

166 with 724 and a 4-3 / 3-2 harsh downshift/electric motor de-activation

Topic number	LI27.00-P-068019
Version	1
Function group	27.00 General
Date	04-18-2018
Validity	166 with 724 hybrid transmission
Reason for change	
Reason for block	

Complaint:

Customer states harsh jolt/ shift / bucking/ clunk felt when coming to stop from 4-3, 3-2 in any mode

Cause:

Possibly the electric motor de-activation

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:

Please do not replace any parts.

Please open a PTSS case and attach the following documents to the case:

1. Quick test
2. EEPROM .txt file
3. VGS cu log
4. An exact description of the complaint:

- Modes impacted:
- Transmission temperature:
- Outside temperature:
- Environment:
- Frequency:
- Other shifts impacted (if any)

Symptoms

XENTRY TIPS

Power transmission / Automatic transmission / Function / Shuddering during start-off
Power transmission / Automatic transmission / Function / Engaging process
Power transmission / Automatic transmission / Function / Shifts
Power transmission / Automatic transmission / Function / Shudders
Power transmission / Automatic transmission / Function / Shifting is rough
Power transmission / Automatic transmission / Function / Shifting is not performed or is delayed
Power transmission / Automatic transmission / Function / Poor shift quality

Validity		
Vehicle	Engine	Transmission
*	*	724
M/GLE (166) - 166.063	*	*