



4MATIC Currently Unavailable Warning with No Fault Codes

Topic number	LI28.00-N-079097
Version	1
Function group	28.00 - General
Date	8/25/26
Validity	907 and 906 with SA Code A4M .
Reason for change	

Complaint

While driving through muddy / sandy/ off road terrain "4Matic Currently Unavailable" message on the dash

Cause

This vehicle is not equipped with a fixed force distribution AWD, rather force is only applied to the front axle according to ESP calculations. As per GF28.00-D-9900A: "vehicles with 4MATIC all-wheel system and variable force distribution, an electronically regulated multiplate clutch integrated into the transfer case provides for the torque distribution. If the multiplate clutch is open during normal driving operation, only the rear axle drives the vehicle. If the clutch is closed, the front axle comes into play."



The message "All-wheel drive temporarily unavailable" is not indicative of a malfunction but rather informs the driver that all-wheel drive is currently not available due to the transfer case clutch overheating. This occurs when the vehicle is driven in such a way that maximum front axle torque is needed for an extended period, causing the clutch to get excessively hot.

If the vehicle is being driven under heavy load conditions, like in deep sand or snow, the rear axle may slip while the front axle does not deliver power. The transfer case then attempts to distribute torque to correct the slip, but it is limited to a maximum of 1150 Nm to protect the front axle transmission.

In extended heavy-load scenarios, the multidisk clutch in the transfer case slips, increasing the temperature. If the temperature model detects a critical temperature of 240°C, the system protects itself by disconnecting until it cools down to around 160°C, after which the all-wheel drive becomes available again and the warning message disappears.



Vehicles can handle flat terrain easily, but steep slopes or situations where wheels slip might cause additional resistance, leading to the described protection events and message in the dash.

Remedy

Recommendation is to release the vehicle back to the client with an explanation that the vehicle is operating as designed. Please advise the client to limit vehicle acceleration in limited traction situations to avoid disabling of the 4Matic system - please see "Notes on all-wheel drive" provided in the operators manual.

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 > Transfer case > Function > Does not shift (low range)

Power transmission > Transfer case > Function > Malfunction, differential lock

Power transmission > Transfer case > Function > Becomes hot

Power transmission > Transfer case > Function > Blocks

Power transmission > Transfer case > Function > Electrical fault/Fault code

Power transmission > Transfer case > Function > Off-road gear cannot be engaged
