

2021-2023 118 247 177 with 724.1 (8FDCT) - Transmission malfunction warning with P056300 stored in DKG Control Unit

Topic number	LI27.19-P-080823
Version	1
Function group	27.19 - Transmission - electrical system
Date	8/3/26
Validity	MY 2021-2023 118 177 247 with 724.1
Reason for change	Software Release

Complaint

Customers may report one or more of the following:

- Transmission malfunction message
- Check engine light illuminated
- Shifts into N
- Concern disappears after ignition cycle

When performing a quick test, the following fault code is stored in Y3/14 - Transmission control for 8-speed dual-clutch transmission (DKG):

P056300 The on-board power supply voltage is too high.

Cause

An overvoltage condition is detected exclusively within the transmission control unit, storing fault P056300 once the measured voltage exceeds 16V.

Remedy

This LI applies if the freeze frame data for P056300 show a supply voltage between 15.75 to 16.50 volts, and no other control units report overvoltage. (figure 1)

Long Term Resolution:

Software resolutions are being rolled out for various models. Check validity and ensure your Xentry is updated with latest Addons before continuing:

1. Perform software update for Y3/14 - Transmission control for 8-speed dual-clutch transmission (DKG)
- available software listed in Parts
2. Clear fault memory and perform final test drive

Short Term Resolution:

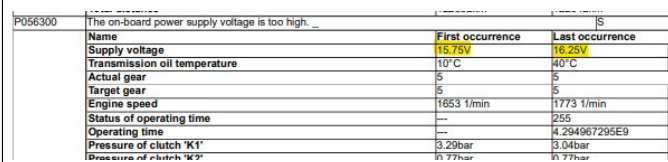
Please clear faults and perform an extended test drive. The vehicle may be released to the customer until software is available.

If the customer complaint matches this LI and the software currently installed on the vehicle is not listed, please submit a TIPS case to the Powertrain inbox with the following information:

- Initial Quick Test w/ Freeze Frame Data
- DKG Control Unit Log
- Latest EEPROM data
- Screenshot of software availability

Attachments

File	Description
P056300 freeze frame.jpg	Figure 1



Name	First occurrence	Last occurrence
Supply voltage	14.75V	16.25V
Transmission oil temperature	10°C	40°C
Actual gear	5	5
Target gear	5	5
Engine speed	1653 1/min	1773 1/min
Status of operating time	---	255
Operating time	---	4.294967295E9
Pressure of clutch 'K1'	3.29bar	3.04bar
Pressure of clutch 'K2'	0.79bar	0.79bar

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 > Malfunction
Power transmission > Automatic transmission > Function > Engaging process
Power transmission > Automatic transmission > Function > Electrical fault/Fault code
Power generation > Engine management > Indicator lamp > Engine diagnosis > lit
Power transmission > Automatic transmission > Drive position selection > Function > Malfunction
Power transmission > Automatic transmission > Drive position selection > Function > Electrical fault/Fault code

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A7249020705			New SW Available in Xentry for vehicles with current software A7249024001	1		X

XENTRY Tips

A7249020705			Not Yet Released for vehicles with current software A7249028400	1		X
A7249022205			Not Yet Released for vehicles with current software A7249025901	1		X
A7249023705			New SW Available in Xentry for vehicles with current software 7249027202	1		X

Control unit/fault code	
Control unit	Fault text
Y3/14 - Transmission control for 8-speed dual-clutch transmission (DKG) (TCM9FDCT)	P056300 - The on-board power supply voltage is too high. —

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