

Play or Noise on the Height Adjuster or in the Seat Rail of the Front Seats

Topic number	LI91.10-P-076097
Version	4
Function group	91.10 - Front seats
Date	5/4/26
Validity	BR 206 / 214 / 294 / 295 / 296 / 297 / 254 up to clean-point: Production status higher than or equal to E108
Reason for change	Change in production status

Complaint

Play/noise at height adjuster or in seat guide rail on front seats

Cause

Tolerances and variations in the manufacturing process

Remedy

1. Inspect Seat Height Adjuster Barcode Label (See Pic.1)

- Locate the barcode label on the cross tube of the seat height adjuster.
- In isolated cases, the barcode label may be located on the front side of the cross tube. If not visible, remove the seat cushion to access the label.

2. Evaluate Production Status

If Production Status is LOWER than E108 → Replace the seat frame base with the height adjuster motor.

If Production Status is E108 or HIGHER → Do NOT replace parts. Please submit a TIPS case to the Body/Chassis/Entertainment inbox and attach:

- Video of the noise concern
- Photo of the barcode label

To improve analysis quality, ensure the video meets the following criteria:

- Seat installed in the vehicle
- Quiet workshop environment
- Steady and smooth camera movement
- Good lighting on the suspected noise area
- Recording with two people (one filming, while the other is creating the noise-causing movement)
- Noise-causing movement must be clearly visible
- Camera position: From the rear footwell, looking forward at the front seat
- Verbal explanation included in English or German

Attachments	
File	Description
Pic.1 seat label.jpg 	Example of barcode label on cross tube

WIS-References		
Document number	Title	Note
AR91.10-P-1452WT	Remove/install seat adjustment unit on front seat	
AR91.10-P-1452EQS	Remove/install seat adjustment unit on front seat	

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.

XENTRY Tips

Symptoms
Body > Seat > Noises > Cracking
Body > Seat > Noises > Grunting
Body > Seat > Noises > Knocks

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