

Creaking or scratching noise heard through speakers during gear shifts

Topic number	LI82.27-P-073959
Version	2
Function group	82.27 - Engine sound system
Date	12/14/21
Validity	Model series 463 equipped with M177
Reason for change	Complaint description updated

Complaint

Customer may complain of a creaking or scratching noise heard through the sound system during a gear shift. See attached videos for examples of the complaint.

Attachments	
File	Description
creaking sound during gearshift.mp4	Complaint video 1
scratching sound during gearshift.mp4	

Cause

Current sound amp (N40/3) software release

Remedy

Updated sound amp (N40/3) software is being developed which will remedy the complaint

This document will be updated as soon as the new software is available.

Note: Do not replace any parts for this complaint

Symptoms
Power generation > Engine noise > Noise
Power generation > Engine noise > Vibration motor of sound generator makes a clanking noise/is loose
Power transmission > Automatic transmission > Noises > Noise
Power transmission > Transfer case > Noises > Vibrates
Power transmission > Transfer case > Noises > Rattling
Power transmission > Noises > Rattling
Power transmission > Noises > Humming/droning
Power transmission > Manual transmission > Manual transmission > Manual transmission, noise > Rattling
Power transmission > Manual transmission > Manual transmission > Manual transmission, noise > General

XENTRY TIPS

Communication/information > Entertainment > Audio/Sound > Speakers emit interference noise

Communication/information > Entertainment > Audio/COMAND controller > Noise

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			82557	Sound system amplifier
			59347	Sound system amplifier K/Z*
			59561	Sound system amplifier K/L*