

## Noises at front axle when steering

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Topic number	LI32.25-P-070053
Version	7
Function group	32.25 - Shock absorbers, damper struts, spring struts
Date	7/25/25
Validity	All MFA2 model series, which includes 177, 118, 243, and 247 (GLA & GLB).
Reason for change	Additional remedy details. Information on how to find the next spring in line.
Reason for block	Plain bearing has new design since mid 2021.

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### Complaint

There may be creaking noises when steering while stationary or driving slowly.  
See "Sound Example" attachment.

Attachments	
File	Description
Sound Example.mp3	Example of noise

### Cause

The vehicle level of the front axle may be too low.  
The noises when steering can be caused by continuous contact of the end stop buffer with the damper tube.

### Remedy

**IMPORTANT:** Do not apply document to vehicles outside of the listed validity range.

The vehicle level must first be measured using the romess inclinometer (follow WIS instructions!) and the measured values should be compared with the target values in the Wheel Alignment online tool.  
If the vehicle level is out of tolerance, then the springs on the front axle must be replaced in order to correct the level.

The currently installed springs can be pulled up in the XENTRY Parts Information tool through the corresponding selection.

#### How to identify currently installed springs:

- Check for colored dots on the front springs.
- If no dots or color markings, please check if there is a parts label that is affixed to the spring. If the MB part number is listed, continue with process listed in the paragraph below.
- If the part label does not contain an MB part number, is missing or illegible, please check for a barcode label with a 3 digit number. See "Spring Barcode" picture for example. Open a TIPS case with this number and list that it is from the barcode attached to the currently installed spring.
- If none of the above references can be found, open a TIPS case.

# XENTRY Tips

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## How to identify next spring in line with color dots:

- Navigate to the parts catalog and enter the vehicle VIN/FIN.
- Navigate to group 32 sub-group 054 (front spring strut) and find the spring. The spring listed in the parts catalog will have a "color marking" indicator. If the dots on the spring and the color listed in the parts catalog is the same then you have the part number of the currently installed spring. If it does not, then you need to clear the vehicle specific filter by using the funnel icon on the right side column of the page and clicking "no filter" at the top and then "apply filter" (see "Clear Vehicle EPC Filter" for how-to pictures). Proceed to finding the spring that matches the color dots on the vehicles currently installed spring.
- In order to find the correct or next highest spring, the spring filter must be removed in the XENTRY Parts Information tool.
- The spring item numbers are normally listed in sequence (observe and verify valid SA code for vehicle). The next strongest spring is selected by the ascending, next highest item number (Example: If the currently installed spring ends in "13 00" then then next spring in line is "14 00".)

## How to identify next spring in line with part number tag:

- Navigate to the parts catalog and enter the vehicle VIN/FIN and the part number found from the spring.
- In order to find the correct or next highest spring, the spring filter must be removed in the XENTRY Parts Information tool. To do this, you need to clear the filters by using the funnel icon on the right side column of the page and clicking "no filter" at the top and then "apply filter" (see "Clear Vehicle EPC Filter" for how-to pictures).
- The spring item numbers are normally listed in sequence (observe and verify valid SA code for vehicle). The next strongest spring is selected by the ascending, next highest item number (Example: If the currently installed spring ends in "13 00" then then next spring in line is "14 00".)

Attachments	
File	Description
<a href="#">Clear Vehicle EPC Filter.pdf</a>	Clear Vehicle EPC Filter
<a href="#">Spring Barcode.png</a>	Spring Barcode



WIS-References		
Document number	Title	Note
ar32.25-p-1018mfa	Disassemble/assemble suspension strut	
ar32.25-p-1017mfa	Remove/install front 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 ve-

# XENTRY Tips

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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 > Knocks
Chassis/suspension > Noises > Thumping
Chassis/suspension > Noises > Grunting
Chassis/suspension > Noises > Howling/whistling/squeaking
Chassis/suspension > Noises > Creaks

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
32-386	Replace 2 front axle springs		32001C8	