

Memory Function Not Available After Opening The Driver's Door

Topic number	LI91.29-P-079178
Version	1
Function group	91.29 - Seats - electrical system
Date	4/21/25
Validity	Model series 254 with code 275 (Memory Package (driver's seat, steering column and mirror)) with code 241 (driver's seat, left, electrically adjustable with Memory) and code 525 (Connect 20 High (NTG7)) code 521 (Connect 20 Mid (NTG7)) code 534 (Connect 20 Premium (NTG7)) code 535 (Connect 20 Premium + (NTG7))
Reason for change	

Complaint

After opening the driver's door, the seat can no longer be moved using the Memory button.

Adjustment via the seat adjustment switch is still possible.

Example:

Driver 1 parks the vehicle in the evening and the seat position is right to the front with Memory button 1.

Driver 2 opens the driver's door and presses Memory button 2, as seat position 1 is too far forward to get in.

The seat does not move to the saved rear seat position 2.

Once the ignition is turned "on", the function is available again.

Cause

The cause is currently being investigated.

Remedy

Please create a TIPS case with a quick test and video of the complaint. Send the cases to the Body/Chassis/Entertainment inbox.

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 vehicles, 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 > Seat adjustment > Does not adjust aft
Body > Seat > Seat adjustment > Function error
Communication/information > Entertainment > Overall system/operation > Miscellaneous
Communication/information > Entertainment > Overall system/operation > Load mode behavior faulty
Communication/information > Entertainment > Screen/display > Some menus cannot be selected

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820BS	