

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

CLEANING OF SOILED SEAT COVERS



Mercedes-Benz

- Cleaning of soiled seat covers -

Topic number	LI91.18-P-053442
Version	6
Function group	91.18 Seat covers
Date	04-05-2018
Validity	All model series
Reason for change	New model series added

Complaint

Customer complains of soiled seat covers.

Cause

The soiling may be due to any of the following causes:

- Food stains
- Soiling due to sweat, dead skin, cream, clothing
- Dust attracted by an electrostatic charge
- Inadequate or non-existent care of the seat covers
- Incorrect application of cleaning agents
- Discoloration or yellowing due to intensive solar radiation or effect of heat
- Color bleeding from clothing or sheepskin covers

Note: Please note that leather covers are natural products that are subject to a natural aging process, and may therefore behave differently under different ambient conditions.

Remedy

Soiled covers which indicate that the customer is at fault (misuse, neglect) must not be billed through warranty and goodwill channels.

Note: Only use the cleaning products listed here and officially approved by Mercedes Benz. Any damage arising from the use of other cleaning products cannot be covered by warranty and goodwill.

- **Genuine** leather covers should be wiped with a damp cloth and then dried. Take care not to soak the leather - particularly in perforated areas.
To protect the covers, treat them with leather care foam A 001 986 59 71. Leather covers can be cleaned very well.
- **Imitation leather covers** should be wiped with an imitation leather cleaning cloth (A 000 986 12 62) dampened with a 1% soap solution (mild washing-up liquid, e.g. Pril).
Imitation leather covers can be cleaned very well.
- **Microfiber covers** should be wiped with a damp cloth and then dried. Brush down with a soft brush if necessary.

- **Fabric covers** should be rubbed with a microfiber cloth dampened with a 1% soap solution (mild washing-up liquid, e.g. Pril) - rub carefully; do not scrub, otherwise the fabric may be damaged. It is important to treat complete sections of the covers, e.g. an entire side bolster or the entire cushion surface, otherwise visible edges will be left behind. Leave the seat to dry.
The cleaning results on fabric covers depend on the nature and age of the soiling.
- Clean **Alcantara covers** using a damp cloth. It is important to treat complete sections of the covers, e.g. an entire side bolster or the entire cushion surface, otherwise visible edges will be left behind. Alcantara can be rubbed with a soft brush in order to refresh the surface.
- Clean **Dinamica covers** using a damp cloth. It is important to treat complete sections of the covers, e.g. an entire side bolster or the entire cushion surface, otherwise visible edges will be left behind. Dinamica can be rubbed with a soft brush in order to refresh the surface.

Symptoms

Symptom

Body / Seat / Seat cover / Staining

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 001 986 59 71			Leather care foam	1		X
A 001 986 25 71			Textile upholstery cleaner	1		X
A 000 986 12 62			Imitation leather cleaning cloth	1		X