

Oily, shiny surface or white residues on leather or imitation leather seat covers

Topic number	LI91.18-P-060470
Version	4
Design group	91.18 Seat covers
Date	01-23-2015
Validity	Model series 205 with equipment code: 101A / 105A / 118A / 128A / 131A / 141A / 151A / 158A / 201A / 215A / 218A / 221A / 225A / 231A / 238A / 241A / 248A / 251A / 268A
Reason for change	- Topic and attachment: Labeling of pictures revised - Country distribution adjusted (Canada added) - Validity: Description: Model series inserted before equipment code - Remedy: Operation numbers added
Reason for block	

Complaint:

Oily, shiny surface or white residues on MB-TEX seat cover material

Cause:

- In cold weather the surface of the imitation leather can appear oily or shiny (Pic2, Pic3).
- When the material warms up again, the substance evaporates and this can result in white edges on the surface (Pic1)

Attachments	
File	Description
IMG_2054.jpg	Pic1 - Seat cover with white residues
IMG_2055.jpg	Pic2 - Seat cover oily/shiny
IMG_2058.jpg	Pic3 - Head restraint cover oily/shiny

Remedy:

1) For customer vehicles with issue only!

Determine object number including ES2 (color code) for seat covers and head restraints in EPC - Before repairing, check that all object numbers are available and deliverable!!! Replacement parts must be ordered via EPC and your regular V.O.R. ordering process. All parts will require a VIN. Parts will be available starting week of January 12th, 2015. Please bear in mind that parts are in limited availability at this time!

- Driver seat: Replace seat cushion cover, backrest cover and head restraint
- Front passenger seat: Replace seat cushion cover, backrest cover and head restraint; IMPORTANT: Contrary to the instructions in the WIS documents 'ET Kit replacement', the seat cushion cover on the passenger side may be replaced in the same way as the driver seat.
To receive only the seat cushion cover, order:

- A205 910 09 46 (without leg extension)
- A205 910 10 46 & A205 910 08 46 (with leg extension)
- Observe notes on weight sensing system (WSS, code U10) when the installation work is complete! The teach-in process must be completed successfully. Refer to picture (Pic4)
- Rear seats: Replace seat cushion cover, backrest covers, left/center/right head restraints and side bolster/filler
IMPORTANT: The rear armrest is not affected, so please do not replace!

For Warranty:

Damage/Operation Code replace material as required via SSL/ASRA systems.

2) For vehicles in dealer inventory

Please clean the seats with warm soapy water solution (do not use aggressive cleaning agents) before releasing to customer.

For Warranty:

Damage Code 9240G-B1-8

Operation Code 02-0001 claimable up to 0.5hr

Sublets for cleaning will not be reimbursed by Warranty

A final resolution is currently under development, this LI will be updated accordingly.

Attachments	
File	Description
pic WSS.jpg	Pic4 - Teach-in process for WSS control unit
Q&A Guidance for Customers on W205 Seats Residue 1. 23.15.pdf	Guidance for Customers

Symptoms
Body / Seat / Seat cover / Staining

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 003 990 36 97			Rivet	10	Used on front seat frames	X

Work units				
Op. no.	Operation text	Time	Damage code	Note
02-0001	CLEAN WITH SOAPY WATER. MAX 0.5		9240G B1	Use this damage code for cleaning affected dealer inventory

WIS-References			
Document number	Title	Note	Allocation
AR91.18-P-1820LW	Remove/install cover on front seat backrest		Remedy
AR91.18-P-1800LW	Remove/install cover on front seat cushion	IMPORTANT: Parameterize the WSS with the diagnostic system in combination with step 18. (Reference document AR91.10-P-3310LW, step 15)	Remedy

		This must have been completed with OK via the menu item "Initial startup of weight sensors". Otherwise the vehicle must not be handed over to customer!	
AR91.18-P-1850LW	Remove/install cover on rear seat cushion		Remedy
AR91.18-P-1874LW	Remove/install left rear seat backrest cover		Remedy
AR91.18-P-1878LW	Remove/install right rear seat backrest cover		Remedy
AR91.18-P-1870LW	Remove/install cover on rear seat backrest		Remedy
AR91.12-P-1745LW	Remove/install armrest on rear seat backrest		Remedy
AR91.12-P-1710LW	Remove/install side bolster of rear seat backrest		Remedy
AR91.16-P-0040LW	Remove/install head restraint on front seat		Remedy
AR91.16-P-1770LW	Remove/install head restraint in rear		Remedy

Validity			
Vehicle	Engine	Transmission	
205.002	*	*	
205.003	*	*	
205.004	*	*	
205.007	*	*	
205.008	*	*	
205.009	*	*	
205.012	*	*	
205.036	*	*	
205.037	*	*	
205.040	*	*	
205.042	*	*	
205.045	*	*	
205.047	*	*	
205.048	*	*	
205.049	*	*	
205.066	*	*	
205.086	*	*	
205.087	*	*	
205.204	*	*	
205.207	*	*	

