



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

Customer states fuel leaking under vehicle when running on cold start/warm up

Case no. [REDACTED]
Creation date 2016-11-30 09.44.35
Last Edit By [REDACTED]

Vehicle	
Vehicle Model	[REDACTED]
FIN	[REDACTED]
Mileage	0010000
Registration Date	2016-07-28
Engine No.	[REDACTED]
Transmission NO.	[REDACTED]
Production Date.	2015-09-22
Repair Attempts	0
Total Days Down	26

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	other end of low pressure fuel linenew at top old at bottom
2016-12-09	20161207_105422 (1).jpg	Old low pressure fuel line at topnew hose at bottom

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

Measures Taken

Date:2016-12-12 12.38

Name: [REDACTED] Status:Fts Closed

Communication To Dealer:

Hi [REDACTED] \nThank you for providing the pictures. This case is marked closed.\nHave a great holiday, [REDACTED]

Date:2016-12-09 09.10

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

Date:2016-12-05 21.29

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

Proposed Measure:

Replace leaking hose with [REDACTED]. The hose has the same part number, but it should be from a new supplier. Please compare old and new hose side by side to see if you can note any differences. You will most likely find difference in printed info onto hose. Please take any pictures of differences, label the photos and attach them to the case.

Communication To Dealer:

Hi [REDACTED] \nWe just received word that a new supply of hoses is available to the PDCs. Please perform the proposed measure.\nThank you, [REDACTED]

Date:2016-12-05 15.02

[REDACTED] Status:Addl. Info Provided

Communication From Dealer:

Well at long last we have successfully verified and located leak on both vehicles....you were correct that it was the low pressure supply hose to HPP.. It is item 100 in EPC... both hoses began leaking on cold start up Monday 12/5/16 AM...the leak appears above the upper clamp nearest the HPP and flows at a steady but mild rate for several minutes.....as this is part is being redesigned should we still replace it or have customer wait until the improved version is available?...I know this is a potential dumb question but it is a delicate situation with both customers...thx for the help

Date:2016-12-02 12.54

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

Communication To Dealer:

[REDACTED] \nYou have stated a lot of stuff before. We are just trying to be certain. Please find out from the customer where they the found the leak coming from. Front of vehicle, rear of vehicle? Then we can proceed.\nThank you, [REDACTED]

Date:2016-12-02 12.44

Name: [REDACTED] Status:Addl. Info Provided

Communication From Dealer:

As noted before,there is no stain or wash out markings on engine or underbody paneling. We have accessed the entire top of the engine by removing the cowl and of course as stated before all the under body panels..all lines, clamps and pump appear pristine .

Date:2016-12-02 09.21

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

Proposed Measure:

1. Investigate connections for hose [REDACTED] This is the low pressure hose that connects to the high pressure pump inlet (see EPC). Make sure connections are good and clamps are tight. See if it is possible to apply a little more clamping tension on the clamps.

Internal Comments:

TIMS Issue ID [REDACTED]

Communication To Dealer:

Hi [REDACTED],
Based on where the vehicle was parked and then the fuel leak was witnessed by the customer. Was the leak closer to the engine, or back by the tank. If you do not know, please see if advisor can get more information. Also when you took down the encapsulation covers, was there evidence of dried fuel? This information will help to identify if the low pressure hose that attaches to the HPP is the issue.
The leak may most likely be coming from low pressure hose that connects to HPP. There is a new part coming early next year. If you replace the hose now, you would be putting on a hose that may exhibit the same issue.
The leak most likely will happen if vehicle is left outside overnight (now it is cold), and start engine. As engine warms up, fuel at this line may start to weep/leak.
Please perform the proposed measure. Thank you and have a good weekend, [REDACTED]

Date:2016-12-02 08.00

Name: [REDACTED] Status:Addl. Info Provided

Communication From Dealer:

All of these measures were already performed repeatedly...As stated previously absolutely no leakage has been detected on either subject vehicle...We are relying solely on customer provided info....I had heard you all might have some internal information about this problem that has not filtered down to our level...We will continue to cold start these vehicles and monitor them....The only curious thing I have found is rust like discoloration at mounting plates of all injectors, but am not sure if this normal for Metris or not...Other than that we have zero evidence of customer's complaint.

