



Rattling, Humming, Dry Sliding/Gravel Noise When Steering

Topic number	LI46.35-P-067339
Version	5
Function group	46.35 - Electrical steering
Date	8/27/26
Validity	All vehicles with electric steering Not valid for models 177/156/169 /176/242/246/177/247/118
Reason for change	Updating with pictures

Complaint

During part of the steering movement, it feels heavier or more difficult to steer in the same spot every time.

OR

Rattling, humming, dry sliding/gravel noise from the electric steering system when steering (see attachment) .

Complaint does not impact the ability to safely steer or control the vehicle.



Attachments

File	Description
Outside.mp4	Noise from underbody
Inside.mp4	Noise in vehicle

Cause

Ball screw drive (KGT) of electric steering damaged by:

1. External force due to:

- Hitting the curb/posts with the front wheels.
- Driving over obstacles (e.g. pothole/ threshold/ speed bump/ gully) at an inappropriate speed.

2. Corrosion/ water ingress through a damaged boot (see attachment).

- Cracks (1)
- High pressure cleaner (2)



- Animal bite (3)

See various examples listed in the attachments for examples of outside influence.

Attachments

File	Description
Damage Bellow.pdf	Damage to boot
Damaged End Stop from Impact.HEIC	
Water Ingress.HEIC	

Remedy

Remove boot clamps closest to steering gear housing on both left and right (as seen in "Steering Rack Boot Clamp Location"). Pull back boot and inspect for rust, broken end stops, water, or any other anomalies.

Replace electric steering.

Note: Steering gears replaced due to outside influence or damage must not be claimed under warranty!



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 > Noises > Humming/droning/throbbing

Chassis/suspension > Steering system > Noises > Chattering/knocking



Chassis/suspension > Steering system > Noises > Humming/vibrations

Chassis/suspension > Noises > Vibrates

Chassis/suspension > Noises > Grunting
