

Noise From Air Conditioner Housing (humming)

Topic number	LI83.40-P-071168
Version	2
Function group	83.40 Air conditioning (automatic)
Date	06-15-2020
Validity	BR167 with automatic air conditioning code 580/581
Reason for change	Replacement parts are now available.
Reason for block	

Complaint:

In some operating statuses, a low-frequency (approx. 140 Hz) humming noise may be heard in the air conditioner housing.

Cause:

The air flow may be causing the seals of the flaps in the air distributor housing to vibrate.

Remedy:

The air distribution box must be replaced.

New air conditioner housings with modified flap seals are available. These have a manufacturing date of May 2020 or later.

To clearly identify them, they have a blue mark on the left-hand side on the footwell vent, near to the condensation drain (see picture "marking.jpg"). All parts with the blue mark have a modified flap seal.

If the issue concerns a different noise complaint, create a PTSS case with the following information:

- Please fill out form OF83.10-P-3001-01A (Analysis Sheet for Complaints About HVAC Noises)(Available in WIS & Attached).
- Photo of the label of the air conditioner housing (located behind the glove compartment). When doing so, make sure that the hose for the glove compartment cooling is correctly attached.
- Video of the noise complaint, description of the A/C settings for the first and second seat rows when the noise occurs (selected manual/automatic fan setting, flap setting, temperatures). If possible, record the flap settings from XENTRY at the point the problem occurs.

Attachments	
File	Description
marking.jpg	Position of blue marking
Analysis sheet for complaints about blower motor noise, form.pdf	OF83.10-P-3001-01A

XENTRY TIPS

Symptoms

Body / Air conditioning / Air conditioning / Noise

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 167 830 88 03			Distributor housing, air distributor		Code 580	X
A 167 830 89 03			Distributor housing, air distributor		Code 581	X

Validity

Vehicle	Engine	Transmission
GLE (167)	*	*
GLS (167)	*	*

Attachments

marking.jpg:

