

C63 Backrest Complaints

Topic number	LI91.10-P-067695
Version	1
Function group	91.10 Front seats
Date	02-08-2018
Validity	Model designation 205.3** and 205.4** with code 555 (AMG Performance seat)
Reason for change	
Reason for block	

Complaint:

Various complaints with the driver/front passenger seat backrest

Cause:

Some complaint topics may be under investigation

Remedy:

Please do not replace parts at this time, we're currently investigating this issue. Please create a PTSS case and provide the following information:

1. Short test and error description
2. Pictures and/or Videos of the backrest in operation showing the condition experienced by the customer PTS will review information and provide you with technical recommendations.

Note:

In cases where an entire seat needs to be ordered to remedy the complaint, you may experience a long lead time for the order. It is important that no work be done that would jeopardize the vehicle causing it to be un-drivable. Please submit a PTSS case and wait for further instructions.

Symptoms
Body / Seat / Seat adjustment / Adjusts itself without obvious cause
Body / Seat / Seat adjustment / Stiff/sluggish
Body / Seat / Seat adjustment / Does not adjust aft
Body / Seat / Seat adjustment / Does not adjust fore
Body / Seat / Seat adjustment / Does not adjust up
Body / Seat / Seat adjustment / Does not adjust down
Body / Seat / Seat adjustment / Noise
Body / Seat / Seat adjustment / Function error
Body / Seat / Seat adjustment / Does not lock

XENTRY TIPS

Body / Seat / Seat adjustment / Does not unlock

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			91A41 **	Driver seat backrest