

Cracking, Thumping, or Knocking from Rear Axle on Uneven Road Surfaces

Topic number	LI32.25-P-079231
Version	1
Function group	32.25 - Shock absorbers, damper struts, spring struts
Date	7/1/25
Validity	EQB (243)
Reason for change	

Complaint

When driving on uneven road surfaces, there may be cracking, thumping, or knocking noises from the area of the rear axle.

Cause

The lower connection of the shock absorber (damper) to the lower transverse control arm might not have been torqued to specification.

Remedy

Tighten threaded connection to listed appropriate torque. (See WIS)

Replacing the shock absorber (damper) does not remedy the problem.

Invoice SSL 32D07 and 32S07 for this.

Note: The threaded connection is self-locking and will not detach. Noise is the only byproduct.

WIS-References		
Document number	Title	Note
AR32.25-P-0110MFA	Remove/install rear shock absorber	Replacing the shock absorber does not remedy the problem

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 ve-

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icles, 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 > Noises > Cracking
Chassis/suspension > Noises > Knocks
Chassis/suspension > Noises > Thumping
Chassis/suspension > Suspension/Dampening > Suspension system noises > Thumping
Chassis/suspension > Noises > Clattering

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