Date:2016-11-30 17.54

Name: [REDACTED] Status:Fts Requested Addl Info

Communication To Dealer:

Hi Jim,
Perform the proposed measures represented to the case by the previous agent. Please update the case accordingly. Thank you, [REDACTED]

Date:2016-11-30 12.20

Name: [REDACTED] Status:Dts Hand Off To Fts

Internal Comments:

Additional Information:
1- TIMS topic [REDACTED]
2- No TRP as off 11.30.2016
3- Applicable WIS SI: [REDACTED]
4- No applicable TFK entries
5- Similar PTSS case: 77951
6- No applicable TIPS documentation
7- DTS to FTS escalation due to 14 days down per the PTSS Case Flow Guidelines flowchart.

Communication To Dealer:

Hello [REDACTED],
Thank you for opening a PTSS case on this vehicle.
Please perform the following: check all fuel lines under the body, HP fuel pump and fuel line leading to the fuel rail for any loose fittings. Replace and reassemble as required.
I would place additional attention there are near the HP pump and associated lines.
Due to days down, I am escalating this case to your facing FTS for further review. Thank you, [REDACTED] NFTS MBUSA

Date:2016-11-30 09.48

Status:Submitted By Dealer

Measures Performed / Technical Question(s):

removed underbody paneling and inspected with enging running...no leaks ever detected during numerous run cycles...customer states it happened 1 time with obvious fuel smell...customer pointed out approx where it was coming from and appears to correspond with identical case i submitted this morning...both ptss and tips are devoid of any cases like these...is this a new developing issue? please review my other submitted case and advise

Date:2016-11-30 09.44

Name: Status:Draft

Workshop Findings:

unable to verify complaint...no visble signs of previous leakage(i.e staining/wash out marks etc.)...no fuel odor detected

Workshop Findings

Date:2016-11-30 09.44

Name: Status:Draft

Workshop Findings:

unable to verify complaint...no visble signs of previous leakage(i.e staining/wash out marks etc.)...no fuel odor detected

Case History

Date:2016-12-12 12.38

Name: Status:Fts Closed

Communication To Dealer:

Hi Jim,\nThank you for providing the pictures. This case is marked closed.\nHave a great holiday,

Date:2016-12-12 12.34

Name: Status:Researching

Date:2016-12-09 09.10

Name: Status:Pm Effective/Close Req.

Date:2016-12-09 09:10

Name: Status:Pm Effective/Close Req.

Quality Rating:

Not Prepared

Date:2016-12-05 21.29

Name: Status:Fts Proposed Measure/Fbr

Proposed Measure:

Replace leaking hose with . The hose has the same part number, but it should be from a new supplier. Please compare old and new hose side by side to see if you can note any differences. You will most likely find difference in printed info onto hose. Please take any pictures of differences, label the photos and attach them to the case.

Communication To Dealer:

Hi ,\nWe just received word that a new supply of hoses is available to the PDCs. Please perform the proposed measure.\nThank you,

Date:2016-12-05 21.25

Name: Status:Researching

Date:2016-12-05 15:02

Name: [REDACTED] Status: Addl. Info Provided

Communication From Dealer:

Well at long last we have successfully verified and located leak on both vehicles....you were correct that it was the low pressure supply hose to HPP.. It is item 100 in EPC... both hoses began leaking on cold start up Monday 12/5/16 AM...the leak appears above the upper clamp nearest the HPP and flows at a steady but mild rate for several minutes.....as this part is being redesigned should we still replace it or have customer wait until the improved version is available?...I know this is a potential dumb question but it is a delicate situation with both customers...thx for the help

Date:2016-12-05 15:02

Name: [REDACTED] Status: Addl. Info Provided

Quality Rating:

Not Prepared

Date:2016-12-02 12:54

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

Communication To Dealer:

[REDACTED] \nYou have stated a lot of stuff before. We are just trying to be certain. Please find out from the customer where they the found the leak coming from. Front of vehicle, rear of vehicle? Then we can proceed.\nThank you, [REDACTED]

Date:2016-12-02 12:52

Name: [REDACTED] Status: Researching

Date:2016-12-02 12:44

Name: [REDACTED] Status: Addl. Info Provided

Communication From Dealer:

As noted before, there is no stain or wash out markings on engine or underbody paneling. We have accessed the entire top of the engine by removing the cowl and of course as stated before all the under body panels..all lines, clamps and pump appear pristine .

