



Mercedes-Benz

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

Customer states on cold start up in AM he smelled strong fuel odor from vehicle during warm up and noted fluid dripping onto ground on drivers side

Case no. [REDACTED]
Creation date 2016-11-30 09.29.58
Last Edit By [REDACTED]

Vehicle

Vehicle Model	MB-M1CA126
FIN	[REDACTED]
Mileage	0001131
Registration Date	2016-09-30
Engine No.	[REDACTED]
Transmission NO.	
Production Date.	2016-03-01
Repair Attempts	1
Total Days Down	14

Dealer

Dealer Data		Contact Person	
Dealer Code	80101	Name	[REDACTED]
Name	MERCEDES-BENZ OF ALEXANDRIA	Email	[REDACTED]
Address	200 S. PICKETT STREET	Phone No	[REDACTED]
	VA 22304 ALEXANDRIA	Fax No	
	United States	Mobile No	[REDACTED]

Attachments

Attached Date	File Name	Description
2016-12-09	20161207_105437.jpg	old vs new upper ends
2016-12-09	20161207_105422 (1).jpg	old vs new upper ends
2016-11-30	447_Fuel_Line.JPG	Fuel Feed Line

Symptom

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

Measures Taken

Date:2016-12-09 10.18

Name: [REDACTED] Status:Se Closed

Communication To Dealer:

Hi James,\n\nOkay great, Thanks for your help.\nCase closed.\n\nKind regards,\nGus

Date:2016-12-09 09.20

Name: [REDACTED] H Status:Pm Effective/Close Req.

Date:2016-12-06 09.54

Name: [REDACTED] Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi James,\n\nOkay, thank you for the info. Let me know what you find out. \n\nI'm also asking around on my end. \n\nKind regards,\n [REDACTED]

Date:2016-12-06 06.09

Name: [REDACTED] Status:Addl. Info Provided

Communication From Dealer:

Thanks again for the feedback.According to our parts dept,all hose items #100 have been pulled from inventory but no new number is available yet. We will continue to research.Thanks again

Date:2016-12-05 15.24

Name: [REDACTED] Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi James,\n\nThat's great!! I'm glad you were able to spot the leak. \n\nFrom my understanding, there should be parts from the new supplier available as of 11/1/2016. Therefore go ahead and order a new Fuel Feed Line. If there is a long wait time, try to expedite by submitting an XSF ticket indicating that the vehicle is off of road due to part availability.\n\nKind regards,\n [REDACTED]

Date:2016-12-05 15.08

Name: [REDACTED] Status:Addl. Info Provided

Communication From Dealer:

We have finally verified leak on both case Metris's. The leak occurred 12/5/16 AM cold start up...leak appears to be located at upper end of low press supply line to HPP above upper clamp....flow is slow but steady for several minutes...Item 100 in EPC is the culprit...the only question is do we replace with old style available hose or wait for improved version in January? I know this is a dumb question,but both customers are not happy...Thx for the guidance

Date:2016-12-02 14.00

Name: [REDACTED] Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi James,\n\nI am not sure where the vehicle is leaking from or what could be causing it to smell like fuel. \n\nI am also by no means underestimating your ability to diagnose or locate a fuel leak. I am just trying to provide you with potential areas of concern. For example; the fuel feed line that I mentioned earlier is now being developed by another supplier due to a quality issue. Additionally; for a period of time the assembly plant was using the incorrect tool to correctly fasten the fuel feed lines on the underbody of the vehicle and would also be a good area to look to ensure the lines are fastened properly. \n\nJust for good measure it may be a good idea to drain or check the oil to see if there is fuel in the oil due to a possibly leaky injector and then coming back up through the crankcase vent line.\n\nAlso, if there is fuel in the canister, the purge valve may be sucking raw fuel if the customer overfills.\n \n\nI hope this helps,\nKind regards,\n [REDACTED]

Date:2016-12-02 12.27

Name: [REDACTED] Status:Addl. Info Provided

Communication From Dealer:

Thanks for the suggestions,but we have been concentrating on theses items for days now,and uder co circumstance(cold/hot/inclined/declined/idle/accel/day/night) have we seen any evidence of leakage of any kind. As stated before,we are simultaneously dealing with an identical Metris with the same complaint(See current case that was submitted same day) and have been unable to verify either vehicle leak.I find this highly unusual,and I do trust the customers are seeing something when this intermittent leak occurs. I would not be opening up a case for a straight forward fuel leak...We feel there is something going on here that we are missing as far as recreating the failure,but we cannot determine the conditions under which they fail. FTS [REDACTED] is involved with other vehicle and we have relayed same info to him.