205.208	*	*
205.209	*	*
205.212	*	*
205.236	*	*
205.237	*	*
205.240	*	*
205.242	*	*
205.245	*	*
205.247	*	*
205.266	*	*
205.286	*	*
205.287	*	*

Full model designation breakdown

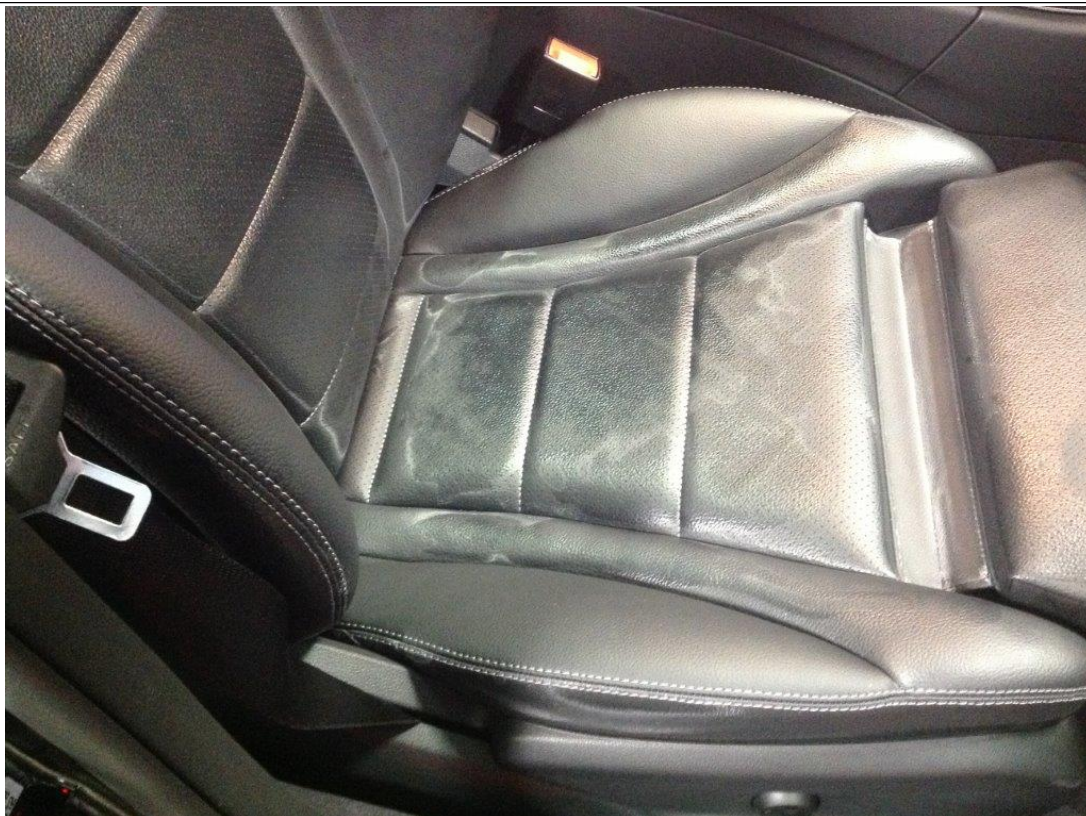
Vehicle	Engine	Transmission
205.002	651.921	716.754
205.002	651.921	722.908
205.002	651.921	725.011
205.003	651.921	716.754
205.003	651.921	722.908
205.003	651.921	725.011
205.004	651.921	716.754
205.004	651.921	722.908
205.004	651.921	725.011
205.007	651.921	716.754
205.007	651.921	725.011
205.008	651.921	716.754
205.008	651.921	722.908
205.008	651.921	725.011
205.009	651.921	716.754
205.009	651.921	722.965
205.012	651.921	716.754
205.012	651.921	724.208
205.012	651.921	725.011
205.036	626.951	716.700
205.036	626.951	722.993
205.037	626.951	716.700
205.037	626.951	722.993
205.040	274.910	716.702
205.040	274.910	722.995
205.040	274.910	725.011
205.042	274.920	716.702

205.042	274.920	722.995
205.042	274.920	725.011
205.045	274.920	716.702
205.045	274.920	722.995
205.045	274.920	725.011
205.047	274.920	716.702
205.047	274.920	722.995
205.047	274.920	724.295
205.048	274.920	722.994
205.048	274.920	725.011
205.049	274.920	722.969
205.066	276.823	722.961
205.066	276.823	725.041
205.086	177.980	722.930
205.087	177.980	722.930
205.204	651.921	716.750
205.204	651.921	722.908
205.204	651.921	725.011
205.207	651.921	716.750
205.207	651.921	725.011
205.208	651.921	716.750
205.208	651.921	722.908
205.208	651.921	725.011
205.209	651.921	722.965
205.212	651.921	716.750
205.212	651.921	724.208
205.212	651.921	725.011
205.236	626.951	716.700
205.236	626.951	722.993
205.237	626.951	716.700
205.237	626.951	722.993
205.240	274.910	716.702
205.240	274.910	722.995
205.240	274.910	725.011
205.242	274.920	716.702
205.242	274.920	722.995
205.242	274.920	725.011
205.245	274.920	716.702
205.245	274.920	722.995
205.245	274.920	725.011
205.247	274.920	716.702
205.247	274.920	722.995
205.247	274.920	724.295

