



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

Fuel leaks at low pressure line. See attached photo. P/N 2740703500 is not available. Christine Ahearn the Regional Commercial Vehicle Manager , Central Region, asked me to open a case for instructions to reseal this line with locktite and different clamps. Thanks

Case no. [REDACTED]
Creation date 2017-02-15 11.05.27
Last Edit By [REDACTED]

Vehicle	
Vehicle Model	MB-M1CA126
FIN	[REDACTED]
Mileage	0000258
Registration Date	2017-01-31
Engine No.	[REDACTED]
Transmission NO.	[REDACTED]
Production Date.	2016-03-07
Repair Attempts	0
Total Days Down	15

Dealer			
Dealer Data		Contact Person	
Dealer Code	17315	Name	
Name	ATLANTA CLASSIC CARS, INC.	Email	
Address	1705 BOGGS ROAD	Phone No	
	GA 30096 DULUTH	Fax No	
	United States	Mobile No	

Attachments		
Attached Date	File Name	Description
2017-02-15	fuel 22.JPG	Fuel leak

Symptom
>Power generation>Fuel system>Leakage>Line leaks

Measures Taken
Date:2017-02-22 11.04
Name:GHBAHOU Status:Se Closed Communication To Dealer: Hi Troy,\n\nI'm sorry I don't have any further information at this time.\nCase closed.\nKind regards,\n[REDACTED]

Date:2017-02-22 10.49

Name:D7TRMETT Status:Pm Effective/Close Req.

Date:2017-02-22 10.43

Name:GHBAHOU Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi Troy,\n\nThank you for the clarification and appreciate you creating the case and indicating that the lower hose is indeed leaking. The only thing we can do is replace it along with the clamps. Unfortunately, I don't have control on the logistics and availability of parts which is why I suggested opening an XSF ticket and indicating that the \"vehicle is off of road\" due to the back order of this part and will expedite it.\n\nI will use this information to help reduce future issues and appreciate your help. \n\nThank you and kind regards,\n

Date:2017-02-22 09.13

Name:D7TRMETT Status:Addl. Info Provided

Communication From Dealer:

Good morning Sir, You are correct the part number I gave you was incorrect and I apologize. The part number for the short hose in the picture is 000000004158 and is bulk hose. Yes the hose is for sure leaking, the tech cleaned it off and it continues to leak. It leaks from the top side down. The other hose 2740703500 has already been replaced and is no longer leaking. Thank you. This all just confused me a little because I was told there was a completely different repair I needed to do than what you are telling me. Thanks again.

Date:2017-02-15 14.39

Name:GHBAHOU Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi Troy,\n\nThank you.\n\nKind regards,\n

Date:2017-02-15 14.19

Name:D7TRMETT Status:Addl. Info Provided

Communication From Dealer:

This was in the complaint portion of this case.***** Fuel leaks at low pressure line. See attached photo. P/N 2740703500 is not available. Christine Ahearn the Regional Commercial Vehicle Manager , Central Region, asked me to open a case for instructions to reseal this line with locktite and different clamps. Thanks***** I hope this answers your question if not let me know. This manager with MBUSA's phone number is please reach out to her. Thank you.

Date:2017-02-15 13.37

Name:GHBAHOU Status:Se Solution Provided/Fbr

Communication To Dealer:

Hello Troy,\n\nThere are no additional instructions at this time.\n\nI would not advise to seal the line or connecting points with Loctite. Please replace line and clamps. I would suggest creating an XSF ticket for the fuel line and noting that the vehicle is off of road because of this part, to help expedite the order. \n\nAdditionally what is the part number of the line you have in the picture. Because I believe the part number you have listed in the symptom string is the portion of the low pressure line that connects directly into the high pressure fuel pump. please ensure and note where the leak is coming from and that it is not just dripping down the line. \n\nKind regards,\n

Date:2017-02-15 12.24

Name:BVARNER Status:Dts Escalated To Engineering

Internal Comments:

Gus, TIMS 201604003399 has no TPR. Dealer was told by a commercial vehicle manager that there are instructions to repair a leaking fuel hose on a 447. As far as I know the only repair is to replace the hose and clamps however the hose is not currently available. See attached pic as it seems to be the lower hose leaking on this one. Regards, [REDACTED]

Communication To Dealer:

Hello Troy,\nI am not aware of any additional repair instructions. As far as I know the only acceptable repair is to replace the leaking hose and clamps. I am escalating this case to the engineer for additional information.\nRegards, [REDACTED]

Date:2017-02-15 11.09

Name:D7TRMETT Status:Submitted By Dealer

Measures Performed / Technical Question(s):

Ordered part not available

Parts Replaced:

none yet

Date:2017-02-15 11.05

Name:D7TRMETT Status:Draft

Workshop Findings:

fuel leaks

Workshop Findings

Date:2017-02-15 11.05

Name:D7TRMETT Status:Draft

Workshop Findings:

fuel leaks

Case History

Date:2017-02-22 11.04

Name:GHBAHOU Status:Se Closed

Communication To Dealer:

Hi Troy,\n\nI'm sorry I don't have any further information at this time.\nCase closed.\nKind regards,\n[REDACTED]

Date:2017-02-22 11.02

Name:GHBAHOU Status:Researching

Date:2017-02-22 10.55

Name:GHBAHOU Status:Researching

Date:2017-02-22 10.49

Name:D7TRMETT Status:Pm Effective/Close Req.

