

Measure no.

US 53698333-01

Subject

The fuel level is displayed incorrectly

Status date (mm/dd/yy)

2/27/13

Status

Accepted

Organization

US, MOT

Date created (mm/dd/yy)

2/27/13

Created by

Bernhard Kistler

PQM Problem reference**Release date (mm/dd/yy)****Approved by****Dealer release**

Allow automatic release

Vehicles affected**E series**

K18 K19

Engine**Body****Production period (from/to)**

(mm/dd/yy)

Comment on production period**Feedback (all cases relating to**

measure up to) (mm/dd/yy)

/

Complaint

The fuel reserve light does not come on when the fuel reserve is reached, the fuel level gauge does not display empty.

Cause

3 possibilities.

1. The float in the fuel level sensor sticks. This problem may occur occasionally with part number 7724971 that has change index 01. The change index is printed on the part sticker below the part number. To see the part sticker, the plug on the fuel level sensor must be disconnected.

2. When the vehicle is parked facing uphill or downhill, the initial fill level is measured incorrectly when the ignition key is turned on.

3. The fill level is determined incorrectly by faulty instrument cluster software.

Measure

3 subsequent repairs;

1. Replace the fuel level sensor. Part number 7 724 971 with change index 02.

2. A solution is being worked on. Inform customer that the fuel level gauge only displays the correct value if the vehicle is standing on level ground when the ignition is switched on.

3. Update the instrument cluster software with ISTA/P version 49 or a more recent version (expected to be available from May 2013).

Note: If the fuel level sensor is not sticking (e.g. because part number 7724971, change index 02 is fitted), replacing the instrument cluster usually does not provide a solution.

In this case, create a PuMA case to agree how to proceed.

Cause

Fault location	Fault type	Fault place
16/14 Fuel level indicator, electrical	Wrong component	

Repair Task**Special Clearance**

No

Area**Fault code**

Electrics/Electronics

Progman / DIS / ISTA / ISTA/P**System****State****Version**

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