

Head Restraint Release Solenoid: Service and Repair

Resetting triggered NECK-PRO head restraint

If the NECK-PRO head restraints are triggered in an accident, you must reset the head restraints on the driver's and front-passengers seat. If you do not, the additional protection will not be available in the event of another rear-end collision. You can recognize when head restraints have been triggered by the fact they have been moved forwards and can no longer be adjusted.



- ① Resetting tool
- ② Press back head restraint cushion
- ③ Guide

- Take resetting tool (1) out of glove compartment.
- Insert resetting tool (1) into guide (3), between the head restraint cushion and the rear head restraint cover.
- Press resetting tool (1) downwards until you hear the head restraint deployment mechanism lock.
- Pull out resetting tool (1).
- Firmly press back head restraint cushion (2) until it engages.
- Repeat this procedure for the second head restraint.

If you have problems resetting the head restraints, have this work carried out at a qualified specialist workshop, e.g. a Mercedes-Benz Service Center.

For Safety reasons, have NECK-PRO head restraints checked at a qualified specialist workshop, e.g. a Mercedes-Benz Service Center, following a rear collision.