

Oily, shiny surface or white residues on Leather or MB-Tex seat covers

Topic number	LI91.18-P-060470
Version	13
Design group	91.18 Seat covers
Date	03-17-2015
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 as of start of production (SOP) up to VIN 55S2050661U040810
Reason for change	The cleaning cloth used on the seats must not be used for other cleaning jobs in the interior.
Reason for block	

Complaint:

Oily, shiny surface or white residues on imitation leather 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!

Please reference the appropriate EPC parts guide or MB-Tex, or leather to determine which parts to replace.

- For MB-Tex, to receive only the front passenger seat cushion cover, order part number A205 910 09 46 (without leg extension)
- For Leather, to receive only the front passenger seat cushion cover, order part number A205 910 58 12 (with leg extension)
- 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.
- 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)
- For Warranty: Operation Code replace material as required via ASRA systems.
- Damage Code 91704 01 for entire replacement repair.

2) For affected vehicles in dealer inventory Depending on parts availability, the determination can be made for the best course of action, ie to replace seat covers vs cleaning the seats. If the seats need to be cleaned, use warm soapy water solution (do not use aggressive cleaning agents) before releasing to customer.

Important: When a seat has been cleaned, the cloth used must never be used on other interior parts!

If parts replacement is deemed necessary, it is imperative all MB-Tex seat cover material are replaced during the same repair process regardless of whether the seat, panel, headrest etc., is exhibiting this condition. Please ensure you have all the replacement parts on hand before performing the repair.

For cleaning Warranty: Damage Code 9240G-B1-8

Operation Code 91-7710 claimable up to 0.5hr

Sublets for cleaning will not be reimbursed by Warranty

Please see attached EPC parts ordering guides, and special tool guide.

The supplemental work instructions which are not included in WIS are attached to this LI document.

The videos for the supplemental work instructions are posted on YouTube at the URL below.

<https://www.youtube.com/playlist?list=PLKgHYmJ8Qq3KOuspTQzH9zgOChxxNV4Gs>

Attachments	
File	Description
pic WSS.jpg	Pic4 - Teach-in process for WSS control unit
Q&A Guidance for Customers on W205 Seats Residue 1.29.15.pdf	Guidance for Customers
Replace complete seat covers_V14 (2).pdf	Supplemental Repair instructions to WIS Refers to Videos on Youtube

Symptoms
Body / Seat / Seat cover / Staining

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 205 910 09 46		9D88	Seat cushion cover without seat cushion fore/aft adjustment	1	Front passenger seat: Seat cushion cover without seat cushion fore/aft adjustment	X
A 205 910 09 46		8S40	Seat cushion cover without seat cushion fore/aft adjustment	1	Front passenger seat: Seat cushion cover without seat cushion fore/aft adjustment	X
A 205 910 09 46		7M97	Seat cushion cover without seat cushion fore/aft adjustment	1	Front passenger seat: Seat cushion cover without seat cushion fore/aft adjustment	X
A 003 990 36 97			Rivet	10	Use on seat frames	X
A 463 984 00 61			Hog Ring	52	To attach seat covers	X
A 205 910 01 39			Front seat back, rear facing cover	1	Clips which are attached to seat back may break. Replace as needed.	X
A 205 923 00 05			Center armrest plastic latch	1	Replace if needed, may break on removal Order in correct color	X
W45458903370 0			Padding Clip Pliers	1	Special Tool	
W11558903590 0			Long Wedge	1	Special Tool	
W14058902330 0			Pulling Hook	2	Special Tool	

Attachments	
File	Description
W205 with MB TEX.pdf	EPC Guide to replace covers on MB-Tex equipped vehicles
W205 with Leather .pdf	EPC Guide to replace covers on leather equipped vehicles
Special Tools for LI91.18_P_060470.pdf	Special Tools

Work units				
Op. no.	Operation text	Time	Damage code	Note
54-7989		0.2hr	91704 01	Disconnect ground before work starts
54-1011		0.2hr		Short Test
54-0650		0.1hr		Battery charge
91-5008		1.3hr		Driver's Set - seat cushion
91-8105		0.4hr		Driver's Seat - cushion cover
91-8116		0.1hr		Driver's Seat - additional work for leg adjustment
91-5015		0.1hr		Driver's Seat - more additional work for leg adjustment
91-8659		0.7hr		Driver's Seat - backrest padding
91-8655		0.5hr		Driver's Seat - backrest cover replace
91-5028		1.3hr		Passenger Seat - seat cushion
91-8155		0.4hr		Passenger Seat - cushion cover
91-8116		0.1hr		Passenger Seat - additional work for leg adjustment
91-5035		0.1hr		Passenger Seat - more additional work for leg adjustment
91-8759		0.7hr		Passenger Seat - backrest padding
91-8755		0.5hr		Passenger Seat - backrest cover replace
91-8885		2.1hr		Rear Seat - rear back cover R&R
91-8905		0.3hr		Rear Seat - left rear back cover replace
91-8959		0.3hr		Rear Seat - right rear back cover replace
91-8806		0.6hr		Rear Seat - rear center piece
91-8256		0.9hr		Rear Seat - rear bottom cover replace
91-7710	CLEAN SEAT BOLSTER	0.5hr		Use for seat cleaning. Sublets for cleaning will not be reimbursed by Warranty.

