

NTG7 - Seat heating via voice control erroneous feedback (Hey Mercedes)

Topic number	LI91.30-P-079285
Version	2
Function group	91.30 - Seat heater, seat ventilation
Date	5/30/25
Validity	BR167 without option code 903/P08.
Reason for change	Validity change

Complaint

In vehicles without codes REAR SEAT ENTERTAINMENT (854/447/864) and 903 REAR COMFORT SEAT HEATING (903) or REAR COMFORT PACKAGE (P08), the rear seat heating cannot be activated via voice control. However, the voice control erroneously provides feedback that the seat heating has been activated.

Cause

A26/17 - MBUX multimedia system (Head unit) software

Remedy

Software E604 (FUP6) corrects the erroneous feedback from the head unit regarding the activation of the seat heating.

Important note: The feature "Activation of seat heating via voice control" is only available in vehicles with codes REAR SEAT ENTERTAINMENT (854/447/864) and 903 REAR COMFORT SEAT HEATING (903) or REAR COMFORT PACKAGE (P08)

Availability:

Software FUP6 is planned to be released in Q4 2025.

Note:

Please do not replace any parts for this concern.

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 heater/comfort heater > Seat heater nonfunctional
Communication/information > Communication > Voice control system VCS > Malfunction

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		0.000 H	8210P	Please use this damage code in the warranty claim and include the full LI number in the warranty claim text.