

The easy entry and exit feature function deactivates itself

Topic number	LI91.10-P-078305
Version	5
Function group	91.10 - Front seats
Date	3/26/26
Validity	Vehicles with code: 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	updating remedy

Complaint

The "easy entry and exit feature" function deactivates itself after a brief period. (see attachment)

Attachments	
File	Description
Function+decativated+condition_infotainment+display.jpeg	Example of deactivated function



Cause

The cause is currently being investigated.

Remedy

Update the HU7 to the latest software version, then perform a factory reset of the HU7.

Steps to perform factory reset: Navigate to Settings > System > Reset > Reset to factory settings and confirm

If the problem persists, please record HU7 log and also a trace of the Body CAN (For Star 2 Body Can 1 and for Star 3 Body Can 2) during the symptom and send via a TIPS case to the Body/Chassis/Entertainment inbox.

Note: Only collect and submit the log and trace if the symptom can be reliably reproduced.

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

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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 > Does not adjust fore
Body > Seat > Seat adjustment > Function error

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		H	820BS	Please use this damage code when submitting a warranty claim.