

GLC43 / GLC63s E Performance with 725.1 and M139 - Harsh 1to2 2to3 3to4, jolting when accelerating from stop

Topic number	LI27.60-P-079083
Version	7
Function group	27.60 - Gearshift, control
Date	5/5/26
Validity	MODEL 254 with ENGINE M139 and TRANSMISSION 725.164
Reason for change	- Added reset procedure to remedy. - Aligning with LI27.60-P-076554 for similar models - Including E performance model for rare cases

Complaint

- Harsh 1-2, 2-3, and/or 3-4 shift
- Jerky shifting
- Jolting when accelerating from stop

Cause

Insufficient software application causing elevated K81/K27/B05 fill time adaptations and elevated torque adaptations for concerning shift.

Note: Shift quality in E Performance models can be affected if the HV Battery state of charge (SOC) reaches 25% or below.

Remedy

Check VGS software level, and follow relevant remedy instructions. (see attachment)

Vehicles with VGS software levels up to 22A:

As of 1/28/2026, aftersales software improvement has been released for model years 2024-2025 GLC43 (A 001 902 20 34). This software has been implemented in production as of model year 2026.

Please ensure your Xentry machine is up to date with the latest Add Ons and continue with the following steps:

Note: ALL steps must be performed to rectify concern

1. Check for new VGS software, update if available
2. Check transmission oil level and correct, if necessary (transmission oil temperature > 60 °C)
3. Perform Xentry Valve Flushing procedure at least 3x

XENTRY Tips

4. Perform resetting of deceleration values (VGS > Special Procedures > Special procedure > Resetting learned values Deceleration mode)

5. Perform a standstill adaptation, then read out new EEPROM data

6. Perform driving adaptation(s) while adhering to the below parameters for at least 20-30 miles

Note: There is no menu in Xentry for this procedure. We recommend displaying the torque in the instrument cluster. If all below parameters are met at the time the shift, a driving adaptation will automatically occur.

Harsh 1-2

Perform a driving adaptation of 4-5 (adapts K81 for the 1-2 shift)

Harsh 2-3

Perform a driving adaptation of 6-7 (adapts B05 for the 2-3 shift)

Harsh 3-4

Perform a driving adaptation of 3-4 (adapts K27 directly)

- See attached PDF for min/max torque, and RPM parameters

- Transmission oil temperature > 30°C (>86°F)

- Level track (no incline/decline)

- Slippery drive program

- Display the torque in the instrument cluster

- Constant engine torque

- Do not shift via paddle

If the vehicle returns and already had ALL steps in this LI performed on a previous visit or has software level 23A and newer:

Please submit a TIPS case to the [Powertraininbox](#) and ensure the following is included:

- Initial Quick Test w/ Freeze Frame Data

- VGS Control Unit Log

- Initial EEPROM (before any adaptations or Xentry procedures were performed)

- Detailed vehicle history of the complaint

Attachments	
File	Description
7251_M139_M177_Adaptation_Conditions_v4.pdf	Driving Adaptation Parameters 725.1 (M139/M177)
VGS Software Level (Initial QT).png	VGS Software Level (Initial Quick Test)

N15/15 - Transmission control for 9-speed transmission (VGS)				✓
Model	Part number	Supplier	Version	
Hardware	000 901 17 05	Vitesco Technologies	19/42 001	
Software	000 902 56 99	Mercedes-Benz AG	24/27 000	
Boot software	---	---	19/42 000	
Diagnosis identifier	000B18	Control unit variant	VGS2NAG3M, VGS2NAG3 M_App 21A 0_000b18h	

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
Power transmission > Automatic transmission > Function > Poor shift quality

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 001 902 20 34			New Software Part Number	1		X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			2701245	Please refer to this TIPS document in the dealer text