

Transmission diagnosis using the Intelligent Predictive Repair (IPR) tool

Topic number	LI27.00-P-073124
Version	2
Function group	27.00 - General
Date	9/30/21
Validity	IPR is available for: <ul style="list-style-type: none">· NAG3 Classic (automatic transmission 725.0)· NAG3 - AMG sports models (AMG 43 and AMG 53 with converter)
Reason for change	Update of IPR service reception questionnaire
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

As part of the on-going quality monitoring process and associated quality and damaged part appraisals, a high number of ineffective repairs have been discovered.

Such ineffective repairs have a negative impact on all those involved. For the customer, it means high costs and long repair times and for the dealer, it may result in the warranty claim being rejected.

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)

Steps for the Service Advisor:

XENTRY TIPS

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. To this end, a detailed service reception questionnaire has been provided to help the Service Advisor ask the right questions about the complaint.

·Ask precise details about the customer complaint and the conditions and context.

·Fill out the service reception questionnaire (please see WIS document: OF27.00-P-3000-05A) 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 0.1 hours

!!!! 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 and/or are subject to debit.

For warranty and goodwill repairs, the transmission ECU test log and/or IPR test result must be uploaded into Paperless XENTRY Diagnosis (pXD) .

·Tamper-proof documentation:

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

Please file this document in a tamperproof manner - either in digital form or as a hard-copy printout and also enclose a printout with the damaged part. In this regard, please comply with the country-specific warranty requirements of the MPC/general distributor.

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

XENTRY TIPS

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
Power transmission > Automatic transmission > Function > Shifting is rough
Power transmission > Automatic transmission > Function > Shifting is not performed or is delayed
Power transmission > Automatic transmission > Function > Poor shift quality
Power transmission > Automatic transmission > Function > Kickdown malfunction
Power transmission > Automatic transmission > Drive position selection > Function > General
Power transmission > Automatic transmission > Drive position selection > Function > Blocks
Power transmission > Automatic transmission > Drive position selection > Function > Gear indicator nonfunctional
Power transmission > Automatic transmission > Drive position selection > Function > Catching/sluggish
Power transmission > Automatic transmission > Drive position selection > Function > Gear cannot be engaged
Power transmission > Automatic transmission > Drive position selection > Function > Malfunction
Power transmission > Automatic transmission > Drive position selection > Function > Sticks
Power transmission > Automatic transmission > Drive position selection > Function > Electrical fault/Fault code
Power transmission > Automatic transmission > Drive position selection > Function > Steering wheel buttons non-functional
Power transmission > Function > Jolting/shuddering during start-off
Power transmission > Function > Rocking/rodeo effect
Power transmission > Function > No power flow
Power transmission > Function > Vibrates
Power transmission > Function > Blocks

Control unit/fault code	
Control unit	Fault text
Y3/8n4 - Transmission control for 9-speed transmission (VGS)	
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XENTRY TIPS

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Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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