

Shift quality complaints on TRANSMISSION 722.9 (7G-TRONIC and 7G-TRONIC PLUS)

Topic number	LI27.00-P-051451
Version	5
Design group	27.00 General
Date	07-14-2014
Validity	All MODELS with TRANSMISSION 722.9 (NAT2/NAT2i)
Reason for change	Diagnostic tree adjusted
Reason for block	

Complaint:

Shift quality complaints can occur while driving.

Cause:

Various.

Remedy:

If shift quality complaints occur, it is essential to read out the transmission control unit log as well as the EEPROM data, i.e. the log file (*.log), before beginning repair work and before adaptation of the most recent quick test. The EEPROM data must be stored separately on a data medium (USB stick) as it can no longer be reproduced after adaptation has been performed.

Additional information on adaptation and on reading out EEPROM data can be found in STARTekInfo

As a preparatory measure, verify the problem gearshift in the presence of the customer by using Star Diagnosis to check the actual values of the engaged gears. To diagnose and correct the specific problem, it is necessary to work through "Fault tree NAG2" contained in the attachment.

Note: Adaptation guidelines provided as attachment.

Note: The latest version of the Star Diagnosis (including all available add-ons) must be used for programming the transmission and engine control unit. Only then can it be ensured that the very latest version of each software is installed.

Before creating a PTSS case, it is essential to check that both the engine control unit and the transmission control unit have the latest software release, to update the software if necessary and to perform another test drive.

Attachments	
File	Description
EEPROM Bloecke f_r VGS3 mit DAS auslesen en.pdf	Read out EEPROM blocks for VGS3 using DAS, English
EEPROM Bloecke f_r VGS3 mit Xentry auslesen en.pdf	Read out EEPROM blocks for VGS3 using Xentry, English
Fault tree shift quality NAG2_NAG2i mbusa.pdf	Fault Tree NAG2

Symptoms
Power transmission / Automatic transmission / Automatic transmission - function / Limp-home mode
Power transmission / Automatic transmission / Automatic transmission - function / General
Power transmission / Automatic transmission / Automatic transmission - function / Engaging process
Power transmission / Automatic transmission / Automatic transmission - function / No power flow
Power transmission / Automatic transmission / Automatic transmission - function / Shifts
Power transmission / Automatic transmission / Automatic transmission - function / Slips
Power transmission / Automatic transmission / Automatic transmission - function / Shifting is not performed or is delayed
Power transmission / Automatic transmission / Automatic transmission - function / Poor shift quality

Validity		
Vehicle	Engine	Transmission
*	*	722.998
*	*	722.996
*	*	722.963
*	*	722.903
*	*	722.904
*	*	722.932
*	*	722.962
*	*	722.908
*	*	722.961
*	*	722.999
*	*	722.931
*	*	722.960
*	*	722.909
*	*	722.967
*	*	722.965
*	*	722.906
*	*	722.950
*	*	722.997
*	*	722.930
*	*	722.902
*	*	722.966
*	*	722.964
*	*	722.901
*	*	722.907