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## Rear seat heating cannot be activated

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|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic number      | LI54.21-P-057930                                                                                                                                |
| Version           | 1                                                                                                                                               |
| Design group      | 54.21 Control modules/modules                                                                                                                   |
| Date              | 12-20-2013                                                                                                                                      |
| Validity          | Special equipment codes: 872 (Left and right rear seat heater), 876 (Interior lights package)<br>Model year codes: 802, 803 or 804, not 804+054 |
| Reason for change | Software availability adjusted                                                                                                                  |
| Reason for block  |                                                                                                                                                 |

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### Complaint:

The rear seat heating cannot be activated when the customer has set the ambiance illumination to "Neutral" and "Stage 1" or "Stage 2" in the instrument cluster.

### Cause:

Software error in rear control unit.

### Remedy:

Install the new software in the rear control unit.

Vehicles with model year codes 803+053, 804-054:

The software will be released in the field on December 11, 2013. Xentry 09/2013 or higher must be used for this.

Vehicles with model year codes 802, 803-053:

The software will be available from early December. The required add-on has yet to be announced.

Please do not replace any parts.

Advise the customer to operate the ambiance illumination in color "Neutral" at "Stage 3" or higher until the remedy becomes available.

|                                                                      |
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| <b>Symptoms</b>                                                      |
| Body / Seat / Seat heater/comfort heater / Seat heater nonfunctional |

|                                           |            |            |
|-------------------------------------------|------------|------------|
| <b>Control unit/fault code</b>            |            |            |
| Control unit                              | Fault code | Fault text |
| Rear - Rear control unit (N10/8) (RBC166) | -          | -          |

| Work units |                                                        |      |             |      |
|------------|--------------------------------------------------------|------|-------------|------|
| Op. no.    | Operation text                                         | Time | Damage code | Note |
| 54-1011    | PERFORM QUICK TEST                                     |      | 5480Z TI    |      |
| 54-0991    | REAR CONTROL UNIT: INSTALL SOFTWARE (AFTER QUICK TEST) |      | 5480Z TI    |      |

| WIS-References     |                        |      |            |
|--------------------|------------------------|------|------------|
| Document number    | Title                  | Note | Allocation |
| AD00.00-P-2000-04B | Connect STAR DIAGNOSIS |      | Remedy     |

| Validity |        |              |
|----------|--------|--------------|
| Vehicle  | Engine | Transmission |
| GL (166) | *      | *            |
| M (166)  | *      | *            |