

No heating output during electric driving operation

Topic number	LI83.70-P-080411
Version	2
Function group	83.70 - Auxiliary/supplementary heater
Date	4/13/26
Validity	206,254,214,236
Reason for change	Remedy

Complaint

No heating output is available during electric driving operation.

In conventional (combustion engine) driving operation, full heating output is available.

Cause

Possible defect in the N33/5 water heater (high-voltage PTC booster heater)

Remedy

If the N33/5 water heater (PTC booster heater, high voltage) is defective, it must be replaced with the latest part number.

Note:

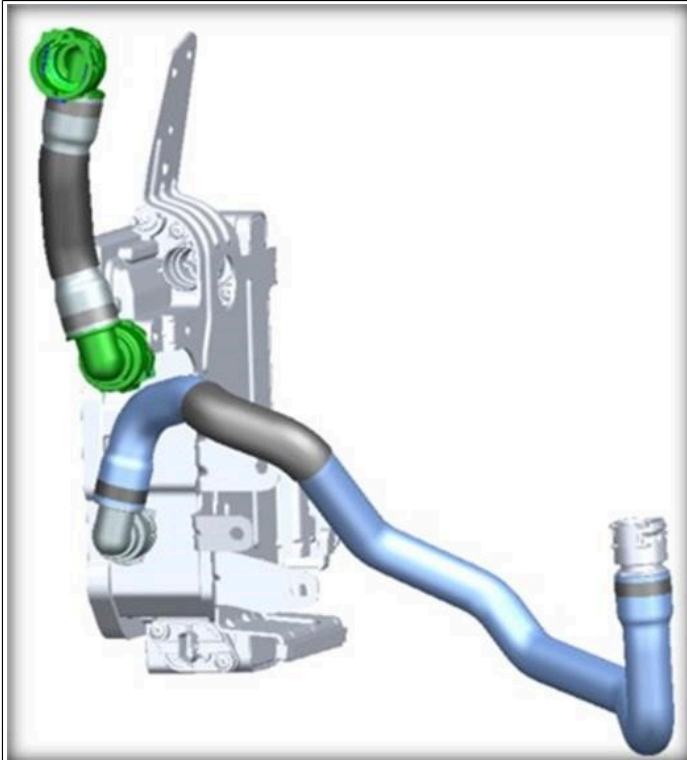
Please refer to the information in XENTRY Parts Information and the latest WIS description.

For vehicles manufactured before December 2025 with a BorgWarner water heater, the coolant hoses (inlet and outlet) must also be ordered and installed.

For vehicles produced after December 2025, only the N33/5 water heater (PTC booster heater high voltage) needs to be replaced.

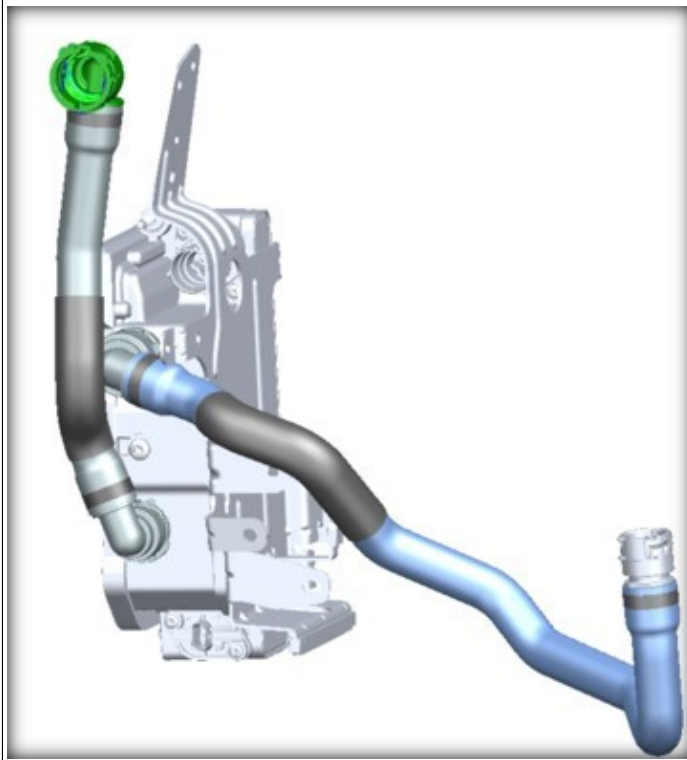
Follow instructions in XPPI C74 note for the correct parts.

Attachments	
File	Description
Mit+Strömungsumkehr.jpg	



Vor+Strömungsumkehr.jpg

Water heater & coolant hoses illustration before 12/25



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

XENTRY Tips

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 > Air conditioning > Stationary heater/auxiliary heater > Malfunction
Body > Air conditioning > Stationary heater/auxiliary heater > Insufficient heat output
Body > Air conditioning > Heater > Remains cold
Body > Air conditioning > Heater > Insufficient heat output

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
		H	8360M	