

Metallic Clattering Noise from the Area of the Dashboard on Uneven Roads with Steel Suspension

Topic number	LI32.25-P-079708
Version	2
Function group	32.25 - Shock absorbers, damper struts, spring struts
Date	9/4/25
Validity	Model series 206, 214, 236 and 254 with Steel Suspension
Reason for change	Video of the problem updated

Complaint

Metallic clattering/noise from the area of the dashboard on uneven roads

Attachments	
File	Description
While Driving.MOV	

Cause

A loose upper metal plate in the head bearing (support bushing) causes the noises.

Attachments	
File	Description
Noisy Top Mount Strut.MOV	

Remedy

1 - Check for loose metal plate by tapping your finger against the metal plate in the head bearing. See video "Rattling Noises" for reference.

Metallic noises audible?

- Yes: Replace head bearing (support bushing).
- No: Replace shock-absorber strut.

2 - If the noises are still present after the head bearing (support bushing) is replaced, please replace the shock-absorber struts.

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 > Noises > Cracking				
Body > Body/Cab > Body noises > Cracking/creaking				
Body > Body/Cab > Body noises > Clattering				
Chassis/suspension > Suspension/Dampening > Suspension system noises > Metallic noise				
Chassis/suspension > Noises > Clattering				
Body > Interior equipment > Instrument panel > Noise				
Body > Interior equipment > Interior trim > Noise				
Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note