Date:2016-11-30 16.22

Name: [REDACTED] Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi James,\n\nPlease check the fuel feed lines and connections that run up to the high pressure pump thoroughly. Please see attached image from EPC. \n\nKind regards,\nGus

Date:2016-11-30 12.25

Name: [REDACTED] Status:Dts Escalated To Engineering

Proposed Measure:

Hello [REDACTED] please spray all suspected fuel connections with contrast spray A000 989 0359. Remove under panels and place clean cardboard sheet under vehicle where suspected leak is located. Drive vehicle and park in cool area. It appears the leak is temperature related (most likely cold)

Internal Comments:

Metris with intermittent fuel leak.

Communication To Dealer:

[REDACTED] please see proposed measures.\n\n Thank you\n [REDACTED]

Date:2016-11-30 09.40

Name: [REDACTED] H Status:Submitted By Dealer

Measures Performed / Technical Question(s):

removed underbody panels and ran vehicle from cold start numerous times..no visual evidence(wash marks or stains) indicating leakage...customer returned with video of clear fluid leak under vehicle and under hood.(the drips appear to be coming off of steel fuel line under manifold above gauge port in video)....tech detects no fuel odor or staining on lines....this is second time in two weeks he has brought vehicle in for this...we cannot verify ccomplaint,but we now have another new Metris with same complaint(see next case)...no info in ptss or tips...is this a new developing issue?...please advise

Date:2016-11-30 09.29

Name: [REDACTED] Status:Draft

Workshop Findings

Case History

Date:2016-12-09 10.18

Name: [REDACTED] Status:Se Closed

Communication To Dealer:

Hi James,\n\nOkay great, Thanks for your help.\nCase closed.\n\nKind regards,\n [REDACTED]

Date:2016-12-09 10.05

Name: [REDACTED] OU Status:Researching

Date:2016-12-09 09.20

Name: [REDACTED] Status:Pm Effective/Close Req.

Date:2016-12-09 09:20

Name: [REDACTED] H Status:Pm Effective/Close Req.

Quality Rating:

Not Prepared

Date:2016-12-06 09.54
Name: [REDACTED] Status:Se Proposed Measure/Fbr Communication To Dealer: Hi [REDACTED], Okay, thank you for the info. Let me know what you find out. I'm also asking around on my end. Kind regards,[REDACTED]
Date:2016-12-06 09.53
Name: [REDACTED] Status:Researching
Date:2016-12-06 09.18
Name: [REDACTED] Status:Researching
Date:2016-12-06 06.09
Name: [REDACTED] Status:Addl. Info Provided Communication From Dealer: Thanks again for the feedback.According to our parts dept,all hose items #100 have been pulled from inventory but no new number is available yet. We will continue to research.Thanks again
Date:2016-12-06 06:09
Name: [REDACTED] Status:Addl. Info Provided Quality Rating: Not Prepared
Date:2016-12-05 15.24
Name: [REDACTED] Status:Se Proposed Measure/Fbr Communication To Dealer: Hi James, That's great!! I'm glad you were able to spot the leak. From my understanding, there should be parts from the new supplier available as of 11/1/2016. Therefore go ahead and order a new Fuel Feed Line. If there is a long wait time, try to expedite by submitting an XSF ticket indicating that the vehicle is off of road due to part availability. Kind regards,[REDACTED]
Date:2016-12-05 15.14
Name: [REDACTED] Status:Researching
Date:2016-12-05 15.08
Name: [REDACTED] Status:Addl. Info Provided Communication From Dealer: We have finally verified leak on both case Metris's. The leak occurred 12/5/16 AM cold start up...leak appears to be located at upper end of low press supply line to HPP above upper clamp....flow is slow but steady for several minutes...Item 100 in EPC is the culprit...the only question is do we replace with old style available hose or wait for improved version in January? I know this is a dumb question,but both customers are not happy...Thx for the guidance
Date:2016-12-05 15:08
Name: [REDACTED] Status:Addl. Info Provided Quality Rating: Not Prepared

