



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

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Model Year 2015 C-Class (W205) Seat Cover Residue Issue Questions & Answers to help address customer concerns

The Q&A below is intended help address potential C-Class BR205 customer concerns with seat cover residue. Please see examples below.



1. **Why do my new C-Class MB Tex or leather seats sometimes exhibit an oily and/or white residue?**

⇒ Due to production deviation in manufacturing, at temperatures below 32^o F along with certain elevated humidity conditions, the seat material may “sweat” and the material used to seal the seats gathers on the seat surfaces.

2. **Can my new C-Class seats be cleaned to remove the oily residue?**

⇒ Yes, the seats can be cleaned but the condition may reappear with the next exposure to these weather conditions.

3. **Will this oily residue damage or stain my clothing?**

⇒ No damage or stain to clothing has been reported to MBUSA thus far.

4. **Is the oily residue toxic or otherwise harmful to the touch?**

⇒ Based on information provided by the seat material manufacturer, the oily residue is not toxic. There is no harm in direct skin contact. There have been no cases of harm from direct skin contact reported to MBUSA.

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone (201) 573-0600
Fax (201) 573-0117
www.MBUSA.com



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5. **When can I expect a resolution to become available?**

⇒ First shipment of spare parts is expected to start arriving week of January 12, 2015. Please contact your authorized Mercedes-Benz Dealership should you experience this condition.

6. **How will the vehicle be repaired?**

⇒ Depending on the extent of the condition, the seat surfaces for bottom and back as well as headrests may need to be replaced. Please be assured MBUSA is fully committed to repair the vehicle under the New Vehicle Limited Warranty (NVLW).

7. **How many hours will it take to complete the repair?**

⇒ Once parts are available at the Dealership, the repair may be completed within 1-2 days. Please contact your authorized Mercedes-Benz Dealership should you experience this condition.

8. **If I have a vehicle on order, will there be additional delays in receiving my vehicle due to this condition?**

⇒ No, this issue will cause no delays to the delivery provided to you by your dealer personnel. In addition, all new vehicle production as of Jan 5th, 2015 will be produced with updated/unaffected seat material.

9. **I have a C-Class that is not experiencing the issue, but am concerned. Can I still have it repaired now?**

⇒ If your car is not experiencing the issue there is no need to bring your car into the dealer at this time and it may not necessarily require repair. Only when there is a combination of very specific temperature and/or humidity conditions can this occur. Only should your vehicle experience such a condition we recommend bringing your vehicle into a dealer so it can be inspected and have the appropriate repairs performed. Repairs will NOT be performed on cars not experiencing this issue.

10. **How many vehicles are affected?**

⇒ Any model year 2015 C-Class (BR205) produced prior to January 5, 2015 may be affected.

