

## Brake squeal at front axle at low temperatures

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|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic number      | LI42.10-P-063978                                                                                                                                                                                       |
| Version           | 6                                                                                                                                                                                                      |
| Design group      | 42.10 Service brake                                                                                                                                                                                    |
| Date              | 06-16-2017                                                                                                                                                                                             |
| Validity          | Model designations 253309, 253349, 253948, 253949 and 253909 with code 494 (USA) or code 819L (China)                                                                                                  |
| Reason for change | Country distribution extended to include China (previously USA only).<br>Canada deleted from country distribution because it is not relevant.<br>Additional model designations (253309, 253349) added. |
| Reason for block  |                                                                                                                                                                                                        |

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### Complaint:

Brake squeal at the front axle at low outside temperatures.

### Note:

This condition may possibly only occur when the brakes are operated for the first time and typically when reversing at low speeds.

### Cause:

Noises due to the effects of friction.

### Remedy:

Replacement of the brake pads.

### Note (see attachment):

1. If stainless steel shims are not included with the new brake pads, the shims from the old standard pads must be reused.
2. Lightly grease the area between the shim and the pad backing plate and at the outside edges of the pad backing plate.
3. If the vehicle exhibits front brake squeal as described in the "Complaint" section above, and has a production date after June 1st, 2016, please create an "Information Only" PTSS case and attach the following: 1) Sound file of brake noise 2) Picture of inner and outer brake pads – friction material side 3) Picture of inner and outer brake pads – Backing plate side 4) Picture of brake discs - Outer surface

| Attachments |             |
|-------------|-------------|
| File        | Description |

# XENTRY TIPS

|                            |                          |
|----------------------------|--------------------------|
| Greasing points.pdf        | Greasing points          |
| BR253 Befettungsmatrix.pdf | Greasing points for shim |

|                                                                      |
|----------------------------------------------------------------------|
| Symptoms                                                             |
| Chassis/suspension / Brake system / Service brake / Noises / Squeals |

|                 |     |     |             |          |                                                                |     |
|-----------------|-----|-----|-------------|----------|----------------------------------------------------------------|-----|
| Parts           |     |     |             |          |                                                                |     |
| Part number     | ES1 | ES2 | Designation | Quantity | Note                                                           | EPC |
| A 000 420 81 00 |     |     | Brake pad   | 1        | For USA with SA code P31 AMG Sport Package and China vehicles. | X   |
| A 001 989 87 51 |     |     | Brake paste | 1        |                                                                | X   |

|                                |                |      |             |      |
|--------------------------------|----------------|------|-------------|------|
| Operation numbers/damage codes |                |      |             |      |
| Op. no.                        | Operation text | Time | Damage code | Note |
|                                |                |      | 42114 36    |      |

|                     |        |              |
|---------------------|--------|--------------|
| Validity            |        |              |
| Vehicle             | Engine | Transmission |
| GLC (253) - 253.309 | *      | *            |
| GLC (253) - 253.349 | *      | *            |
| GLC (253) - 253.909 | *      | *            |
| GLC (253) - 253.948 | *      | *            |
| GLC (253) - 253.949 | *      | *            |