

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

Vehicle > Technical Service Bulletins

## CRACKS APPEAR ON TOUCHPAD SURFACE WITH NO SIGN OF EXTERNAL FORCE



Mercedes-Benz

# - Cracks appear on touchpad surface with no sign of external force -

Topic number	LI54.21-P-068464
Version	2
Function group	54.21 Control units / basic modules
Date	10-15-2020
Validity	Model series 166, 205, 213, 217, 222, 238, 253, 257, and 292 with code 448 prior to AJ19 / 1
Reason for change	Remedy updated

## Complaint

Cracks may occur on the surface of the touchpad without any application of external force (see attachments A and B). This problem mostly occurs at high ambient temperatures.

Note: See attachment C. The complaint does **not** affect the area outlined in green as it is manufactured using a different process

File	Designation
A.jpg	A
B.jpg	B
C.jpg	C

## Cause

Internal stresses can develop inside the component which may result in cracks at high ambient temperatures.

## Remedy

Replace the Touchpad (A105).

Touchpads installed in vehicles produced as of 01 June 2019 are manufactured using a different process and therefore are not subject to this complaint.

## WIS references

Document number	Title	Note	Allocation
AR54.21-P-0503LW	Remove/install touchpad control unit		Remedy

## Symptoms

### Symptom

Communication/information / Entertainment / Overall system/operation / Miscellaneous

Communication/information / Entertainment / Overall system/operation / Button panel has peeling paint  
Body / Interior equipment / Switches, interior, general / Broken

Control unit/fault code

Control unit	Fault code	Fault code description
A105 - Touchpad (TPAD) (TPAD205)	-	-

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8271R09	

A



B



C

