

Automatic Seat Adjustment is Inoperative, Seat Normalization is Lost with Fault Code B228678

Topic number	LI91.29-P-080554
Version	1
Function group	91.29 - Seats - electrical system
Date	5/14/26
Validity	Model series 206, model series 214, model series 223, model series 236, model series 254
Reason for change	

Complaint

One or more seat functions are restricted or inoperative. This may include:

- Seat memory
- Automatic seat adjustment
- Easy Entry/Exit
- Head restraint presetting
- Collision avoidance with bench seat at rear
- Actuation by other vehicle systems

Seat normalization is missing, and fault code B228678 – “The control unit calibration has been lost or was not performed. Adaptation or adjustment is not correct.” is stored in the seat control unit.

Additional fault codes may also be present.

Cause

The condition is currently under investigation.

Remedy

Process any additional faults first.

- If a clear cause is found (for example, a failed component, wiring issue, or connector concern), repair that issue as required.

If no root cause can be determined:

- Do NOT perform Initial Start-up, Software Update, or Normalization of the Control Unit
- Create a control unit log for the affected seat control unit.
- Open a TIPS case to the Body/Chassis/Entertainment inbox and attach the control unit log for further analysis.

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

Control unit/fault code	
Control unit	Fault text
N32/1 - Electrical seat adjustment 'Driver' without memory function (ESA 'Driver') (SEAT_D223)	B228678 - The calibration of the control unit has been lost or was not carried out. The adaptation or adjustment is incorrect.
N32/2 - Electrical seat adjustment 'Front passenger' without memory function (ESA 'Front passenger') (SEAT_P223)	B228678 - The calibration of the control unit has been lost or was not carried out. The adaptation or adjustment is incorrect.
N32/5 - Left rear electrical seat adjustment (Left rear ESE) (SEAT_RL223)	B228678 - The calibration of the control unit has been lost or was not carried out. The adaptation or adjustment is incorrect.
N32/6 - Right rear electrical seat adjustment (Right rear ESE) (SEAT_RR223)	B228678 - The calibration of the control unit has been lost or was not carried out. The adaptation or adjustment is incorrect.

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