

Friction power of torque converter lockup clutch is too high (FC 2783) or actuation of torque converter lockup clutch not possible (FC 0741)

Topic number	LI27.20-P-055758
Version	2
Design group	27.20 Torque converter
Date	07-30-2013
Validity	Vehicles with NAT2FE+ (7G-TRONIC PLUS) and OM651, OM642LS or M278 in combination with EHS 212 270 00 06, 212 270 01 06, 231 270 05 60
Reason for change	Remedy adapted
Reason for block	

Complaint:

FC 2783 (Friction power of torque converter lockup clutch is too high) or FC 0741 (Actuation of torque converter lockup clutch not possible) stored in transmission control unit. One possible additional customer complaint could be "poor acceleration" e.g. due to engine intervention.

This can affect all NAT2FE+ (7G-TRONIC PLUS) vehicles with engines OM651, OM642LS and M278 in the production period from 04/2011 to 02/2012 and with more than 10,000 km. The two fault codes can also occur in combination with rpm sensor faults (see also GI27.50-P-035556). The rpm sensor fault is not connected with this complaint.

Cause:

Increased wear of torque converter bearing bushing.

The cause of this may be an excessively rough microsurface of the journal at the transmission end.

Affected transmissions: NAT2 transmissions from ID 03.318.709 to ID 03.979.899 or NAT2 transmissions from ID 07.019.944 to ID 07.247.699

Remedy:

Disassemble the transmission and the torque converter and then polish the transmission input shaft with a 15 µm microfinishing film as described in the attached instructions (use the finishing film/strip once only). The finishing film/polishing strip can be ordered as a consumable from the GLC.

The torque converter must also be replaced here (please order as per EPC).

After replacing the torque converter, the converter adaptation data must be reset as follows:

Access Xentry: VGS - Fully integrated transmission control (Y3/8n4) -> Teach-in processes -> Reset of adaptation values -> Torque converter -> Confirm torque converter replacement with Yes -> Confirm reset of adaptation data with Yes

Access DAS: Electronic transmission control (722.9 7G-TRONIC) -> Transmission adaptation -> Reset of adaptation data (torque converter lockup clutch) -> Confirm torque converter replacement with Yes -> Confirm reset of adaptation data with Yes

Attachments	
File	Designation
Arbeitsanweisung Antriebswelle finishen de.pdf	Werkstatt-Anweisung Antriebswelle finishen
Working instruction finishing the turbine shaft_en..pdf	Working instruction finishing turbine shaft

Symptoms
Power transmission / Automatic transmission / Automatic transmission - function / General
Power transmission / Automatic transmission / Automatic transmission - function / Poor start-off performance
Power transmission / Automatic transmission / Automatic transmission - function / Shifts
Power transmission / Automatic transmission / Automatic transmission - function / Electrical fault/Fault code
Power transmission / Automatic transmission / Automatic transmission - function / Poor shift quality

Parts							
Part number	ES1	ES2	Designation	Quantity	Note	EPC	Other make part
A 000 986 92 74			15 µm microfinishing film/polish	1	Packing unit corresponds to 1.5 m (pack contains 5 strips of 0.30 m) -> Use strips once only.	X	

Work units				
Op. no.	Operation text	Time	Damage code	Note
			27161 04	

Validity		
Vehicle	Engine	Transmission
204.082	651	722.965
204.282	651	722.965
207.323	642	722.903
207.423	642	722.903
212.002	651	722.908
212.003	651	722.908
212.021	642	722.903
212.023	642	722.903
212.082	651	722.965
212.093	642.858	722.966
212.097	651	722.965
212.202	651	722.908
212.203	651	722.908
212.221	642	722.903
212.223	642	722.903
212.282	651	722.965
212.293	642.858	722.966
C (204)	651	722.908

C (204)	651	722.996
C (204)	642	722.903
C (204)	642	722.902
C (204)	642	722.962
CL (216)	278	722.909
CL (216)	278	722.967
CLS (218)	651	722.908
CLS (218)	642	722.966
CLS (218)	642	722.903
CLS (218)	278	722.909
CLS (218)	278	722.967
E (207)	651	722.908
E (207)	642	722.902
E (207)	278	722.909
E (212)	651	722.996
E (212)	642	722.902
E (212)	642	722.962
E (212)	278	722.909
E (212)	278	722.967
GL (164)	642	722.903
GL (164)	642	722.902
GLK (204)	651	722.965
GLK (204)	651	722.908
GLK (204)	651	722.996
GLK (204)	642	722.966
GLK (204)	642	722.962
M (166)	651	722.908
M (166)	642	722.903
M (166)	278	722.909
R (251)	642	722.903
R (251)	642	722.902
S (221)	651	722.908
S (221)	642	722.966
S (221)	642	722.903
S (221)	642	722.902
S (221)	642	722.962
S (221)	278	722.909
S (221)	278	722.967
SL (231)	278	722.909
SLK (172)	651	722.908