



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

client states when ac/heat vents open, there is strong smell of gas

Case no. [REDACTED]
Creation date 2017-11-29 10.20.10
Last Edit By [REDACTED]

Vehicle

Vehicle Model	MB-M1CA126
FIN	[REDACTED]
Mileage	0004993
Registration Date	2017-03-23
Engine No.	[REDACTED]
Transmission NO.	[REDACTED]
Production Date.	2016-05-09
Repair Attempts	0
Total Days Down	3

Dealer

Dealer Data		Contact Person	
Dealer Code	56113	Name	[REDACTED]
Name	MERCEDES-BENZ MANHATTAN, INC.	Email	[REDACTED]
Address	770 11TH AVENUE	Phone No	[REDACTED]
	NY 10019 NEW YORK	Fax No	
	United States	Mobile No	

Attachments

Attached Date	File Name	Description
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Symptom

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

Measures Taken

Date:2017-11-30 14.54

Name:DTS_T02 Status:Dts Closed

Communication To Dealer:
case is now closed.

Date:2017-11-30 14.23

Name:JAMWEIS Status:Pm Effective/Close Req.

Date:2017-11-29 15.22

Name:MABYRD Status:Dts Solution Provided/Fbr

Communication To Dealer:

Hi James, yes replace the line and clamps. [REDACTED]

Date:2017-11-29 14.19

Name:JAMWEIS Status:Addl. Info Provided

Communication From Dealer:

Removed covers and still no evidence of leaks. The insulation that rests on the pump smells of fuel tho. Shall we replace the line?

Date:2017-11-29 11.41

Name:MABYRD Status:Dts Solution Provided/Fbr

Internal Comments:

TIMS [REDACTED]

Communication To Dealer:

Hi [REDACTED] \n1. remove the helmet and crash plate to the HP pump.\n2. inspect the Fuel Feed line that connects to the High Pressure pump on the low pressure side for any signs of leaking or weeping. If fuel moisture or any sign of leak has been identified. Take photos of residue nad Replace the Fuel Feed line with P/N: A274 070 35 00 and associated clamps.\n3.) Inspect all other rubberized Fuel Feed Lines for any leakage and escalate case to issue owner to drive issue to Germany. (If case is opened, please communicate in the case if the Fuel Feed Line has already been replaced with the new part number mentioned above in a prior workshop visit).
Note 1: The complaint would be most duplicable when there is a large temperature gradient (Cold ambient temperature and Cold engine => as engine heats up the line will expand and possibly leak/weep).\nNote 2: A new vendor is now supplying this line and being put into series production as of Jan 31, 2017. [REDACTED]

Date:2017-11-29 10.23

Name:JAMWEIS Status:Submitted By Dealer

Measures Performed / Technical Question(s):

Verified smell only once. Performed roadtests and left vehicle running could not smell it anymore. Did not find any leaks and fuel cap trim is secured properly. \n\n\nFound other ptss cases where an updated fuel line was replaced. Does that pertain to this vehicle as well?

Date:2017-11-29 10.20

Name:JAMWEIS Status:Draft

Workshop Findings:

One time occurrence when vehicle came in we could smell fuel under the hood but cannot locate any leaks.

Workshop Findings

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One time occurrence when vehicle came in we could smell fuel under the hood but cannot locate any leaks.

Case History

Date:2017-11-30 14.54

Name:DTS_T02 Status:Dts Closed

Communication To Dealer:

case is now closed.

Date:2017-11-30 14.53
Name:DTS_T02 Status:Researching
Date:2017-11-30 14.23
Name:JAMWEIS Status:Pm Effective/Close Req.
Date:2017-11-30 14:23
Name:JAMWEIS Status:Pm Effective/Close Req. Quality Rating: Not Prepared
Date:2017-11-29 15.22
Name:MABYRD Status:Dts Solution Provided/Fbr Communication To Dealer: Hi James, yes replace the line and clamps. [REDACTED]
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Name:JAMWEIS Status:Submitted By Dealer

Quality Rating:

Not Prepared

Date:2017-11-29 10:20

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Workshop Findings:

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Control Unit/Fault Code

Control Unit	Fault COde	Description	Part Number	HW Version	SW Version	Diagnostic Variant
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Hand Off

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