



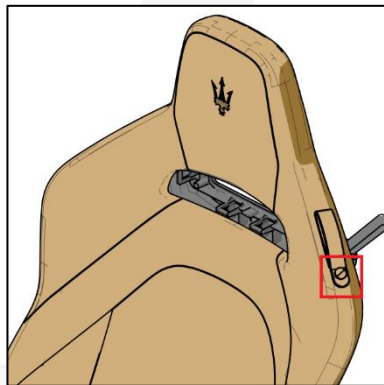
PERSONAL SERVICE LAB

MASTERS OF CARE

# MC20 Seat Strap Button Repair Procedure

DATE: JUNE 24, 2026

This bulletin provides guidance to the Service Network on the procedure required to restore the seat strap button on MC20; this procedure avoids replacement of the complete seat.



**SECTION:** 09.38-3 (SEATS: TRIM).

**MODELS:** MC20 (Coupè and Cielo) ALL MY.

**DESCRIPTION OF THE ISSUE FOR WHICH THE PROCEDURE IS REQUIRED:**




Detachment of the button from the seat strap (see example image below).

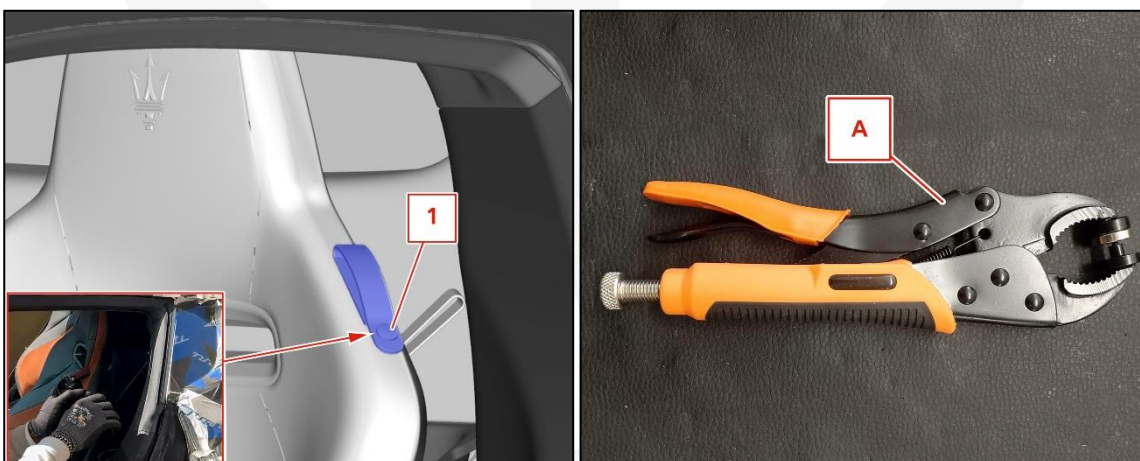


**REPAIR PROCEDURE:**

1. Open a Blue On Line (BOL) as "Mandatory & Support Request" and provide the address where the button is to be shipped; the Product Support Team will send it directly from the factory.
2. Once the button has been received, and before carrying out the restoration procedure, please follow the procedure indicated for interior protection:

**00.AA.005 – VEHICLE INTERIOR PROTECTION**

-  Use clean gloves.
3. Move the front seat as far forward as possible.
-  Take care not to damage the seat leather during this operation.
  -  Pay close attention not to apply excessive pressure with the pliers, as this may damage the new button.
4. Using suitable snap fastener pliers (A), install the new snap button onto the strap. The button has an external diameter of 15 mm.



Warranty claim submission:

Description	Code
Defect Code	63 – Not compliant with specifications
Component Code	9.40.001 or 9.40.002 (FRONT POWER SEAT ASSY RH or FRONT POWER SEAT ASSY LH)
Operation Code	
• Rework	9.40.001.E (0,05 h)

Any warranty repairs must include evidence of the steps described above, attaching them to the relevant Blue On Line request (if required by current Blue On Line Policies) or to the warranty claim, in accordance with current TDA documents

Should you require any further clarification, please do not hesitate to contact us.

Kind regards