CODE 489
Reason for change	Quantities of lubricants corrected

## Complaint

Creaking or squeaking from the area of the front axle on rough roads, heard in the area of the instrument panel.

Also audible while stationary when the suspension is deflected.

File	Designation
1 Geräusch_Knarzen.mp3	Noise recording of creaking/squeaking

## Cause

1. When the suspension strut is compressed heavily, the expansion of the stop buffer allows the boot to come into contact with the casing of the head bearing.
2. Squeaking noises between the buffer and the piston rod.
3. Squeaking noises due to micromovements between the upper coil of the spring and the upper spring cup mounting.

File	Designation
1_Geräusch Knarzen.JPG.jpg	Cause and remedy (lubrication area for grease)

## Remedy

Please localize the noise beforehand; if the noise is coming from the upper part of the suspension strut, perform the steps 1-6 below.

If the noise is coming from the lower part of the suspension strut, determine if the noise is located to the spring link or ball joint and replace if necessary.

Note: It is not necessary to remove the shock absorber. The work for eliminating the noise can be performed in the installed state.

1. Raise vehicle at front axle.
2. Remove front axle suspension strut(s) and replace upper spring shims.
2. Pull down stop buffer with boot.
4. Apply Krytox fluid/ grease to the following locations (also refer to picture in attachment):
  - Area (1) is the contact surface between the spring and the spring cup mounting.

- Area (2) is the contact surface between the dust boot and the strut tower.
- Contact surfaces between the upper spring shims in areas (1) and (2)

5. Grease with special grease A 001 989 84 51 between shock absorber piston rod and stop buffer.

6. Push stop buffer with boot back up to original position.

7. Lower vehicle. If a noise remains, perform proper diagnostics to locate the noise and rectify the concern.

File	Designation
Fetten Anschlagpuffer.jpg	Greasing with A0019898451 09 between piston rod and stop buffer
Fettstellen.jpg	Areas to be greased

## Symptoms

### Symptom

Chassis/suspension / Noises / Grunting

Chassis/suspension / Noises / Howling/whistling/squeaking

Chassis/suspension / Axle / Front axle / Noises / Grunting

Chassis/suspension / Axle / Front axle / Noises / Squeals

Body / Interior equipment / Instrument panel / Noise

Chassis/suspension / Noises / Creaks

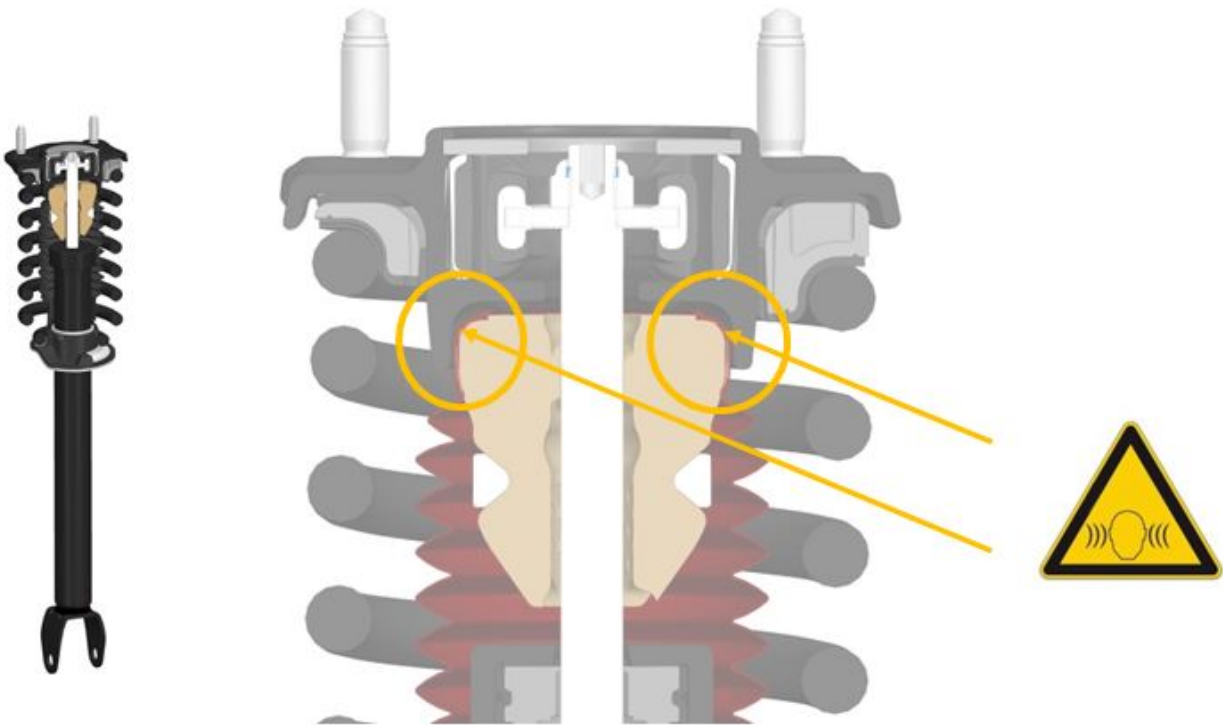
## Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 000 989 36 60			Lubricant	0.1	Krytox fluid: shop supply in kit A 000 580 03 50	X
A 000 989 38 60			Lubricant	0.1	Krytox grease: shop supply in kit A 000 580 03 50	X
A 001 989 84 51	09		Special grease	0.1	Special grease 400 g, for greasing between stop buffer and shock absorber piston rod: shop supply	X
A 205 322 03 84			Spring Shim	1		X
A 205 322 01 84			Coil Spring Shim	1		X

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
32-1938	LUBRICATE STOP BUFFER WITH BOOT FOR SUSPENSION STRUT OF 1ST VEHICLE AXLE, LOCATION:.....		3232236	
32-1965	R/R FRONT STRUTS		3232236	
32-2029	REPLACE UPPER SPRING SHIMS, LUBRICATE SHIMS, STOP BUFFER, AND PISTON ROD		3232236	

### 1\_Geräusch Knarzen



### Fetten Anschlagpuffer

nstructions:

Grab completed dust tube/jounce bumper



Coat small brush with special grease A 001 989 84 51 09  
Place brush inside bumper, moving around to apply thin coat of material to bumper contact pads. Use of gloves is required.



Inspect inside surface for coating on all 4 surfaces,  
if not covered repeat



Fettstellen