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) 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!	Remedy
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
SI91.18-P-0003A	Cleaning of seat covers		Remedy
GI91.18-P-040371	Cleaning of soiled seat covers		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

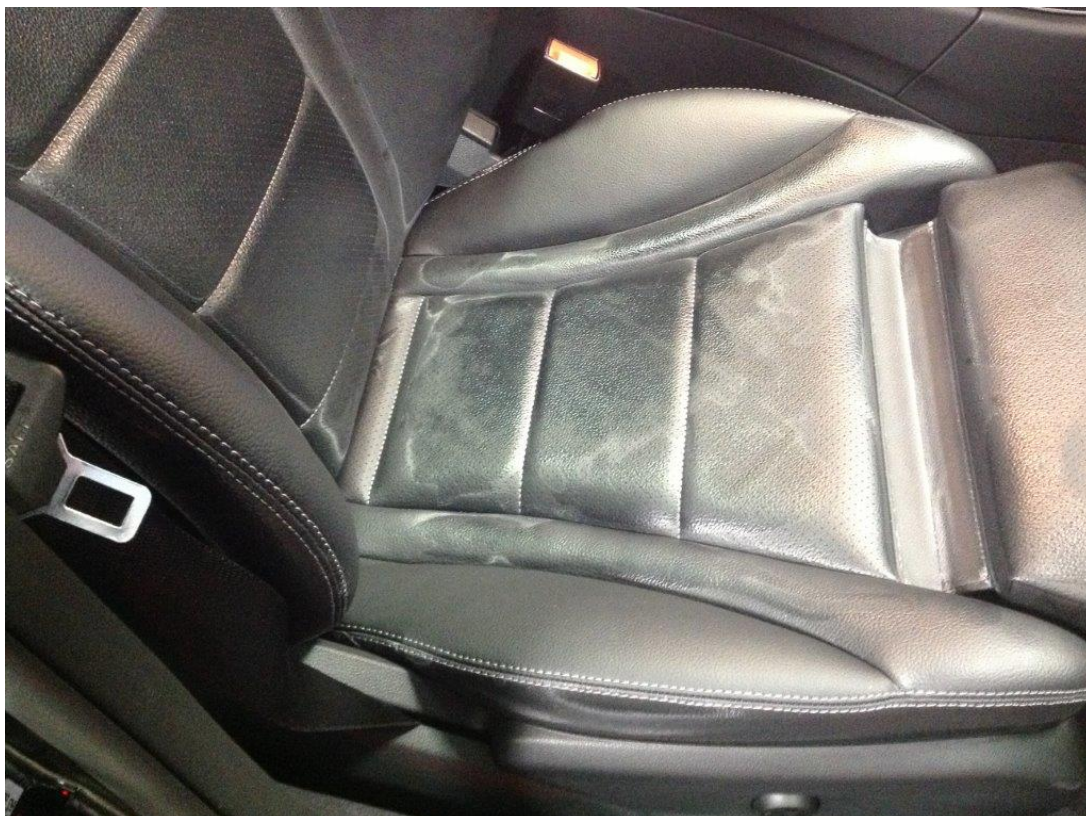
Vehicle	Engine	Transmission
205.002	651.921	716.754
205.002	651.921	722.908
205.002	651.921	725.011
205.003	651.921	716.754
205.003	651.921	722.908
205.003	651.921	725.011
205.004	651.921	716.754
205.004	651.921	722.908
205.004	651.921	725.011
205.007	651.921	716.754
205.007	651.921	725.011
205.008	651.921	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	622.951	716.700
205.036	622.951	722.993
205.036	626.951	716.700
205.036	626.951	722.993
205.037	622.951	716.700
205.037	622.951	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	622.951	716.700

205.236	622.951	722.993
205.236	626.951	716.700
205.236	626.951	722.993
205.237	622.951	716.700
205.237	622.951	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
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Attachments

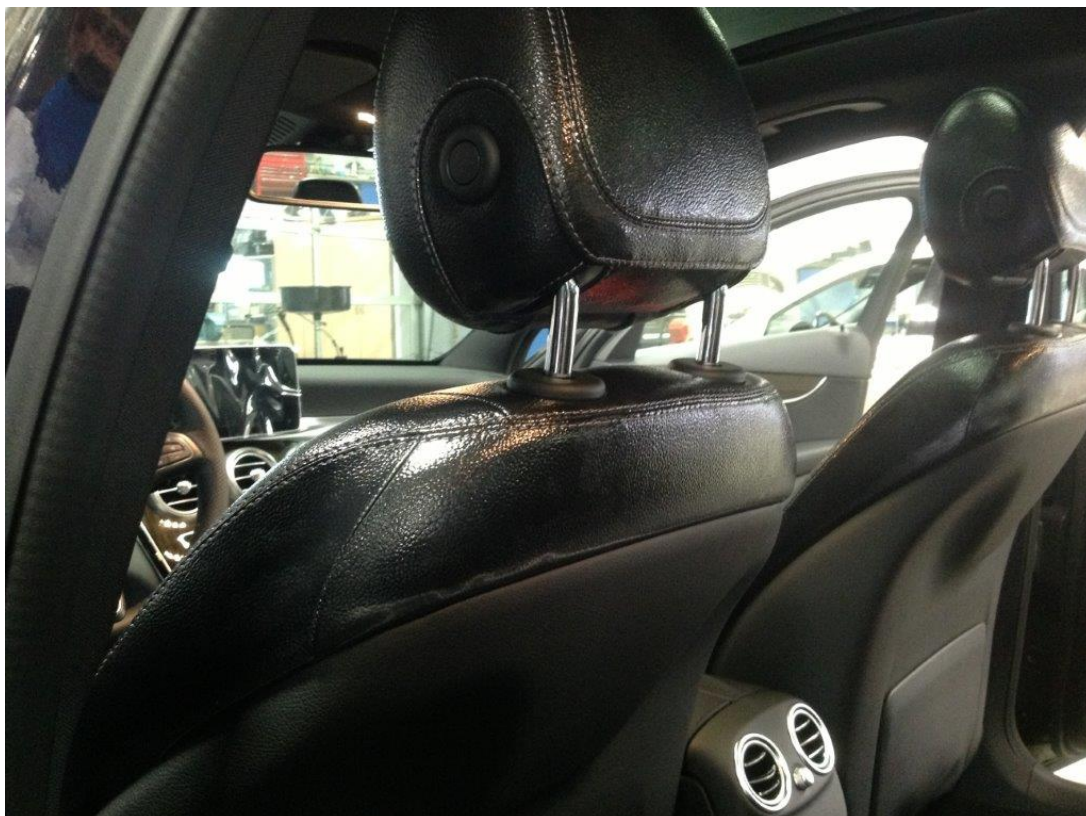
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IMG_2055.jpg:



IMG_2058.jpg:



pic WSS.jpg:

XENTRY Diagnostics
Mercedes-Benz

Diagnose > Steuergerät
12.0V
Zündung

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 Auflegen von Gewicht durchführen.

