

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

Topic number	LI27.60-P-079083
Version	5
Function group	27.60 - Gearshift, control
Date	1/28/26
Validity	MODEL 254 with ENGINE M139 and TRANSMISSION 725.164
Reason for change	Software released

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

As of 1/28/2026 the resolution software has been released.

Please ensure your Xentry machine is up to date with the latest Add Ons and continue with the following steps:

Note: ALL steps must be performed to rectify concern

1. Perform software update for VGS control unit (A 001 902 20 34)
2. Check transmission oil level and correct, if necessary (transmission oil temperature > 60 °C)
3. Perform Xentry Valve Flushing procedure at least 3x
4. Perform a standstill adaptation, then read out new EEPROM data
5. Perform driving adaptation(s) while adhering to the below parameters for at least 20-30 miles 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

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

XENTRY Tips

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 vehicle returns and already has the updated software, please submit a TIPS case to the Powertraininbox 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)
- Detailed vehicle history of the complaint

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						

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 001 902 20 34			New Software Part Number	1		X

Operation numbers/damage codes						
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XENTRY Tips

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