

## GLC43 Hard 1to2 2to3 3to4, jolting when accelerating from stop

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Topic number	LI27.60-P-079083
Version	4
Function group	27.60 - Gearshift, control
Date	1/23/26
Validity	MODEL 254 with ENGINE M139 and TRANSMISSION 725.164
Reason for change	Updated Adaptation procedure and removed TIPS case requirement

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### Complaint

- Harsh 1-2, 2-3, and/or 3-4 shift
- Jerky shifting
- Jolting when accelerating from stop

### Cause

Insufficient software application causing elevated K81/K27/B05 fill time adaptations and elevated torque adaptations for concerning shift.

### Remedy

#### Long Term

A software resolution is currently in development to remedy this harsh shift concern.

#### Short Term

Please continue with the following to alleviate the concern until the software resolution is released.

1. Check transmission oil level and correct, if necessary (transmission oil temperature > 60 °C)
2. Perform Xentry Valve Flushing procedure at least 3x
3. Perform a standstill adaptation, then read out new EEPROM data

#### If the concern is still present:

4. Perform driving adaptation(s) while adhering to the below parameters until the shift quality improves.

Note: There is no menu in Xentry for this procedure. We recommend displaying the torque in the instrument cluster. If all below parameters are met at the time the shift, a driving adaptation will automatically occur.

Harsh 1-2

# XENTRY Tips

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Perform a driving adaptation of 4-5 (adapts K81 for the 1-2 shift)

Harsh 2-3

Perform a driving adaptation of 2-3 (adapts B05 directly)

Harsh 3-4

Perform a driving adaptation of 3-4 (adapts K27 directly)

- Level track (no incline/decline)
- Slippery drive program
- Display the torque in the instrument cluster: The torque must be between 100 and 250 Nm (about 184 ft lbs), preferably closer to the maximum torque
- Constant engine torque
- Engine speed below 2500 rpm
- Do not shift via paddle

If the concern still persists after over 30 miles of adaptations, please submit a TIPS case to the Powertrain inbox and ensure the following is included:

- Initial Quick Test w/ Freeze Frame Data
- VGS Control Unit Log
- Initial EEPROM (before any adaptations or Xentry procedures were performed)
- EEPROM data after all driving adaptations

## 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 > Poor shift quality
Operation numbers/damage codes

# XENTRY Tips

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Op. no.	Operation text	Time	Damage code	Note
			2701245	Please refer to this TIPS document in the dealer text