

Wheezing/squeaking noises from the front shock absorbers when passing over surface undulations and rough road

Topic number	LI32.25-P-079707
Version	2
Function group	32.25 - Shock absorbers, damper struts, spring struts
Date	10/27/25
Validity	Model series 206, 214, 236 and 254
Reason for change	CP added

Complaint

Wheezing noises/squeaking noises from the front shock absorbers when passing over surface undulations and rough road.

Noise MUST match those heard in the attached videos.

Attachments	
File	Description
Squeaking+Noises.mp4	
Whirring+Noises.mp4	

Cause

- Wheezing noises: Flow noises of the damper oil
- Squeaking noises: From the mechanical rubber valve in the dividing piston

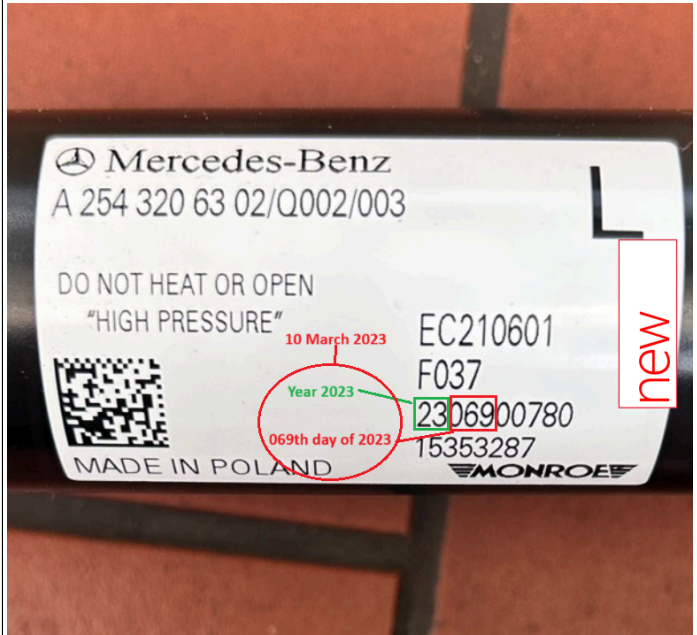
Remedy

In case of complaints, the front shock absorbers must be replaced with parts past clean point.

- Part clean point is on or after April 2024.
- When receiving new parts, check manufacture date (example shown below).
- If parts were produced prior to the clean point date, do not install, return.



If shocks have been replaced and noise persists, please open a TIPS case to the Body, Chassis, Entertainment in-box.

Attachments	
File	Description
Part Manufacturing Date Example.png	Part Manufacturing Date Example
	

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 > Thumping
Chassis/suspension > Suspension/Dampening > Suspension system noises > whistles/hisses
Chassis/suspension > Suspension/Dampening > Suspension system noises > Thumping
Chassis/suspension > Suspension/Dampening > Suspension system noises > Metallic noise
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