Vollbild anzeigen
Weiter



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

January 29, 2015

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

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



1. **Why do 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 32° F along with certain elevated humidity conditions, the plastisizer used in the seat material may “sweat” and gather 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 consult the manufacture’s recommended cleaning steps and clean using Delicate cycle with warm water or dry clean. Please contact your Mercedes-Benz Dealership should you be unable to remove the residue from any articles of clothing.

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

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone (201) 573-0600
Fax (201) 573-0117
www.MBUSA.com



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- ⇒ 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?**

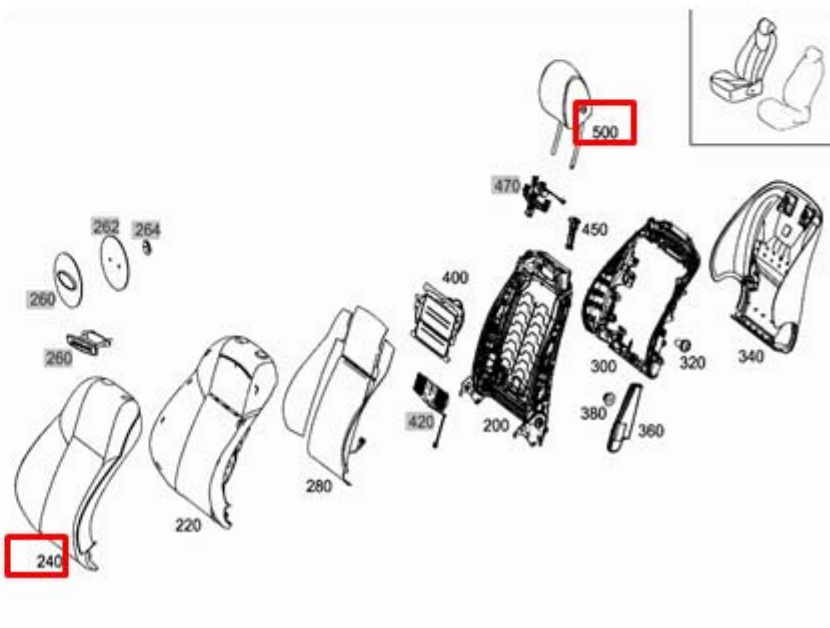
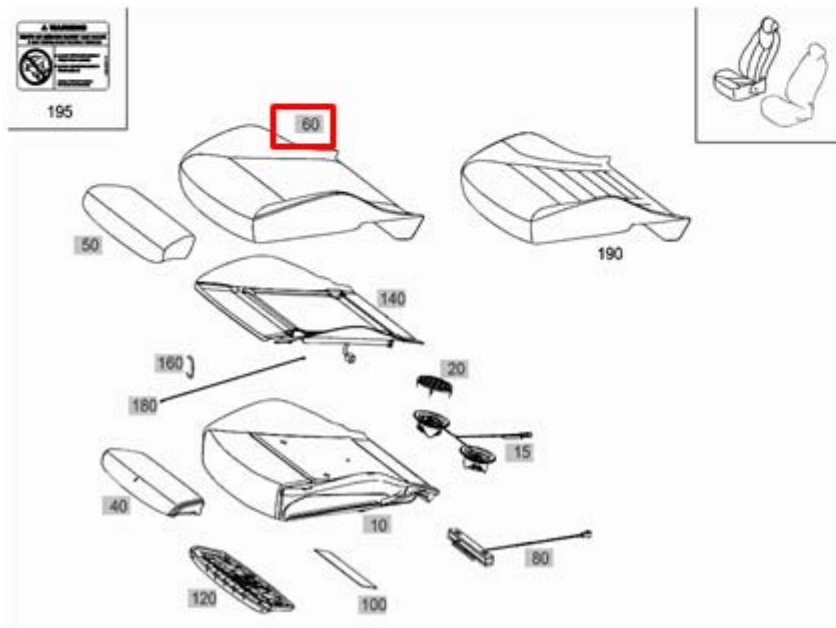
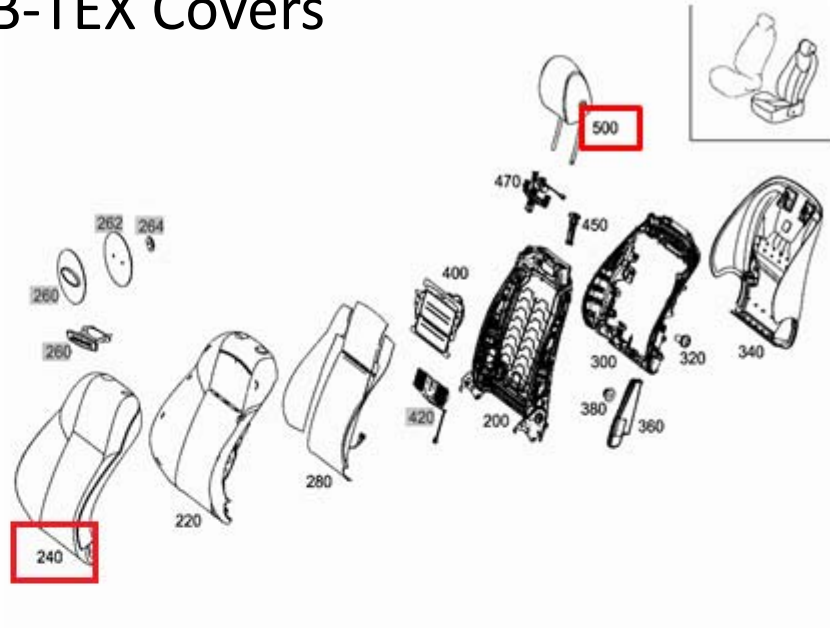
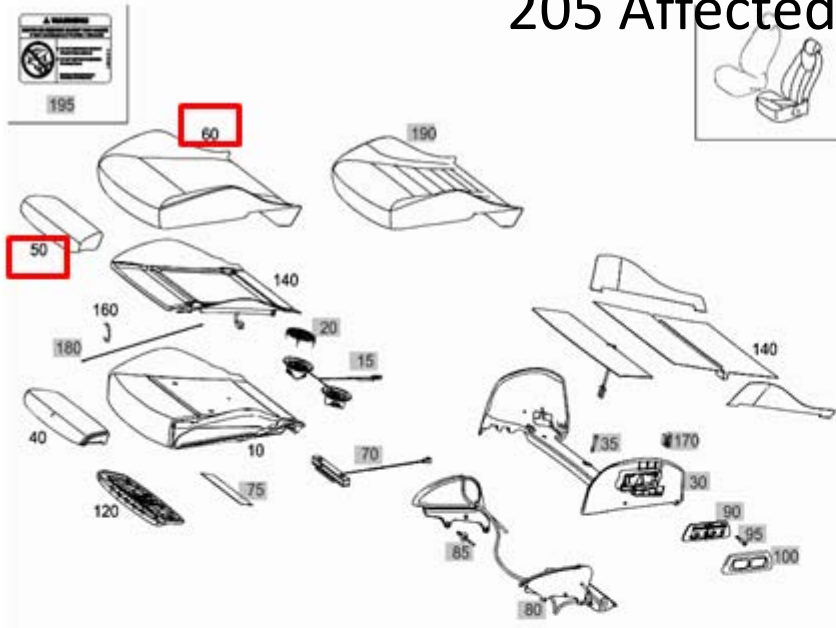
- ⇒ Any model year 2015 C-Class (BR205) produced prior to January 5, 2015 may be affected.



