

2024 & 2025 167 with 725.1 and M256.8 Harsh 5to4 shift

Topic number	LI27.60-P-078599
Version	8
Function group	27.60 - Gearshift, control
Date	11/11/25
Validity	MY24 & MY25 167 with 256.8 engine (GLE450, GLS 450, GLE53)
Reason for change	edited formatting typos

Complaint

A harsh 5-4 downshift can be felt during deceleration while braking or coasting. It may be mistaken for a hard brake engagement

Cause

In certain driving scenarios, the transmission torque adaptation for the 5-4 downshift is recorded at a higher value. This skews the learning which leads to harsh engagement of the B06 clutches, creating the harsh 5-4 downshift

Remedy

"Phase 1" software was released 11/14/2024 to slow the adaptation process and reduce the frequency of the complaint. However, it was possible that the client's driving style could cause suboptimal adaptations, and this would result in the concern returning sooner than anticipated for some vehicles.

"Phase 2" software has been released as of 09/04/2025 and will correct the root cause of the poor adaptation learning. See software list below.

A0019021721

A0019021821

A0019021921

A0019022021

A0019022121

Please follow IPR recommended procedures. IPR has been trained to recognize this pattern and will advise the necessary steps below.

***ALL STEPS MUST BE PERFORMED! ***

The concern will still be present or may return if not completely corrected. Ensure all steps are documented in paperless, the previous warranty print out with the check marks is no longer required.

XENTRY Tips

1. Perform resetting of learned values "deceleration mode"

(VGS > Special Procedures > Special procedure > Resetting learned values Deceleration mode)

2. Perform 5 standstill adaptations in a row followed by 5 torque converter adaptations

3. Perform software update for the VGS Control Unit

4. Clear all faults

5. Perform final QC test drive & confirm normal operation of all shifts

If issues arise during the process or the concern has returned with phase 2 software, please submit a TIPS case to the Powertrain inbox with the following information:

- Initial Quick Test w/ freeze frame data
- VGS Control Unit Log
- Initial EEPROM data (before any procedures)
- Current EEPROM data (after LI/IPR procedures)
- Relevant screenshots (standstill adaptations, software update, etc)

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				
Power transmission > Automatic transmission > Function > Engaging process				
Power transmission > Automatic transmission > Function > Shifts				
Power transmission > Automatic transmission > Function > Shifting is rough				
Power transmission > Automatic transmission > Function > Poor shift quality				

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