Date:2016-12-02 12:44

Name: [REDACTED] Status: Addl. Info Provided

Quality Rating:

Not Prepared

Date:2016-12-02 09:21

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

Proposed Measure:

1. Investigate connections for hose [REDACTED] This is the low pressure hose that connects to the high pressure pump inlet (see EPC). Make sure connections are good and clamps are tight. See if it is possible to apply a little more clamping tension on the clamps.

Internal Comments:

TIMS Issue ID [REDACTED]

Communication To Dealer:

Hi [REDACTED], \nBased on where the vehicle was parked and then the fuel leak was witnessed by the customer. Was the leak closer to the engine, or back by the tank. If you do not know, please see if advisor can get more information. Also when you took down the encapsulation covers, was there evidence of dried fuel? This information will help to identify if the low pressure hose that attaches to the HPP is the issue.\n\nThe leak may most likely be coming from low pressure hose that connects to HPP. There is a new part coming early next year. If you replace the hose now, you would be putting on a hose that may exhibit the same issue.\n\nThe leak most likely will happen if vehicle is left outside overnight (now it is cold), and start engine. As engine warms up, fuel at this line may start to weep/leak.\n\nPlease perform the proposed measure. \nThank you and have a good weekend, [REDACTED]

Date:2016-12-02 08.43
Name: [REDACTED] Status:Researching
Date:2016-12-02 08.00
Name: [REDACTED] Status:Addl. Info Provided
Communication From Dealer: All of these measures were already performed repeatedly...As stated previously absolutely no leakage has been detected on either subject vehicle...We are relying solely on customer provided info....I had heard you all might have some internal information about this problem that has not filtered down to our level...We will continue to cold start these vehicles and monitor them....The only curious thing I have found is rust like discoloration at mounting plates of all injectors, but am not sure if this normal for Metris or not...Other than that we have zero evidence of customer's complaint.
Date:2016-12-02 08:00
Name: [REDACTED] Status:Addl. Info Provided
Quality Rating: Not Prepared
Date:2016-11-30 17.54
Name: J [REDACTED] Status:Fts Requested Addl Info
Communication To Dealer: Hi [REDACTED] \nPerform the proposed measures represented to the case by the previous agent. Please update the case accordingly.\nThank you, [REDACTED]
Date:2016-11-30 17.52
Name: [REDACTED] Status:Researching
Date:2016-11-30 12.20
Name: [REDACTED] Status:Dts Hand Off To Fts
Internal Comments: Additional Information:\n\n1- TIMS topic [REDACTED] \n2- No TRP as off 11.30.2016\n3- Applicable WIS SI: SI47.10-S-0018A\n4- No applicable TFK entires\n5- Similar PTSS case: 77951\n6- No applicable TIPS documentation\n7- DTS to FTS escalation due to 14 days down per the PTSS Case Flow Guidelines flowchart.
Communication To Dealer: Hello [REDACTED], \n\nThank you for opening a PTSS case on this vehicle. \n\nPlease perform the following: check all fuel lines under the body, HP fuel pump and fuel line leading to the fuel rail for any loose fittings. Replace and reassemble as required. \n\nI would place additional attention there are near the HP pump and associated lines. \n\nDue to days down, I am escalating this case to your facing FTS for further review. \n\nThank you, [REDACTED] nFTS MBUSA
Date:2016-11-30 12.03
Name: [REDACTED] Status:Researching
Date:2016-11-30 10.09
Name:DTS_T03 Status:Researching
Date:2016-11-30 09.48
Name: [REDACTED] Status:Submitted By Dealer
Measures Performed / Technical Question(s): removed underbody paneling and inspected with engine running...no leaks ever detected during numerous run cycles...customer states it happened 1 time with obvious fuel smell...customer pointed out approx where it was coming from and appears to correspond with identical case i submitted this morning...both ptss and tips are devoid of any cases like these...is this a new developing issue? please review my other submitted case and advise

Date:2016-11-30 09:48

Name: [REDACTED] Status:Submitted By Dealer

Quality Rating:

Not Prepared

Date:2016-11-30 09:44

Name: [REDACTED] Status:Draft

Workshop Findings:

unable to verify complaint...no visble signs of previous leakage(i.e staining/wash out marks etc.)...no fuel odor detected

Condition Data

Outside temperature: 50

Mode:

Cold start

Load Range:

Neutral

When:

Intermittent

Climate/Ambient Conditions:

Dry

Misc:

Vehicle Driveable

Control Unit/Fault Code

Control Unit	Fault COde	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
					TIMS Issue ID [REDACTED]