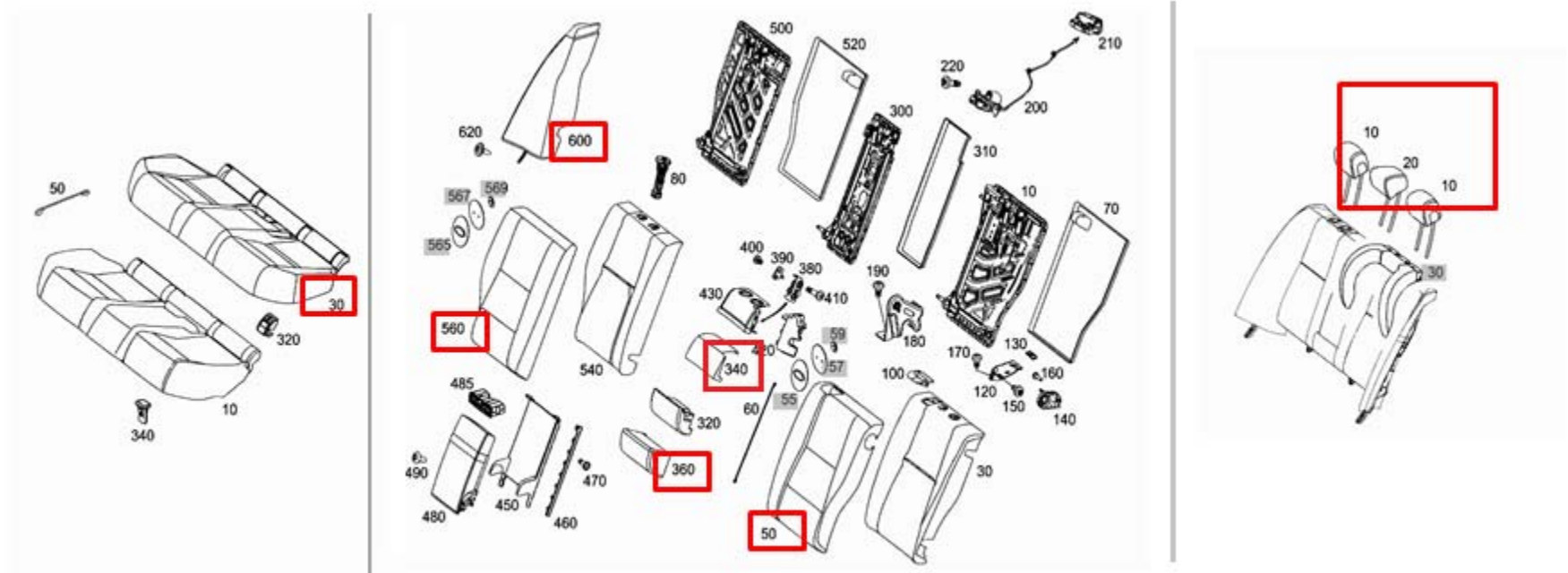
205 Affected MB-TEX Covers

EPC Ref#	Qty	Description
60	1	Left Front bottom cover
50	1	Left Front bottom leg extension cover
60	1	Right front Bottom cover
240	2	Front backrest cover (left and right)
500	2	Front Headrest (left and right)
30	1	Rear Seat bottom cover
50	1	Left rear seat backrest cover
560	1	Right rear seat backrest cover
600	1	Left rear bolster
600	1	Right rear bolster
10	2	Rear Headrest (left and right)
20	1	Rear Headrest (center)
360	1	Rear central seat backrest bottom cover
340	1	Rear central seat backrest top cover

