

Brake noise on AMG vehicles

Topic number	LI42.10-P-063502
Version	5
Function group	42.10 - Service brake
Date	9/17/24
Validity	All AMG model designations with steel or ceramic brakes (code B07)
Reason for change	Added 254

Complaint

Noises/ squealing from the service brake in various driving situations and ambient conditions

WIS-References		
Document number	Title	Note
SI 00.00-P-0086A	Guidelines for queries relating to technical complaints	Guidelines for queries relating to technical complaints

Cause

Frictional vibrations

Remedy

AMG brake systems are designed for high loads. This can result in noises under certain operating conditions.

These are dependent on speed, brake pressure or ambient conditions such as temperature and air humidity. (Extract from the owner's manual)

If customer complaints are received, please proceed as follows:

- Check whether, apart from this document, an additional document exists for the model series in question, and if so, work through it
- Check whether the complaint can be reproduced and at which axle the noises occur (ideally together with the customer while driving)
- Check the friction pairings of the affected axle for wear, mechanical damage or localized overheating damage.

a) If this is the case, replace the damaged component parts and assess the brake again with regard to noise.

b) If there are no obvious visible or technical problems with the brake system, we recommend bedding in the brakes by following the procedure below:

- Before trip, the mileage incurred must be clarified with the customer (approx. 50 km)

XENTRY Tips

- Select a suitable route
- Brake the vehicle 15 times with a brake pressure of approx. 30 bar (have the passenger read it out using XENTRY) from 100 km/h to 50 km/h (no emergency stops and no braking in the ESP control range). Maintain a cooling distance of approx. 1.5 km between brake applications
- Finally drive approx. 5 km to allow the system to cool
- Reassess the problem

If this action fails to deliver the desired success, create a TIPS case with the following information:

- Observe SI00.00-P-0086A
- Have parts already been replaced? If yes, when and which parts (date, mileage)?
- How is the customer's driving profile, and when/where is it reproducible?
- Create a video/ sound file
- Attach usable pictures of the brake components on the affected axle (important: including the back of the lining)

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
Chassis/suspension > Brake system > Service brake > Noises > General
Chassis/suspension > Brake system > Service brake > Noises > Squeals
Chassis/suspension > Brake system > Service brake > Noises > Whirring/howling
Chassis/suspension > Brake system > Service brake > Noises > Makes noise

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note