

## Transmission diagnosis using the Intelligent Predictive Repair (IPR) tool

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Topic number	LI27.00-P-073124
Version	5
Function group	27.00 - General
Date	7/9/24
Validity	IPR is available for:  ALL 725.0 Transmissions  ALL 725.1 Transmissions EXCEPT with engine 139/177 (AMG 43/63)
Reason for change	
Reason for block	Markets not up-to-date

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### Complaint

Customer complaints relating to automatic transmission 725.0 (NAG3 Classic / 9G-TRONIC automatic transmission) and 725.1 (NAG3 facelift/9G-TRONIC automatic transmission facelift)

For faster, more effective and more targeted diagnosis, Intelligent Predictive Repair (IPR) has been developed and integrated into XENTRY Diagnosis. This ensures an automated diagnosis process.

### Cause

As part of the on-going quality monitoring process and associated quality and damaged part appraisals, a high number of ineffective repairs have been discovered.

Such ineffective repairs have a negative impact on all those involved. For the customer, it means high costs and long repair times and for the dealer, it may result in the warranty claim being rejected.

### Remedy

#### General note:

IPR is available for:

- NAG3 Classic (automatic transmission 725.0)
- NAG3 - AMG sports models (AMG 43 and AMG 53 with converter)
- NAG3 - AMG 63
- NAG3 - Hybrid

# XENTRY Tips

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·NAG3 Facelift (automatic transmission 725.1)

IPR is currently not available for

NAG3 facelift (725.1) with engine 139/177 (AMG 43/63)

## Steps for the Service Advisor:

Important: The more information and detail that can be given to the workshop about the complaint, then the more effective the subsequent diagnosis with IPR can be. To this end, a detailed service reception questionnaire has been provided to help the Service Advisor ask the right questions about the complaint.

·Ask precise details about the customer complaint and the conditions and context.

·Fill out the service reception questionnaire (please see WIS document: OF27.00-P-3000-05A) for customer complaints in detail and forward it to the workshop.

## Operation steps for the workshop employee:

Perform quick test

·Access the transmission control unit via XENTRY Diagnosis

·Select "A customer complaint has been received" and carry out all subsequent operation steps (IPR diagnosis path).

·The IPR repair instructions are displayed. Carry out the IPR repair instructions without performing any further diagnostic or repair steps.

·Important: The IPR repair instructions are binding and must be carried out.

Differing repairs are possible; such repairs must be documented in XENTRY in free text. Please observe the information regarding the IPR diagnosis process in XENTRY.

·Conventional diagnosis and subsequent appropriate repairs are only permitted if IPR does not specify any repair instructions.

·Invoicing for the guided IPR steps: Operation item 27-0640 and 0.1 hours

## !!!! Notice regarding warranty: !!!!

·The use of IPR in association with warranty claims is mandatory!

·If the IPR repair instructions are disregarded without justification, the warranty claims may be rejected and/or are subject to debit.

For warranty and goodwill repairs, the transmission ECU test log and/or IPR test result must be uploaded into Paperless XENTRY Diagnosis (pXD) .

If repair is being determined based of oil pan condition pictures of oil pan MUST be provided to warranty as justification.

·Tamper-proof documentation:

The IPR repair instructions are stored in the control unit log.

Please file this document in a tamperproof manner - either in digital form or as a hard-copy printout and also enclose a printout with the damaged part. In this regard, please comply with the country-specific warranty requirements of the MPC/general distributor.

## Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Power transmission > Automatic transmission > Function > Limp-home mode
Power transmission > Automatic transmission > Function > Malfunction
Power transmission > Automatic transmission > Function > Poor start-off performance
Power transmission > Automatic transmission > Function > Engaging process
Power transmission > Automatic transmission > Function > No power flow
Power transmission > Automatic transmission > Function > Shifts
Power transmission > Automatic transmission > Function > Shuddering during start-off
Power transmission > Automatic transmission > Function > Electrical fault/Fault code
Power transmission > Automatic transmission > Function > Stalls engine
Power transmission > Automatic transmission > Function > Blocks
Power transmission > Automatic transmission > Function > Shudders
Power transmission > Automatic transmission > Function > Slips
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
Power transmission > Automatic transmission > Function > Kickdown malfunction
Power transmission > Automatic transmission > Drive position selection > Function > General
Power transmission > Automatic transmission > Drive position selection > Function > Blocks
Power transmission > Automatic transmission > Drive position selection > Function > Gear indicator nonfunctional
Power transmission > Automatic transmission > Drive position selection > Function > Catching/sluggish
Power transmission > Automatic transmission > Drive position selection > Function > Gear cannot be engaged
Power transmission > Automatic transmission > Drive position selection > Function > Malfunction
Power transmission > Automatic transmission > Drive position selection > Function > Sticks
Power transmission > Automatic transmission > Drive position selection > Function > Electrical fault/Fault code
Power transmission > Automatic transmission > Drive position selection > Function > Steering wheel buttons non-functional
Power transmission > Function > Jolting/shuddering during start-off
Power transmission > Function > Rocking/rodeo effect
Power transmission > Function > No power flow
Power transmission > Function > Vibrates
Power transmission > Function > Blocks