205 Affected MB-TEX Covers



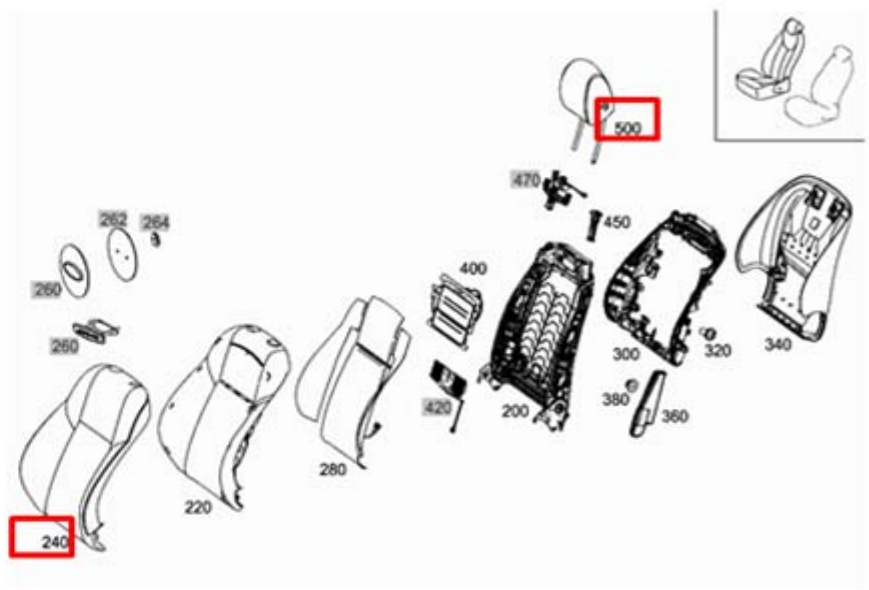
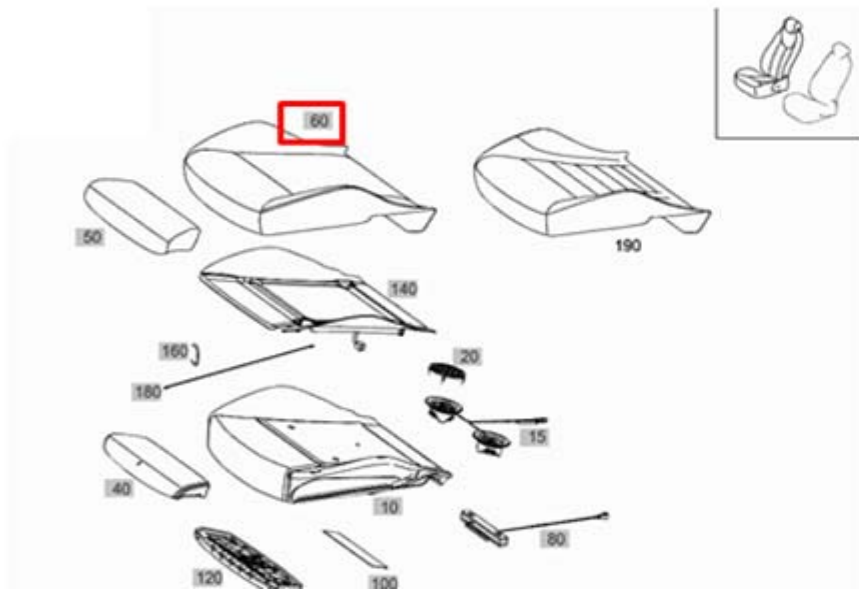
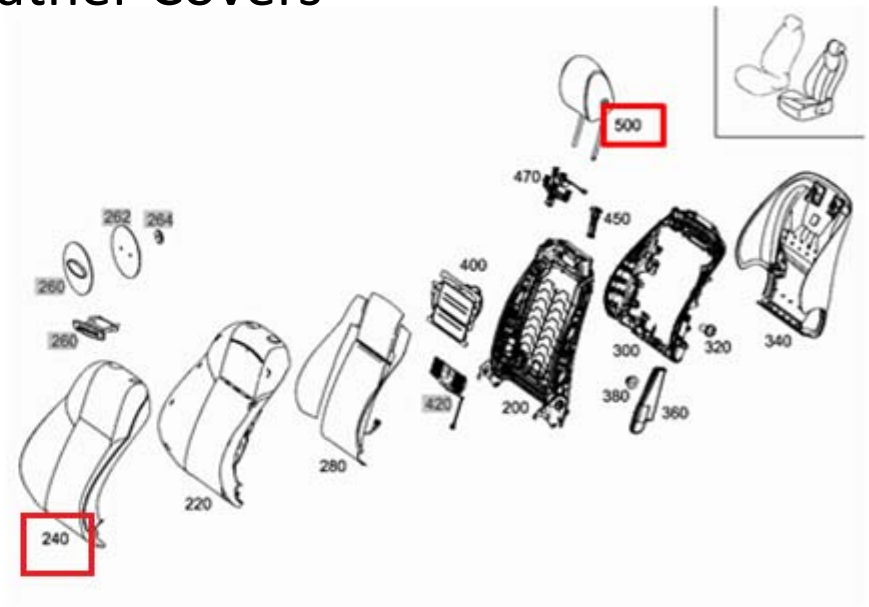
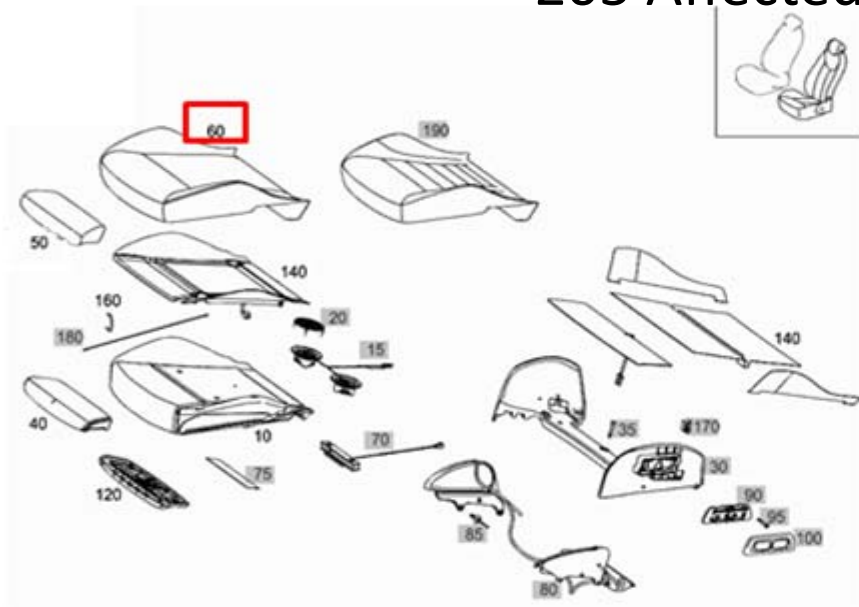
205 Affected MB-TEX Covers