Date:2016-12-02 14.00

Name:GHBAHOU Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi [REDACTED],\n\nI am not sure where the vehicle is leaking from or what could be causing it to smell like fuel. \n\nI am also by no means underestimating your ability to diagnose or locate a fuel leak. I am just trying to provide you with potential areas of concern. For example; the fuel feed line that I mentioned earlier is now being developed by another supplier due to a quality issue. Additionally; for a period of time the assembly plant was using the incorrect tool to correctly fasten the fuel feed lines on the underbody of the vehicle and would also be a good area to look to ensure the lines are fastened properly. \n\nJust for good measure it may be a good idea to drain or check the oil to see if there is fuel in the oil due to a possibly leaky injector and then coming back up through the crankcase vent line.\n\nAlso, if there is fuel in the canister, the purge valve may be sucking raw fuel if the customer overfills.\n\nI hope this helps,\nKind regards,\n[REDACTED]

Date:2016-12-02 13.39

Name:[REDACTED] Status:Researching

Date:2016-12-02 13.33

Name:[REDACTED] Status:Researching

Date:2016-12-02 13.32

Name:[REDACTED] Status:Researching

Date:2016-12-02 13.15

Name:[REDACTED] Status:Researching

Date:2016-12-02 12.27

Name:[REDACTED] Status:Addl. Info Provided

Communication From Dealer:

Thanks for the suggestions,but we have been concentrating on theses items for days now,and uder co circumstance(cold/hot/inclined/declined/idle/accel/day/night) have we seen any evidence of leakage of any kind. As stated before,we are simultaneously dealing with an identical Metris with the same complaint(See current case that was submitted same day) and have been unable to verify either vehicle leak.I find this highly unusual,and I do trust the customers are seeing something when this intermittent leak occurs. I would not be opening up a case for a straight forward fuel leak...We feel there is something going on here that we are missing as far as recreating the failure,but we cannot determine the conditions under which they fail. FTS JIm S is involved with other vehicle and we have relayed same info to him.

Date:2016-12-02 12:27

Name:[REDACTED] H Status:Addl. Info Provided

Quality Rating:

Not Prepared

Date:2016-11-30 16.22

Name:[REDACTED] Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi James,\n\nPlease check the fuel feed lines and connections that run up to the high pressure pump thoroughly. Please see attached image from EPC. \n\nKind regards,\n[REDACTED]

Date:2016-11-30 15.54

Name:[REDACTED] Status:Researching

Date:2016-11-30 12.25
Name:RAKOOS Status:Dts Escalated To Engineering
Proposed Measure:
Hello [REDACTED] please spray all suspected fuel connections with contrast spray A000 989 0359. Remove under panels and place clean cardboard sheet under vehicle where suspected leak is located. Drive vehicle and park in cool area. It appears the leak is temperature related (most likely cold)
Internal Comments:
Metris with intermittent fuel leak.
Communication To Dealer:
[REDACTED] please see proposed measures.\n\n Thank you\n [REDACTED]
Date:2016-11-30 12.04
Name:[REDACTED] Status:Researching
Date:2016-11-30 11.42
Name:[REDACTED] Status:Researching
Date:2016-11-30 10.14
Name:[REDACTED] Status:Researching
Date:2016-11-30 09.40
Name:[REDACTED] Status:Submitted By Dealer
Measures Performed / Technical Question(s):
removed underbody panels and ran vehicle from cold start numerous times..no visual evidence(wash marks or stains) indicating leakage...customer returned with video of clear fluid leak under vehicle and under hood.(the drips appear to be coming off of steel fuel line under manifold above gauge port in video)....tech detects no fuel odor or staining on lines....this is second time in two weeks he has brought vehicle in for this...we cannot verify ccomplaint,but we now have another new Metris with same complaint(see next case)...no info in ptss or tips...is this a new developing issue?...please advise
Date:2016-11-30 09:40
Name:[REDACTED] Status:Submitted By Dealer
Quality Rating:
Not Prepared
Date:2016-11-30 09.29
Name:[REDACTED] Status:Draft

Condition Data			
Battery voltage:	134	Outside temperature:	50
Mode:			
Cold start			
Load Range:			
Neutral			
When:			
Intermittent			
Climate/Ambient Conditions:			
Dry			
Misc:			
Vehicle Driveable			
Repeat Repair			

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

Hand Off						
First Contact Attempt	Appointment Date	On Site Date	Confirmed With	Hand off Rating	Hand Off Comment	
					Metris with intermittent fuel leak.	