

**Customer Complaint "Heat Shield on Catalytic Converters Cracked": Observe Specified Procedure (91/16)**

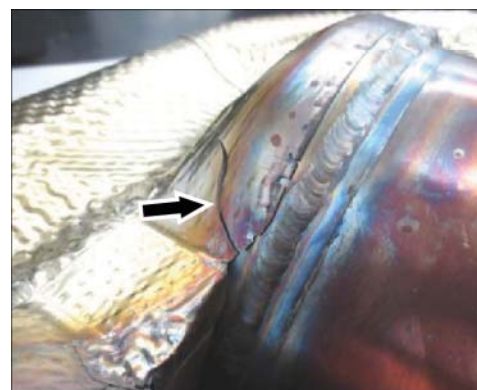
Subject: **Heat shield on the catalytic converters**

Model Year: **2015**

Information: **Cracks on the heat shield at the rear of the catalytic converters.**

Generally, the crack starts at the joint between the center end plate and the catalytic converters.

The heat shield cannot withstand mechanical stress, combined with warm/cold cycles, over the service life  
 ⇒ *Cracked heat shield.*



*Cracked heat shield*

Remedial Action: Check the extent of the crack on the heat shield and determine the required remedial action.

Tools and Materials: **High-speed multi-function tool (e.g. Dremel)  
 Conical grinding bit (A) or conical milling bit (B)**

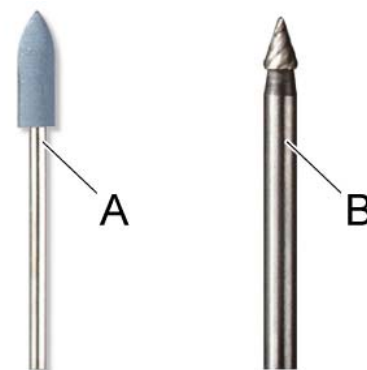
Work Procedure: 1 Remove engine cover. ⇒ *Workshop Manual '108319 Removing and installing engine cover'*



**Information**

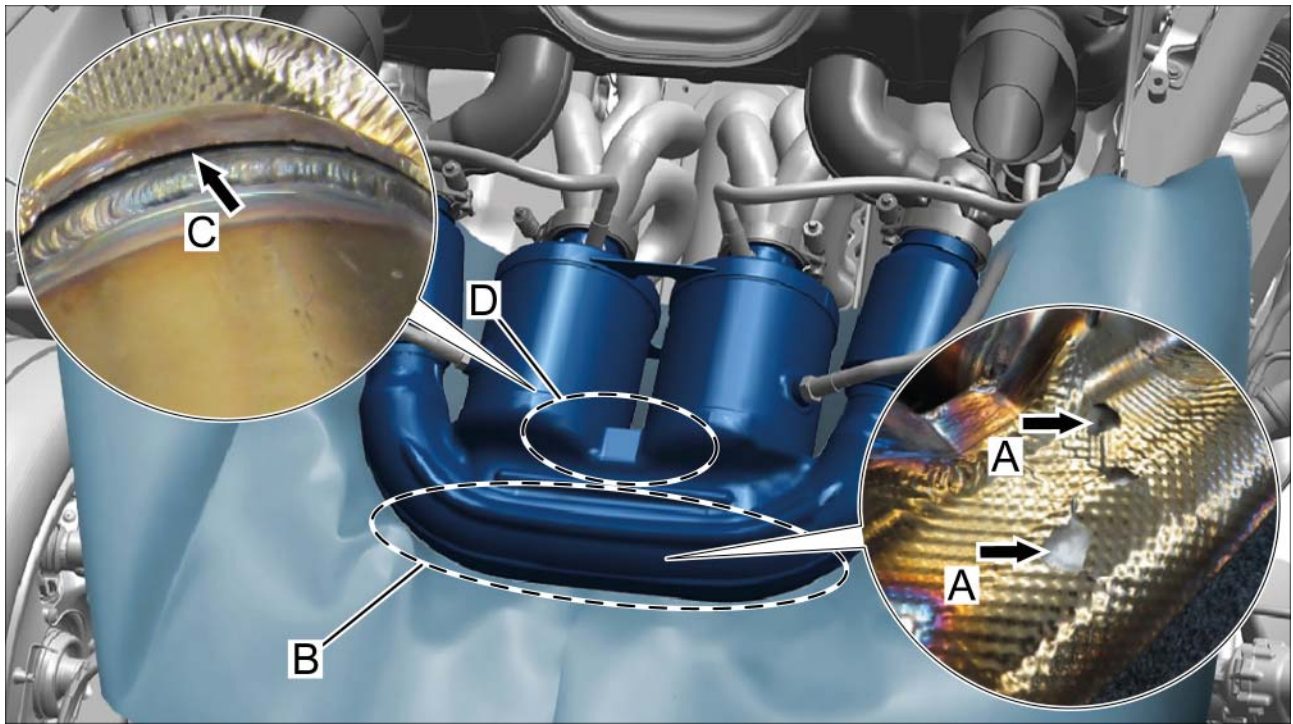
Use a mirror to help you see inaccessible areas.