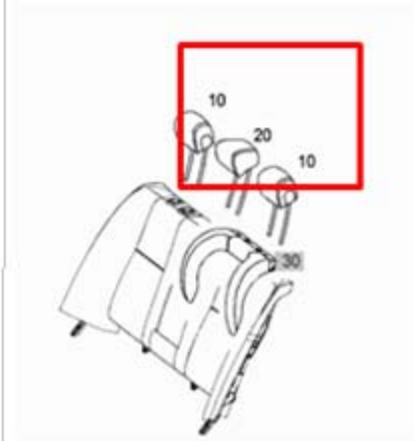
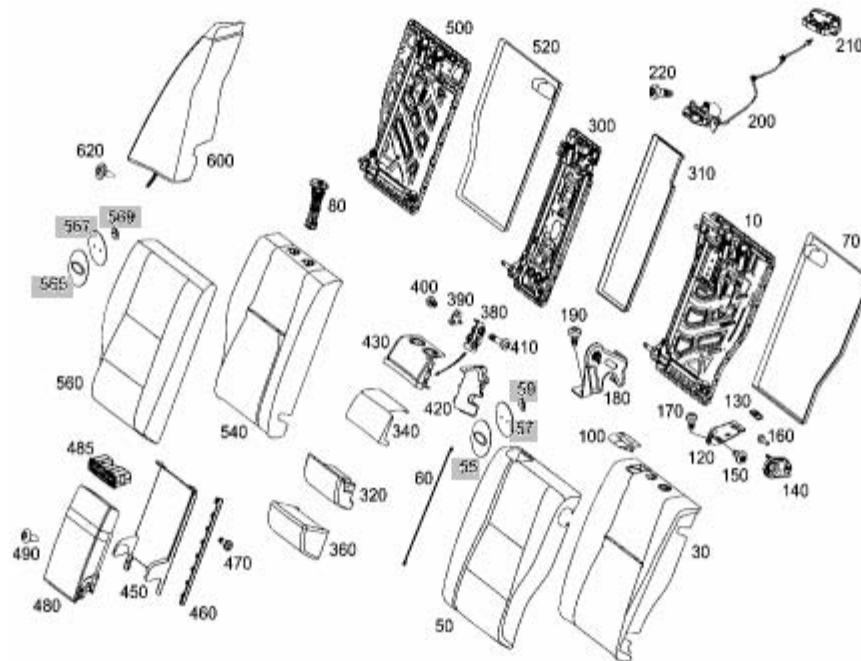
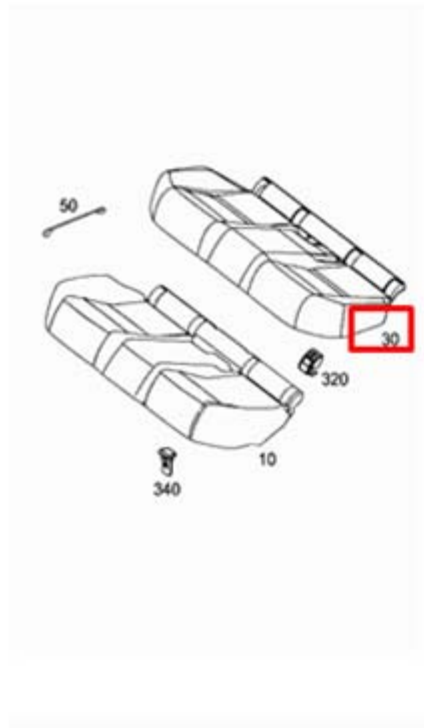
205 Affected Leather Covers

EPC Ref#	Qty	Description
60	1	Left Front bottom cover
60	1	Right Front bottom cover
240	1	Left front backrest cover
240	1	Right front backrest cover
500	2	Front headrests
30	1	Rear Seat bottom cover
20	1	Rear center headrest
10	2	Rear outer headrests

