



customer complains of intermittent fuel odor

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Case no. [REDACTED]
Creation date 2016-11-25 13:18:51
Last Edit By [REDACTED]

Vehicle	
Vehicle Model	MB-M1CA126
FIN	[REDACTED]
Mileage	0030228
Registration Date	2015-12-16
Engine No.	[REDACTED]
Transmission NO.	[REDACTED]
Production Date.	2015-09-07
Repair Attempts	2
Total Days Down	34

Dealer			
Dealer Data		Contact Person	
Dealer Code	25104	Name	[REDACTED]
Name	MERCEDES-BENZ OF FORT WAYNE	Email	[REDACTED]
Address	7227 WEST JEFFERSON BLVD	Phone No	[REDACTED]
	IN 46804 FORT WAYNE	Fax No	
	United States	Mobile No	[REDACTED]

Attachments		
Attached Date	File Name	Description
2016-11-25	XD STPIE 20161125 1040 Van447603 [REDACTED] st1.PDF	Xentry-Initial Quick-Test-FreezeFrameDAT
2016-11-25	XD SCCO 20161125 1048 Van447603 W [REDACTED] ad.PDF	Xentry-Whole Page
2016-11-25	EventLog [REDACTED] 201611251046.HTM	XENTRY-Event Log
2016-11-25	XD SCCO 20161125 1046 Van447603 [REDACTED] gt.PDF	Xentry-Whole Page
2016-11-25	XD SCCO 20161125 1045 Van447603 [REDACTED] leak test.PDF	Xentry-Whole Page

2016-11-25	IMG 0326.JPG	panel
2016-11-25	IMG 0324.JPG	splash panel

Symptom

>Power generation>Fuel system>Fuel system odor>Odor

Measures Taken

Date:2016-12-27 08.53

Name: [REDACTED] Status:Close Without Tips

Internal Comments:

Additional Information:\n\n1- TIMS Topic [REDACTED] \n2- No TRP as 12.27.2016

Communication To Dealer:

Case Closed by MBUSA

Date:2016-12-26 11.39

Name:D7KWILES Status:Solution Effective/Close Req.

Date:2016-11-28 10.28

Name:MABYRD Status:Dts Proposed Measure/Fbr

Communication To Dealer:

[REDACTED], remove the covers to the high pressure pump to obtain visual access to the connection of the low pressure fuel line to the pump. Use tracing powder to blanket the area and test for leaks. Similar case found in database no. 77951. [REDACTED]

Date:2016-11-25 13.33

Name [REDACTED] Status:Submitted By Dealer

Measures Performed / Technical Question(s):

performed manual and electronic fuel tank leak tests. Accessed high pressure pump and injector area and inspected while running. Found no leaks at this time. Smoke tested evap and fuel systems both cold and hot cannot verify any origin of intermittent leak. customer says smell reoccurs no matter what fuel level and is usually strongest in morning.\n\n\nInspected fuel fill cap surround as well as common connections for any signs found none. possible intermittent high pressure pump leak?\n\n\nAlso no faults at this time

Parts Replaced:

none at this time.

Date:2016-11-25 13.18

Name [REDACTED] Status:Draft

Workshop Findings:

Found under body panel has spot of fuel in left mid to left rear region. Could not verify origin of leak and found no obvious leak at this time.

Workshop Findings

Date:2016-11-25 13.18

Name: [REDACTED] Status:Draft

Workshop Findings:

Found under body panel has spot of fuel in left mid to left rear region. Could not verify origin of leak and found no obvious leak at this time.

Case History

Date:2016-12-27 08.53						
Name: [REDACTED] Status:Close Without Tips						
Internal Comments:						
Additional Information:\n\n1- TIMS Topic [REDACTED] \n2- No TRP as 12.27.2016						
Communication To Dealer:						
Case Closed by MBUSA						
Date:2016-12-27 08.49						
Name:SMARASS Status:Researching						
Date:2016-12-26 11.39						
Name:D7KWILES Status:Solution Effective/Close Req.						
Date:2016-12-26 11.39						
Name:D7KWILES Status:Solution Effective/Close Req.						
Quality Rating:						
Not Prepared						
Date:2016-11-28 10.28						
Name: [REDACTED] Status:Dts Proposed Measure/Fbr						
Communication To Dealer:						
Keith, remove the covers to the high pressure pump to obtain visual access to the connection of the low pressure fuel line to the pump. Use tracing powder to blanket the area and test for leaks. Similar case found in database no. 77951. [REDACTED]						
Date:2016-11-28 09.49						
Name: [REDACTED] Status:Researching						
Date:2016-11-25 13.33						
Name: [REDACTED] Status:Submitted By Dealer						
Measures Performed / Technical Question(s):						
performed manual and electronic fuel tank leak tests. Accessed high pressure pump and injector area and inspected while running. Found no leaks at this time. Smoke tested evap and fuel systems both cold and hot cannot verify any origin of intermittent leak. customer says smell reoccurs no matter what fuel level and is usually strongest in morning.\r\n\r\nInspected fuel fill cap surround as well as common connections for any signs found none. possible intermittent high pressure pump leak?\r\n\r\nAlso no faults at this time						
Parts Replaced:						
none at this time.						
Date:2016-11-25 13:33						
Name: [REDACTED] Status:Submitted By Dealer						
Quality Rating:						
Not Prepared						
Date:2016-11-25 13.18						
Name: [REDACTED] Status:Draft						
Workshop Findings:						
Found under body panel has spot of fuel in left mid to left rear region. Could not verify origin of leak and found no obvious leak at this time.						

Control Unit/Fault Code						
Control Unit	Fault C0de	Description	Part Number	HW Version	SW Version	Diagnostic Variant

Group/SubGroup	
Group	Sub Group
(47)Fuel system	(00)General

Hand Off					
First Contact Attempt	Appointment Date	On Site Date	Confirmed With	Hand off Rating	Hand Off Comment