

Transmission diagnosis using the Intelligent Predictive Repair (IPR) tool

Topic number	LI27.00-P-073124
Version	1
Function group	27.00 - General
Date	6/7/21
Validity	IPR is available for: · NAG3 Classic (automatic transmission 725.0) · NAG3 - AMG sports models (AMG 43 and AMG 53 with converter)
Reason for change	Market distribution and IPR availability changed
Reason for block	Markets not up-to-date

Complaint

Customer complaints relating to automatic transmission 725.0 (NAG3 Classic / 9G-TRONIC automatic transmission)

For faster, more effective and more targeted diagnosis, Intelligent Predictive Repair (IPR) has been developed and integrated into XENTRY Diagnosis. This ensures an automated diagnosis process.

Cause

Intelligent Predictive Repair (IPR), is an enhanced transmission diagnostic tool within XENTRY. It has been developed to help achieve a more effective, faster and cost-effective diagnosis. Effective and accurate diagnosis can help prevent unsuccessful repairs, long repair times, and rejection of warranty claims, while increasing customer satisfaction.

Remedy

General note:

IPR is available for:

- NAG3 Classic (automatic transmission 725.0)
- NAG3 - AMG sports models (AMG 43 and AMG 53 with converter)

IPR is currently not available for:

- NAG3- AMG 63
- NAG3 - Hybrid
- NAG3 Facelift (automatic transmission 725.1)
- NAG3 in VAN

Steps for the Service Advisor:

Important: The more information and detail that can be given to the workshop about the complaint, then the more effective the subsequent diagnosis with IPR can be. A detailed questionnaire has been provided to help the Service Advisor ask the right questions about the complaint.

XENTRY TIPS

- Ask precise details about the customer complaint and the conditions and context.
- Fill out the service reception questionnaire (see Attachment 1) for customer complaints in detail and forward it to the workshop.

Operation steps for the workshop employee:

Perform quick test

- Access the transmission control unit via XENTRY Diagnosis
- Select "A customer complaint has been received" and carry out all subsequent operation steps (IPR diagnosis path).
- The IPR repair instructions are displayed. Carry out the IPR repair instructions without performing any further diagnostic or repair steps.
- Important: The IPR repair instructions are binding and must be carried out.

Differing repairs are possible; such repairs must be documented in XENTRY in free text. Please observe the information regarding the IPR diagnosis process in XENTRY.

- Conventional diagnosis and subsequent appropriate repairs are only permitted if IPR does not specify any repair instructions.

- Invoicing for the guided IPR steps: Operation item 27 0640 and 001 WU (5 minutes).

Notice regarding warranty:

- The use of IPR in association with warranty claims is mandatory.
- If the IPR repair instructions are disregarded without justification, the warranty claims may be rejected.

Tamper-proof documentation:

The IPR repair instructions are stored in the control unit log.

Please file this document in digital form in PXD.

Attachments	
File	Description
Anhang 1_Annahme-Fragebogen zu Kunden-Bearstaltungen.pdf	Attachment 1: Service reception questionnaire for customer complaints

Symptoms
Power transmission > Automatic transmission > Function > Limp-home mode
Power transmission > Automatic transmission > Function > Malfunction
Power transmission > Automatic transmission > Function > Poor start-off performance
Power transmission > Automatic transmission > Function > Engaging process
Power transmission > Automatic transmission > Function > No power flow
Power transmission > Automatic transmission > Function > Shifts
Power transmission > Automatic transmission > Function > Shuddering during start-off
Power transmission > Automatic transmission > Function > Electrical fault/Fault code
Power transmission > Automatic transmission > Function > Stalls engine
Power transmission > Automatic transmission > Function > Blocks
Power transmission > Automatic transmission > Function > Shudders
Power transmission > Automatic transmission > Function > Slips

XENTRY TIPS

Y3/8n4 - Transmission control for 9-speed transmission (VGS)	
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Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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