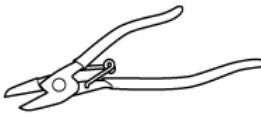
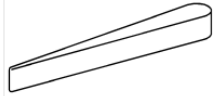
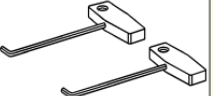
205 Affected Leather Covers



205 Affected Leather Covers



Special Tools for LI91.18-P-060470

Part number	Designation/description	Validity	Groups	Set	Picture
☐ W 454 589 03 37 00	PADDING CLIP PLIERS Intended use: Pliers for installing padding clips when replacing the seat cover.  WS91.00-P-0043B	MODEL 117, 166, 176, 205, 242, 246, 451, 454	91	B	
☐ W 115 589 03 59 00	LONG WEDGE  WS03.00-N-3011C	ENGINES 470, 471, 473	03	C	
☐ W 140 589 02 33 00	PULLING HOOK Intended use: Pulling hook for various assembly operations, for disassembling clipped panels and covers.  WS91.00-P-0024K	MODEL 117, 156, 163, 164, 166, 168, 169, 170, 171, 172, 176, 203, 204, 207, 208, 209, 210, 211, 212, 215, 216, 217, 218, 219, 221, 222, 230, 231, 240, 242, 245, 246, 251, 414, 415, 636, 639, 906, 909	46, 61, 67, 68, 72, 77, 80, 82, 83, 88, 91, 94	B	

WORK DESCRIPTION FOR FIELD MEASURE

Version: 1.4

Replace complete seat covers

Model 205

These are preliminary work instructions. In approx. 5 weeks, corresponding training films will be available via SD-Media.

Work procedure

1. Remove right and left front seat (AR91.10-P-1000LW).
 Deviating from the WIS document, all work is carried out on the removed seat.
2. Remove/install paneling (figures 1 to 2) at front seat frame (AR91.10-P-1200LW).



Figure 1



Figure 2

3. Remove all panels on the door side (figures 3 to 6).



Figure 3



Figure 4



Figure 5



Figure 6

4. Remove seat-back lining from front seat backrest (AR91.10-P-1910LW).
i Apply marking points (for dimensions see A and B) at right and left of seat-back lining (figure 7). Release the seat-back lining with a **flat tip screwdriver** (approx. 110 mm long) behind the marking points at the latching points (figure 8). Cover panel with a rag to prevent any damage.

A = 130 mm

B = 30 mm

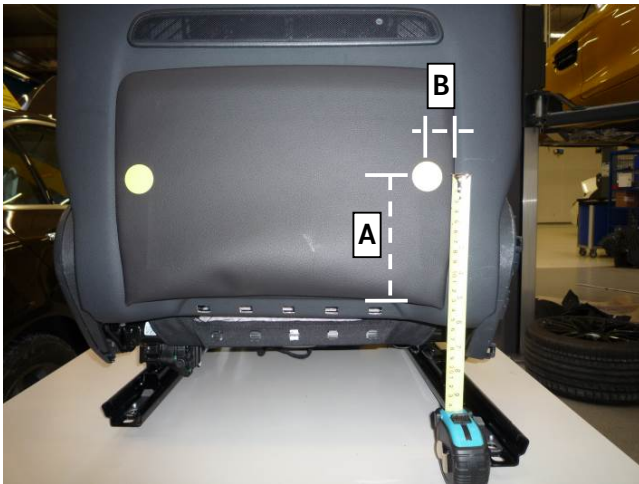


Figure 7

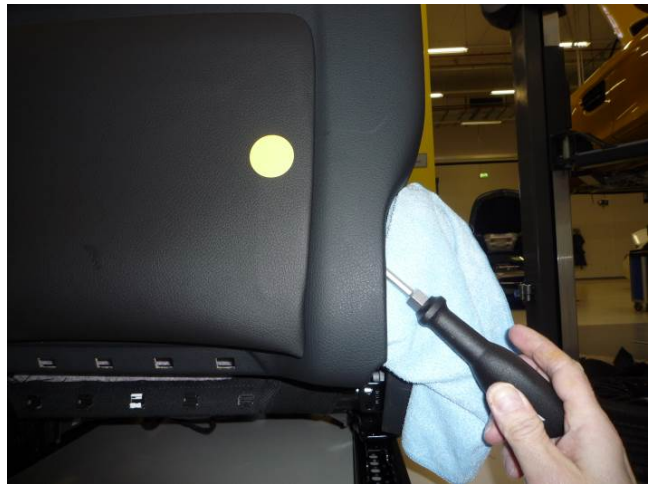


Figure 8

5. Remove head restraint guides (AR91.16-P-0050LW).

i Deviating from the WIS document, remove head restraint guides with two screwdrivers from behind (figure 9 and Video 1). The inner latches of the head restraint guides must be pushed inward with the two screwdrivers (figure 10).



Figure 9



Figure 10

6. Replace cover at front seat backrest (AR91.18-P-1820LW and videos 2 to 7).

i The following information deviating from the WIS document must be observed during the installation.

Installation:

- Insert staple wires into the new cover. The eyelets must **not** catch in the hose strap (wrinkling).
- Centrally align cover relative to foam padding (figure 11).

i If necessary, use a pen to draw a marking.

