

Dull ticking or thumping in the area of the engine/two-mass flywheel/transmission

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Version	1
Function group	01.00 - General
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Validity	C63 (206080), GLC63 (254380, 254680)
Reason for change	Validity changed, model series added

Complaint

Dull thumping noise or ticking noise under the vehicle in the area of the engine/two-mass flywheel/transmission. Is significantly perceptible at the front right wheel well and can also be faintly heard in the vehicle interior.

Attachments	
File	Description
Unterboden.MOV	Noise under the vehicle
Innenraum.mp4	Noise audible in the vehicle interior (quiet)
seitlich.mp4	Noise audible from the side

Cause

The ticking noise occurs in idle operation in drive program C (when the combustion engine is running) & S at 780 rpm when the state of charge of the battery is under 25% and the load requirement at the belt-driven starter alternator is simultaneously over 25 Nm.

The load requirement can occur due to high basic consumers (e.g. electric refrigerant compressor, high-voltage booster heater or DC/DC converter) and auxiliary consumers (e.g. air conditioning system, steering wheel or seat heating, etc.).

Remedy

Current production configuration

Do not replace any parts

Create TIPS case and send to HQ together with the following documents:

- Videos of the problem from the exterior and in the vehicle interior
- Control unit log, engine N3/10 (ME)
- Control unit log, drivetrain N127 (PTCU)
- Control unit log, battery management system N82/10 (BMS)
- Control unit log, DC/DC converter N83/1 (DDW)
- Control unit log, electronic ignition lock N73 (EZS)

XENTRY Tips

Symptoms

Power generation > Engine noise > Noise

Power transmission > Automatic transmission > Noises > Noise

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			0303236	Damage code for two-mass flywheel - noise