- 2 Check the heat shield on the catalytic converters for cracks from all sides.
- 3 Assess the extent of the damage.



*Conical grinding bit (A) or conical milling bit (B)*

- 3.1 Damage ⇒ *Heat shield on catalytic converters -A-* in the area between bank 1 and bank 2 ⇒ *Heat shield on catalytic converters -B-* is **not permitted**. In the event of damage in this area, the catalytic converters must be replaced. ⇒ *Workshop Manual '267320 Removing and installing catalytic converters'*
- 3.2 A detached heat shield ⇒ *Heat shield on catalytic converters -C-* along the weld seam at the catalytic converter output is **not permitted**. Replace catalytic converters. ⇒ *Workshop Manual '267320 Removing and installing catalytic converters'*
- 3.3 Cracks at the joint between the center end plate and the catalytic converters ⇒ *Heat shield on catalytic converters -D-* of up to approx. **45 mm** are **permitted** and do not affect the function of the heat shield.
- If a crack in area ⇒ *Heat shield on catalytic converters -D-* is visible from above and is **shorter than 45 mm**, continue with Step 4.
  - If a crack in area ⇒ *Heat shield on catalytic converters -D-* is visible from above and is **longer than 45 mm**, replace the catalytic converters. ⇒ *Workshop Manual '267320 Removing and installing catalytic converters'*
  - If a crack in area ⇒ *Heat shield on catalytic converters -D-* is visible from below and is **shorter than 45 mm**, remove catalytic converters to gain access ⇒ *Workshop Manual '267320 Removing and installing catalytic converters'* and continue with Step 4.
  - If a crack in area ⇒ *Heat shield on catalytic converters -D-* is visible from below and is **longer than 45 mm**, replace the catalytic converters. ⇒ *Workshop Manual '267320 Removing and installing catalytic converters'*



*Heat shield on catalytic converters*

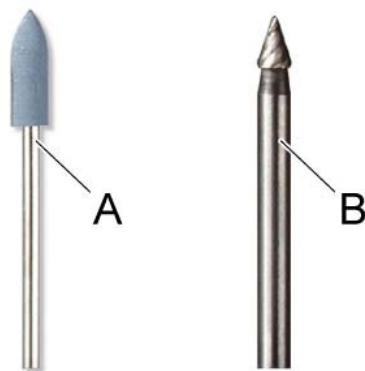
- 4 If a crack is just starting, it is important to stop it from spreading by drilling a pressure relief hole at the end of the crack.



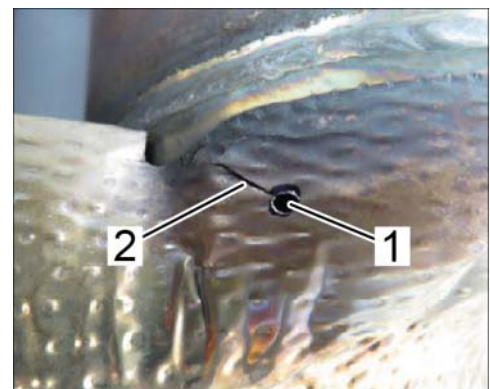
**Information**

Do not use a double-edged drill bit because this can pull out or damage the heat shield.

- 4.1 Using a high-speed multi-function tool (e.g. Dremel) and a conical grinding bit (A) or conical milling bit (B), drill a 2–3 mm pressure relief hole (1) at the end of the crack (2).



*Conical grinding bit (A) or conical milling bit (B)*



*Pressure relief hole*

Invoicing: For invoicing and documentation using PQIS, enter the following coding:

<b>Location (FES5)</b>	26738	Catalytic converter heat shield
<b>Damage type (SA4)</b>	1521	Crack/tear

References: Removing and installing catalytic converters. ⇒ *Workshop Manual '267320 Removing and installing catalytic converters'*

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