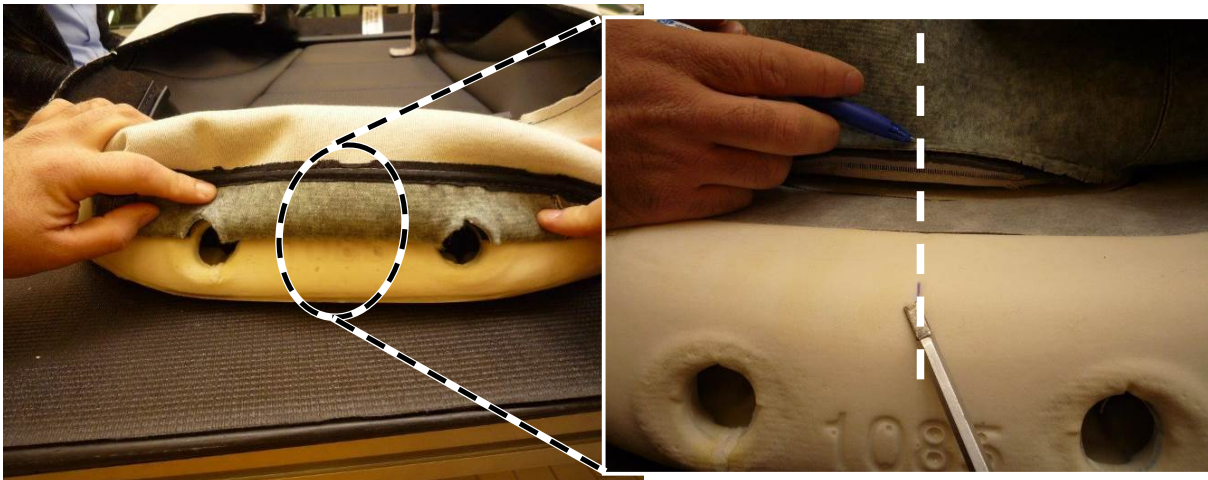


Figure 11

- Fix staple wire (D) in place 4 times on upper seat back (figure 12).

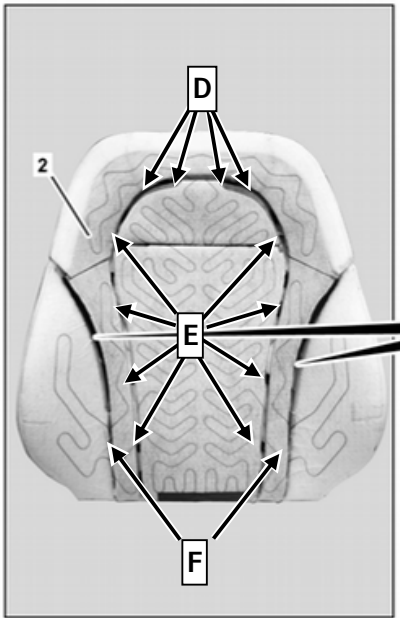


Figure 12



Figure 13

- Check position of cover relative to foam padding again and correct if necessary.
- Fix staple wires (E) on side in place with wire rings. (Check wire again to make sure that the eyelets are not caught)
- Fasten wire rings (F) on staple wire (wire rings must be fixed in place free of tension)
- Put cover over foam padding (work our way from the side of the upper seat back downwards)
- Head restraint holes must be centrally aligned
- Align padding with cover on backrest frame (align on upper seat back relative to the head restraint holes)
- Check foam to make sure that it is seated correctly (foam must not be compressed)
- Fix profile in place on cover of lower backrest frame (this will stabilize and fix the padding in place on the backrest frame)
- Fix profile in place on cover at top upper seat back
- Hook in profiles on side

7. Replace cover on front seat cushion (AR91.18-P-1800LW).

i The following information deviating from the WIS document must be observed during the installation.

- Insert staple wires into hose straps of **transverse fasteners**. The eyelets must not catch in the hose strap (wrinkling)
- Centrally align cover. The transverse staple connections must be located above the channel of the foam padding (figure 13)
- Start with the rear transverse staple connection. Next, fix the front transverse staple connection in place.
Staple rear 2x, staple front 3x (center-right-left) and make sure that the wire is located in the channel of the padding
- Insert staple wires into hose straps of longitudinal fasteners. The eyelets must not catch in the hose strap (wrinkling)

- Work from the inside out.
- The outer wires may protrude out of the hose strap in the rear, but not in the front
- Fix staple wires on side (cover and cushion padding) in place with wire rings (the eyelets must not be caught)
- Work from the inside out
- Make sure that the electrical lines are routed correctly

i On vehicles with seat cushion fore/aft adjustment (SKTV) see WIS documentation.

On vehicles with code U10 (Seat occupied recognition), the seat cushion cover on the front passenger seat may be replaced deviating from the WIS and EPC documentation (AR91.60-P-0720LW).

8. Remove complete rear seats.

- i** Remove rear seat cushion (AR91.12-P-1020LW)
Remove side bolster of rear seat backrest (AR91.12-P-1710LW)
Remove rear seat backrest (AR91.12-P-1620LW)

9. Replace all covers on the rear seat.

- i** The complete side bolsters are replaced.

9.1. Replace cover on rear seat cushion (AR91.18-P-1850LW).

9.2. Replace left rear seat backrest cover (AR91.18-P-1874LW).

Replace right rear seat backrest cover (AR91.18-P-1878LW).

- Replace head restraint guides (AR91.16-P-1775LW)

i Deviating from the WIS document, do **not** remove head restraint guides with a screwdriver. Carry out removal as shown in Figure 14. To release the head restraint guides, press the two latches (G) towards the inside by hand.



Figure 14

- Secure belt strap to prevent it from rolling up
i When unhooking the seat cover from the backrest frame, do not bend or widen it.

Installation: Use a plastic wedge and a hammer to correct the spaces (figure 15).



Figure 15

10. Replace center armrest cover of rear seats (see videos 8 to 19.)
i Installation: Pay attention to correct position of seams. It is **mandatory** to check the closing mechanism with a screwdriver before installing the center armrest (see video 19).

Parts

Quantity	Designation	Part No.
As required	Clamp	A 463 984 00 61
As required	Center armrest plastic latch (release of panel)	A 205 923 00 05

- i** Small parts such as screws/bolts, stop nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.