

4-Way Head Restraint Play Or Noise

Topic number	LI91.16-P-078472
Version	1
Function group	91.16 - Head restraints
Date	10/22/24
Validity	Model series 223 without code 452 (Seat on front passenger side electrically adjustable from the rear) and without code P07 (Chauffeur Package) up to Cleanpoint 01.12.2023 (see label on the head restraint)
Reason for change	

Complaint

When driving on rough ground, there may be noises from the 4-way head restraint of the front seats.

The fault profile is not present at the limit stops (head restraint entirely retracted or entirely extended).

Attachments	
File	Description
Headrest noise.MOV	

Cause

Head restraint has increased play between the worm and gearwheel in the head restraint mechanism.

Remedy

Check play/noise (see video attachment, headrest OK/headrest not OK).

Please exchange the head restraint in the event of a not OK result.

WIS-References		
Document number	Title	Note
AR91.16-P-0040S	Remove/install head restraint on front seat	

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 ve-

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icles, 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
Body > Seat > Noises > Cracking
Body > Seat > Noises > Metallic noise
Body > Seat > Noises > Whirring

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note