

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

Vehicle > Technical Service Bulletins

RATTLING/HUMMING NOISE WHEN STEERING



Mercedes-Benz

- Rattling/humming noise when steering -

Topic number	LI46.35-P-067339
Version	3
Function group	46.35 Electrical steering
Date	05-22-2019
Validity	All vehicles with electric steering Not valid for model 117/118/156/177/242
Reason for change	Clarification of Remedy and Models added to Validity

Complaint

Rattling/humming noise from the electric steering system when steering (see attachment).

File	Designation
Inside.mp4	Noise in vehicle
Outside.mp4	Noise from underbody

Cause

Ball screw drive (KGT) of electric steering damaged by:

1. External force due to:

- Hitting the curb with the front wheels.
- Driving over obstacles (e.g. pothole/threshold/speed bump/gully) at an inappropriate speed.

The damage incurred from the above may not be visually apparent to the steering gear depending on the severity of the impact.

2. Corrosion/ water ingress through a damaged boot (see attachment).

- Cracks (1)
- High pressure cleaner (2)
- Animal bite (3)

File	Designation
Damage Bellow.pdf	Damage to boot

Remedy

The above causes are the result of improper use of the vehicle or external influences and are not manufacturer defects.

The steering gear replacement claim must not be invoiced under warranty or it will be subject to debit.

Symptoms

Symptom

Chassis/suspension / Noises / Humming/droning/throbbing

Chassis/suspension / Steering system / Noises / Chattering/knocking

Chassis/suspension / Steering system / Noises / Humming/vibrations

Chassis/suspension / Noises / Vibrates

Chassis/suspension / Noises / Grunting

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