

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

Vehicle > Technical Service Bulletins

## SHIFTING COMPLAINTS AND TRANSMISSION FAULT CODES IN VEHICLES WITH TRANSMISSION 725.0



Mercedes-Benz

# - Shifting complaints and transmission fault codes in vehicles with transmission 725.0 -

Topic number	LI27.00-P-060741
Version	4
Function group	27.00 General
Date	08-26-2020
Validity	Vehicles with TRANSMISSION 725.0 (9G-TRONIC)
Reason for change	added steps 1 to 8

## Complaint

Rough Shifting, shuddering, limp-home operation and general complaints about the 725.0 9G-TRONIC transmission.

### File

Transmission 725 analysis.pdf

### Designation

Analysis Sheet

## Cause

Various

## Remedy

Please perform the following steps:

1. Reproduce the complaint
2. Collect initial EEPROM
3. Check the Oil level
4. Perform Xentry valve flushing
5. Update Software in ME, VGS, and PTCU
6. Perform standstill adaptation
7. Collect EEPROM after adaptation
8. Test drive the vehicle. If the complaint is still present after these steps have been performed, then please open PTSS case with the following data attached:
  - Initial Quicktest
  - VGS Control Unit Log
  - Both EEPROM \*.txt files
  - Results of oil level check
  - Answers to analysis sheet, either scanned and attached to PTSS or answered in case. Note: Analysis worksheet is only necessary if complaint is on vehicle function. For complaints only of warning lights, the sheet is not necessary.

Engineering will respond to the case

# Symptoms

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## Symptom

Power transmission / Automatic transmission / Function / Limp-home mode  
Power transmission / Automatic transmission / Function / Malfunction  
Power transmission / Automatic transmission / Function / Poor start-off performance  
Power transmission / Automatic transmission / Function / Engaging process  
Power transmission / Automatic transmission / Drive position selection / Function / General  
Power transmission / Automatic transmission / Function / No power flow  
Power transmission / Automatic transmission / Leakage / Leaks  
Power transmission / Automatic transmission / Drive position selection / Function / Blocks  
Power transmission / Automatic transmission / Drive position selection / Function / Gear indicator nonfunctional  
Power transmission / Automatic transmission / Drive position selection / Function / Catching/sluggish  
Power transmission / Automatic transmission / Function / Shifts  
Power transmission / Automatic transmission / Function / Shuddering during start-off  
Power transmission / Automatic transmission / Function / Electrical fault/Fault code  
Power transmission / Automatic transmission / Function / Stalls engine  
Power transmission / Automatic transmission / Function / Blocks  
Power transmission / Automatic transmission / Function / Shudders  
Power transmission / Automatic transmission / Function / Slips  
Power transmission / Automatic transmission / Function / Shifting is rough  
Power transmission / Automatic transmission / Function / Shifting is not performed or is delayed  
Power transmission / Automatic transmission / Drive position selection / Function / Gear cannot be engaged  
Power transmission / Automatic transmission / Drive position selection / Function / Malfunction  
Power transmission / Automatic transmission / Drive position selection / Function / Sticks  
Power transmission / Automatic transmission / Drive position selection / Function / Electrical fault/Fault code  
Power transmission / Automatic transmission / Drive position selection / Function / Steering wheel buttons nonfunctional  
Power transmission / Automatic transmission / Function / Poor shift quality  
Power transmission / Automatic transmission / Noises / Noise

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Transmission 725.0 Complaint Analysis

Workshop		RO	
VIN		Mileage	
Registration Date			

Complaint

Gearshift

Hard	Prolonged	Slips with subsequent Jolt	Does not respond quickly enough
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1→2	2→3	3→4	4→5	5→6	6→7	7→8	8→9
9→8	8→7	7→6	6→5	5→4	4→3	3→2	2→1

Engagement Process

Hard	Delayed	Double
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P→R	P→D	N→R	N→D	R→D	D→R
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Starting Behavior

Forward	Backward	Start/stop
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Jolts	Delayed
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Torque Converter Lockup Clutch

Activation Noticeable	Deactivation noticeable	RPM fluctuations	Jolting	Shuddering
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Fault Code

Check Engine Light	Dashboard Messages
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Fault Codes	
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Operating conditions when complaint occurs

Transmission Mode/Gear

C/E	S	S+	M
P	R	N	D

Environment

City	Level	Hill	Stop and go	Speed
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Accelerator Pedal Position

Low partial load	Partial load	Wide open throttle	Kickdown	Trailing throttle	Partial trailing throttle
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Temperature

Outside	Transmission	Engine
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Frequency

Occasionally	Always	Reproducible	Not Reproducible
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Other Notes