

GLC43 Hard 1to2 shift, jolting when moving off

Topic number	LI27.60-P-079083
Version	1
Function group	27.60 - Gearshift, control
Date	3/24/25
Validity	MODEL 254 with ENGINE M139 and TRANSMISSION 725.164
Reason for change	

Complaint

- Hard 1-2 shift
- Jerky shifting
- Jolting when moving off

Cause

Insufficient powertrain software

Remedy

Please proceed as follows:

- Check transmission oil level and correct, if necessary (transmission oil temperature > 60 °C)
- Rinse the valves a minimum of 3 times via XENTRY
- Perform a stationary adaptation, then read out new EEPROM data

If the problem persists, please perform a driving adaptation of 4-5:

- Level track (no incline/decline)
- Slippery drive program
- Display the torque in the instrument cluster: The torque must be between 100 and 250 Nm, preferably closer to the maximum torque
- Constant engine torque
- Engine speed below 2500 rpm
- Do not shift via paddle
- Read out EEPROM data

If the problem still persists, please create a TIPS case.

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

XENTRY Tips

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 > Poor shift quality

Operation numbers/damage codes				
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Op. no.	Operation text	Time	Damage code	Note
			2701245	Please refer to this TIPS document in the dealer text