

Complaint of noise from area of steering column

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Version	9
Function group	46.15 - Steering column adjustment
Date	5/21/26
Validity	Model 118/ 174/ 178 / 177/ 167 / 206/ 214 / 223 / 236 / 243 / 247 / 254 / 294 / 295 / 296 / 297
Reason for change	Updating remedy for clarity.

Complaint

Noises from the area of the steering column.

- Creaking
- Squeaking
- Chattering
- Humming
- Grinding

Attachments	
File	Description
Noise During Steering Column Adjustment.mp4	

Cause

At present, there are no known noise problems with the steering column.

Remedy

Check surrounding area of the steering column for possible noises.

- Instrument panel support
- Steering column switch module

NOTE: Occasionally to verify complaint, the steering column/vehicle needs to be in direct sunlight or hot conditions for a few hours.

If noise only occurs when adjusting the steering column via electric actuation, please perform:

1. Disassemble bellows of steering column tube module.
2. Move steering column entirely out and entirely down.

XENTRY Tips

3. Grease steering column on all pivot points including, but not limited to, green-marked positions with a suitable brush (find pictures in attachment).
4. Move column up 1/4 of the way and grease again.
5. Continue until upper limit stop is reached.
6. Then move steering column adjustment in all directions from limit stop to limit stop several times to work in the grease.
7. If noise does not resolve, wipe excess grease off and perform greasing and movement to limit stops in all directions again.

For all other noises or if the above does not resolve, create a TIPS case Body, Chassis, and Entertainment inbox.

Attach a detailed description of the noise complaint, images, and a recording of the noise.

Include detailed items of the following:

- Position of height and longitudinal adjustment when the noise occurs
- If possible, locate affected component part on steering column
- State any change in the noise when steering column component parts are touched (e.g. spring, etc.)

Attachments	
File	Description
Greasing Points.pdf	

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 > Steering system > Noises > Beeping
Chassis/suspension > Steering system > Noises > Dragging/squealing
Chassis/suspension > Steering system > Noises > Cracking
Chassis/suspension > Steering system > Noises > Hissing/streaming
Chassis/suspension > Steering system > Noises > Chattering/knocking
Chassis/suspension > Steering system > Noises > Humming/vibrations
Chassis/suspension > Steering system > Noises > Clattering
Chassis/suspension > Steering system > Steering column adjustment > Clattering
Chassis/suspension > Steering system > Steering column adjustment > Corrosion
Chassis/suspension > Steering system > Steering column adjustment > Knocks

Parts

XENTRY Tips

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A001 989 84 51 09			Grease	1	1 Tube for Multiple Vehicles	X

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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