205.266	276.823	722.961
205.266	276.823	725.041
205.286	177.980	722.930
205.287	177.980	722.930

Attachments

IMG_2054.jpg:



IMG_2055.jpg:



IMG_2058.jpg:



pic WSS.jpg:

XENTRY Diagnostics Mercedes-Benz

Diagnose > Steuergerät

WSS - Weight Sensing System (N110)

Version | Fehlercodes / Ereignisse | Istwerte | Anpassungen | Steuergeräteprotokoll | Liste der Fehlercodes | Prüfungen

Auswahl

- Inbetriebnahme
- Konfiguration
- Manuelle Einstellungen
- Einlernvorgang**

Einlernvorgang

Einlernvorgang für das Steuergerät 'N110 (Steuergerät Weight Sensing System (WSS))' durchführen.

Achtung!

- Dieser Prüfablauf muss nach sämtlichen Arbeiten an der Sitzfläche des Beifahrersitzes ausgeführt werden.

Bildlegende

- Sonderwerkzeug 'W 000 589 00 32 00'

Voraussetzungen

- Sicherstellen, dass sich nichts auf oder unter dem Beifahrersitz befindet.
- Den Beifahrersitz ungefähr in Mittelstellung (sowohl vertikal als auch horizontal) bringen.
- Die Zündung ist eingeschaltet.

Hinweise

- Das Sonderwerkzeug 'W 000 589 00 32 00' wird benötigt.
- Es dürfen keine Fehlercodes im Steuergerät 'N2/10 (Steuergerät Supplemental Restraint System)' vorhanden sein.

Sie werden durch folgende Schritte geführt:

- Fehlerspeicher überprüfen.
- Nullpunkteinstellung durchführen.
- Funktionskontrolle durch Auflagen von Gewicht durchführen.

Vollbild anzeigen Weiter



Mercedes-Benz

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January 23, 2015

Model Year 2015 C-Class (W205) Seat Cover Residue Issue Questions & answers to help addressing customer concerns

The Q&A below is intended help your unit address potential C-Class BR205 customer concerns with seat cover residue. Please see examples below.



1. **Why does my new C-Class MB Tex or leather seats sometimes exhibit an oily and/or white residue?**

Due to production deviation in manufacturing, at temperatures below 32⁰ F along with certain elevated humidity conditions, the seat material may “sweat” and the material used to seal the seats gathers on the seat surfaces.

2. **Can my new C-Class seats be cleaned to remove the oily residue?**

Yes, the seats can be cleaned but the condition may reappear with the next exposure to these weather conditions

3. **Will this oily residue damage or stain my clothing?**

It may be possible under certain conditions for some clothing materials to display this residue after coming in contact with the seats. Please follow the manufacturer’s recommended cleaning steps on the clothing tag to clean the garment. Please contact your authorized Mercedes-Benz Dealership should you be unable to remove the residue from any articles of clothing.



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4. **Is the oily residue toxic or otherwise harmful to the touch?**

Based on information provided by the seat material manufacturer, the oily residue is not toxic. There is no harm in direct skin contact. There have been no cases of harm from direct skin contact reported to MBUSA.

5. **When can I expect a resolution to become available?**

First shipment of spare parts is expected to start arriving week of January 12, 2015. Please contact your authorized Mercedes-Benz Dealership should you experience this condition

6. **How will the vehicle be repaired?**

Depending on the extent of the condition, the seat surfaces for bottom and back, as well as, headrests may need to be replaced. Please be assured MBUSA is fully committed to repair the vehicle under the New Vehicle Limited Warranty (NVLW).

7. **How many hours will it take to complete the repair?**

Once parts are available at the Dealership, the repair may be completed within 1-2 days. Please contact your authorized Mercedes-Benz Dealership should you experience this condition.

8. **If I have a vehicle on order, will there be additional delays in receiving my vehicle due to this condition?**

No, this issue will cause no delays to the delivery provided to you by your dealer personnel. In addition, all new vehicle production as of Jan 5th, 2015 will be produced with updated/unaffected seat material.

9. **I have a C-Class that is not experiencing the issue, but am concerned. Can I still have it repaired now?**

If your car is not experiencing the issue there is no need to bring your car into the dealer at this time and it may not necessarily require repair. Only when there is a combination of very specific temperature and/or humidity conditions can this occur. Only should your vehicle experience such a condition we recommend bringing your vehicle into a dealer so it can be inspected and have the appropriate repairs performed. Repairs will NOT be performed on cars not experiencing this issue.

10. **Will I receive a loaner vehicle for this repair?**

Your local authorized MB dealer would be in the best position to review requests for alternate transportation. Loaner availability and guidelines vary from dealer to dealer.

11. **How many vehicles are affected?**

Any model year 2015 C-Class (BR205) produced prior to January 5, 2015 may be affected.