

Friction power of torque converter lockup clutch is too high (FC 2783) or actuation of torque converter lockup clutch not possible (FC 0741)

Topic number	LI27.20-P-055758
Version	11
Function group	27.20 Torque converter
Date	10-07-2015
Validity	Vehicles with TRANSMISSION 722.9 (7G-TRONIC PLUS) from production months 04/2011 to 08/2015
Reason for change	Cause and remedy adjusted

Complaint:

FC 2783 (Friction power of torque converter lockup clutch is too high) or FC 0741 (Actuation of torque converter lockup clutch not possible) stored in transmission control unit. One possible additional customer complaint could be "poor acceleration" e.g. due to engine intervention.

This can affect all 722.9 transmissions (7G-TRONIC PLUS) from the production months 04/2011 to 08/2015. The two fault codes can also occur in combination with rpm sensor faults (see also the relevant LI). The rpm sensor fault is not connected with this complaint.

Cause:

Cause for TRANSMISSION 722.9 from ID 03.318.709 to ID 03.979.899 or from ID 07.019.944 to ID 07.247.699

Increased wear of torque converter bearing bushing. The cause of this may be a rough microsurface of the journal at the transmission end.

Cause for TRANSMISSION 722.9 from ID 03.979.899 to ID 03.999.999, from ID 04.000.001 to ID 04.999.999, from ID 05.000.001 to ID 05.999.999, from ID 06.000.001 to ID 06.572.876, from ID 07.247.699 to ID 07.999.999, from ID 08.000.001 to ID 08.195.199, from ID 10.000.001 to 10.482.481 or from ID 14.000.001 to ID 14.031.596

Possible slight internal leakage at sealing ring between transmission input shaft and torque converter lockup clutch.

Remedy:

Remedy for vehicles with ENGINE 271

Update transmission software. Erase the fault codes in the VGS and reset the lifecycle data of the torque converter (see below for instructions).

If no newer transmission software is available, proceed as described under "Remedy for vehicles without ENGINE 271".

Remedy for vehicles without ENGINE 271

Remove the transmission and the torque converter and then sand the transmission input shaft with a 15 µm microfinishing film as described in the attached instructions (use the finishing film/strip 1x only). The finishing film/polishing strip can be ordered as a consumable from the GLC.

XENTRY TIPS

The torque converter must also be replaced here (please order as per EPC).

Observe the following (the flex plate must be installed):

- 1.) Clean torque converter mount in crankshaft using brake cleaner.
- 2.) Remove fretting rust from torque converter mount in crankshaft using suitable emery cloth (grain size: 120).
- 3.) Again clean torque converter mount in crankshaft using brake cleaner (compressed air if necessary).
- 4.) Grease mounting pin of torque converter with multi-purpose paste before installation.

Additional note (valid for all remedial methods described here which instruct replacement of the torque converter)

After replacing the torque converter, the lifecycle data of the torque converter must be reset as follows:

Access via XENTRY: VGS - Fully integrated transmission control (Y3/8n4) -> Teach-in processes -> Reset of adaptation values -> Torque converter -> Confirm torque converter replacement with Yes -> Confirm reset of adaptation data with Yes

Access via DAS: Electronic transmission control (722.9 7G-TRONIC) -> Transmission adaptation -> Reset of adaptation data (torque converter lockup clutch) -> Confirm torque converter replacement with Yes -> Confirm reset of adaptation data with Yes

If vehicles with TRANSMISSION 722.9 and ID after 06.572.876, after 10.482.481 or after 14.031.596 are reported with this complaint, please create a PTSS case.

Attachments	
File	Description
Working instruction finishing the turbine shaft_en..pdf	Working instructions for finishing turbine shaft
Beispielbilder_example pictures.pdf	Beispielbilder "Passungsrost innerhalb der Drehmomentwandler-Aufnahme der Kurbelwelle" Example pictures "Fretting corrosion within the torque converter seat of the crankshaft"

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 000 986 92 74			15 µm microfinishing film/polish	1	Packing unit corresponds to 1.5 m (pack contains 5 strips of 0.30 m) -> Use strips once only	X
A 000 989 80 51	12		Multi-purpose paste	1	Pack contains 100g	X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			27161 04	For use on TRANSMISSION 722.9 from ID 03.318.709 to ID 03.979.899 or from ID 07.019. 944 to ID 07.247. 699

XENTRY TIPS

			27287 **	For use on TRANSMISSION 722.9 with ID higher than 03.979.899 or 07.247.699
54-7989	D/C GROUND LINE			
54-1011	QUICK TEST			
61-1072	BELLY PAN			
27-2029	R&R TRANSMISSION (INCLUDES REPLACE TORQUE CONV)			
00-8515	CLEAN/SAND DOWN PARTS AS REQUIRED			
27-1256	CORRECT ATF			
27-1047	ADAPTATION			