

## 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	5
Design group	27.20 Torque converter
Date	05-12-2014
Validity	Vehicles with NAG2FE+ (7G-TRONIC PLUS)
Reason for change	Remedy edit for clarity
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 as of production month 04/2011. The two fault codes can also occur in combination with rpm sensor faults (see also LI27.50-P-049710). The rpm sensor fault is not connected with this complaint.

### Cause:

Cause for TRANSMISSION 722.9 from ID 03.318.709 to ID 03.979.899 or from ID 07.019.944 to ID 07.247.699

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

Cause for TRANSMISSION 722.9 with ID higher than 03.979.899 or 07.247.699

Possible small internal leakage at sealing ring between transmission input shaft and torque converter lockup clutch.

Attachments	
File	Description
M271 – NAG2FE+ Getriebesoftware_transmission software.pdf	M271 - NAT2FE+ Getriebesoftware_transmission software

### Remedy:

Remedy for Vehicles with M271 with TRANSMISSION 722.9 from ID 03.318.709 to ID 03.979.899 or from ID 07.019.944 to ID 07.247.699 and transmission software (see attachment):

If the installed transmission software is one of the versions listed in the attachment ("M271 - NAG2FE+ Getriebesoftware\_transmission software"), an update of the transmission software must be performed. Erase the fault codes in the VGS and reset the lifecycle data of the torque converter (see below for instructions).

If none of the transmission software versions in the list is installed, proceed as described under "Remedy for Vehicles without M271".

Remedy for Vehicles without M271:

Disassemble the transmission and the torque converter and then sand 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.

Replace the torque converter (please order as per EPC). Observe the following when replacing the torque converter (the flex plate must be installed):

- 1.) Clean torque converter mount in crankshaft using brake cleaner.
- 2.) Remove fretting rust from torque converter mount in crankshaft using suitable emery cloth (grain size: 120).

3.) Again clean torque converter mount in crankshaft using brake cleaner (compressed air if necessary).

4.) Grease mounting pin of torque converter with multi-purpose paste A 000 989 80 51 10 before installation.

After replacing the torque converter for any reason, the lifecycle data of the torque converter must be reset as follows:

Access via 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 via 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	Description
Working instruction finishing the turbine shaft_en..pdf	Working instruction finishing turbine shaft
Beispielbilder_example pictures.pdf	Beispielbilder "Passungsrost innerhalb der Drehmomentwandler-Aufnahme der Kurbelwelle"  Example pictures "Fretting corrosion within the torque converter seat of the crankshaft"

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 generation / Engine management / Engine performance / No/poor output
Power generation / Engine management / Engine performance / Poor acceleration
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	For use on TRANSMISSION 722.9 from ID 03.318.709 to ID 03.979.899 or from ID 07.019.944 to ID 07.247.699
			27287 **	For use on TRANSMISSION 722.9 with ID higher than 03.979.899 or 07.247.699

Validity		
Vehicle	Engine	Transmission
204.082	651	722.965
204.282	651	722.965
207.302	651	722.908
207.303	651	722.908
207.323	642	722.903
207.402	651	722.908
207.403	651	722.908
207.423	642	722.903
212.002	651	722.908
212.003	651	722.908
212.005	651	722.996
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
212.205	651	722.996
212.221	642	722.903
212.223	642	722.903
212.282	651	722.965
212.293	642.858	722.966
218.303	651	722.908
218.323	642	722.903
218.326	642	722.903
218.393	642	722.966
218.394	642	722.966
218.903	651	722.908
218.923	642	722.903
218.993	642	722.966
C (204)	271	722.997
C (204)	642	722.903
C (204)	642	722.902
C (204)	642	722.962
C (204)	651	722.908
C (204)	651	722.996
CL (216)	278	722.909
CL (216)	278	722.967
CLS (218)	278	722.909

CLS (218)	278	722.967
E (207)	271	722.997
E (207)	278	722.909
E (207)	642	722.902
E (212)	271	722.997
E (212)	278	722.909
E (212)	278	722.967
E (212)	642	722.902
E (212)	642	722.962
G (463)	642.886	722
G (463)	642.970	722
GL (164)	642	722.903
GL (164)	642	722.902
GL (166)	278	722.909
GL (166)	642	722.903
GLK (204)	642	722.966
GLK (204)	642	722.962
GLK (204)	651	722.965
GLK (204)	651	722.908
GLK (204)	651	722.996
M (166)	278	722.909
M (166)	642	722.903
M (166)	651	722.908
R (251)	642	722.903
R (251)	642	722.902
S (221)	278	722.909
S (221)	278	722.967
S (221)	642	722.966
S (221)	642	722.903
S (221)	642	722.902
S (221)	642	722.962
S (221)	651	722.908
SL (231)	278	722.909
SLK (172)	271	722.997
SLK (172)	651	722.908