

166 and 463 with NAG2 harsh 4-3 downshift

Topic number	LI27.10-P-067246
Version	2
Function group	27.10 Complete transmission
Date	03-08-2018
Validity	Model Series 166 with engine 276.9 and 722.9 Transmission (NAG2) Model Series 463 (except 463.275 /G65) and 722.9 Transmission (NAG2)
Reason for change	Added Model 463 (except G65) to Validity
Reason for block	

Complaint:

NAG2 with harsh 4-3 downshift at approx. 1200 - 1600 rpm under normal braking/coasting in Comfort and Sport mode

Cause:

K2 and K3 clutch plates might cause the complaint

Harsh shifting in an automatic transmission can be caused by a variety of things unrelated to any issue with the vehicle or any of its component parts, including individual use, misuse and/or maintenance of the vehicle.

Remedy:

1. Collect initial EEPROM data
2. Check for newest software in VGS, ME and PTCU
3. Perform a downshift adaptation drive in S and C mode from 5th to 2nd gear. Drive very smoothly and keep the torque as low as possible
4. If the complaint is resolved, release the vehicle to the customer and proceed with step 11
or else proceed with step 5
5. Drop the oil pan. Provide a clear photo of debris and complete pan view.
6. If no unusual debris is found, replace K2 and K3 clutch packs as per WIS instructions and perform/document initial clearance measurements of K2, K3.

Ensure that clutch pack clearance for K3 is set to the lower specification range (tighter)

Note: K3 is only serviceable as complete unit (piston, drum hub, clutches) The K2 clutches/ plates can be ordered separately

7. Adapt the upshifts and downshifts for all gears. Drive very smoothly and keep the torque as low as possible
8. Reevaluate the complaint
9. Collect EEPROM - Labeled as data after repair

XENTRY TIPS

10. If complaint persists and the vehicle was properly adapted, created a PTSS case

11. Attach the following documents to the case:

- Quick test
- VGS Control unit log
- Initial EEPROM data
- EEPROM data after repair
- Engine performance data
- Injector performance data
- Oil pan picture

Symptoms
Power transmission / Automatic transmission / Function / Shudders
Power transmission / Automatic transmission / Function / Slips
Power transmission / Automatic transmission / Function / Shifting is rough

Validity		
Vehicle	Engine	Transmission
G (463)	*	722.902
G (463)	*	722.903
G (463)	*	722.904
G (463)	*	722.909
G (463)	*	722.905
G (463)	*	722.901
GL/GLS (166)	276	<722.9>
M/GLE (166)	<276.9>	<722.9>