Date:2017-02-22 10:49

Name:D7TRMETT Status:Pm Effective/Close Req.

Quality Rating:

Not Prepared

Date:2017-02-22 10.43

Name:GHBAHOU Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi Troy,\n\nThank you for the clarification and appreciate you creating the case and indicating that the lower hose is indeed leaking. The only thing we can do is replace it along with the clamps. Unfortunately, I don't have control on the logistics and availability of parts which is why I suggested opening an XSF ticket and indicating that the \"vehicle is off of road\" due to the back order of this part and will expedite it.\n\nI will use this information to help reduce future issues and appreciate your help. \n\nThank you and kind regards,\n

Date:2017-02-22 10.35

Name:GHBAHOU Status:Researching

Date:2017-02-22 09.13

Name:D7TRMETT Status:Addl. Info Provided

Communication From Dealer:

Good morning Sir, You are correct the part number I gave you was incorrect and I apologize. The part number for the short hose in the picture is 000000004158 and is bulk hose. Yes the hose is for sure leaking, the tech cleaned it off and it continues to leak. It leaks from the top side down. The other hose 2740703500 has already been replaced and is no longer leaking. Thank you. This all just confused me a little because I was told there was a completely different repair I needed to do than what you are telling me. Thanks again.

Date:2017-02-22 09:13

Name:D7TRMETT Status:Addl. Info Provided

Quality Rating:

Not Prepared

Date:2017-02-15 14.39

Name:GHBAHOU Status:Se Proposed Measure/Fbr

Communication To Dealer:

Hi Troy,\n\nThank you.\n\nKind regards,\n

Date:2017-02-15 14.34

Name:GHBAHOU Status:Researching

Date:2017-02-15 14.19

Name:D7TRMETT Status:Addl. Info Provided

Communication From Dealer:

This was in the complaint portion of this case.***** Fuel leaks at low pressure line. See attached photo. P/N 2740703500 is not available. Christine Ahearn the Regional Commercial Vehicle Manager , Central Region, asked me to open a case for instructions to reseal this line with locktite and different clamps. Thanks***** I hope this answers your question if not let me know. This manager with MBUSA's phone number is , please reach out to her. Thank you.

Date:2017-02-15 14:19

Name:D7TRMETT Status:Addl. Info Provided

Quality Rating:

Not Prepared

Date:2017-02-15 13.37
Name:GHBAHOU Status:Se Solution Provided/Fbr Communication To Dealer: Hello Troy,\n\nThere are no additional instructions at this time.\n\nI would not advise to seal the line or connecting points with Loctite. Please replace line and clamps. I would suggest creating an XSF ticket for the fuel line and noting that the vehicle is off of road because of this part, to help expedite the order. \n\nAdditionally what is the part number of the line you have in the picture. Because I believe the part number you have listed in the symptom string is the portion of the low pressure line that connects directly into the high pressure fuel pump. please ensure and note where the leak is coming from and that it is not just dripping down the line. \n\nKind regards,\nGus
Date:2017-02-15 13.07
Name:GHBAHOU Status:Researching
Date:2017-02-15 12.24
Name:BVARNER Status:Dts Escalated To Engineering Internal Comments: Gus, TIMS 201604003399 has no TPR. Dealer was told by a commercial vehicle manager that there are instructions to repair a leaking fuel hose on a 447. As far as I know the only repair is to replace the hose and clamps however the hose is not currently available. See attached pic as it seems to be the lower hose leaking on this one. Regards, XXXXXXXXXX Communication To Dealer: Hello Troy,\nI am not aware of any additional repair instructions. As far as I know the only acceptable repair is to replace the leaking hose and clamps. I am escalating this case to the engineer for additional information.\nRegards,\n XXXXXXXXXX
Date:2017-02-15 12.06
Name:BVARNER Status:Researching
Date:2017-02-15 11.09
Name:D7TRMETT Status:Submitted By Dealer Measures Performed / Technical Question(s): Ordered part not available Parts Replaced: none yet
Date:2017-02-15 11.09
Name:D7TRMETT Status:Submitted By Dealer Quality Rating: Not Prepared
Date:2017-02-15 11.05
Name:D7TRMETT Status:Draft Workshop Findings: fuel leaks

Condition Data
When:
Always

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

Group/SubGroup	
Group	Sub Group
(47)Fuel system	(25)Lines, hoses

Hand Off					
First Contact Attempt	Appointment Date	On Site Date	Confirmed With	Hand off Rating	Hand Off Comment
					, TIMS 201604003399 has no TPR. Dealer was told by a commercial vehicle manager that there are instructions to repair a leaking fuel hose on a 447. As far as I know the only repair is to replace the hose and clamps however the hose is not currently available. See attached pic as it seems to be the lower hose leaking on this one. Regards, Brandon Varner