

Model Year 2025 - AMG GLE Rough Ride

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Topic number	LI32.25-P-079046
Version	1
Function group	32.25 - Shock absorbers, damper struts, spring struts
Date	3/14/25
Validity	Model Year 2025 AMG GLE53 & GLE63
Reason for change	

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Complaint

Vehicle ride is rough.

Vehicle VIN is one of the following:

- 4JGFB6BB5SB390103
- 4JGFD6BB1SB391761
- 4JGFB6BB4SB391033
- 4JGFD8KB6SB392142
- 4JGFD8KBXSB392127
- 4JGFB8KB1SB390739
- 4JGFD6BB7SB390047
- 4JGFD6BB6SB390475
- 4JGFB8KB9SB391413
- 4JGFD6BB6SB390296
- 4JGFB6BB2SB390740
- 4JGFD6BB4SB392399
- 4JGFD6BB5SB390077
- 4JGFD6BB2SB390893
- 4JGFD6BB1SB391999
- 4JGFD6BB3SB391325

NOTE: If VIN is outside of range, LI is NOT applicable.

Cause

Strut length not to specification.

## Remedy

Replace front left and right strut.

There is no drivability concern, only vehicle comfort.

WIS-References		
Document number	Title	Note
AR32.25-P-1017ME	Remove/install the suspension strut	Remove/install the suspension strut

## 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 > Suspension/Dampening > Suspension System Function > Absorber hard
Chassis/suspension > Suspension/Dampening > Suspension System Function > Absorber hardness selector not effective
Chassis/suspension > Suspension/Dampening > Suspension System Function > Suspension too hard
Chassis/suspension > Suspension/Dampening > AIRMATIC > Function > Hard damping
Chassis/suspension > Suspension/Dampening > Adaptive damping system ADS > Hard damping

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A1673203905			Air Spring Strut	1		X
A1673204005			Air Spring Strut	1		X

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