

## Odor like crayon or vinegar entering the passenger compartment through the ventilation system

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Topic number	LI00.00-P-066047
Version	1
Design group	00.00 General
Date	04-19-2017
Validity	Model 166 only
Reason for change	
Reason for block	

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### Complaint:

Alleged complaint by customer of odor like crayon or vinegar entering the passenger compartment through the ventilation system after vehicle start.

### Cause:

Odors can be caused by a variety of root causes unrelated to any issue with the vehicle or any of its component parts, including individual use, misuse and/or maintenance of the vehicle. Perception and description of odors is also highly subjective. Accordingly, the instructions referenced herein are provided to assist you in diagnosing the cause, if possible, of an alleged odor..

### Remedy:

1. Perform the attached workshop instruction
2. Clean the evaporator with the professional air conditioner cleaner (A 000 989 46 00 09) according to WIS. Only this cleaner must be used.
3. Renew the dust filter and change the combination filter to a fine particle filter.
4. Update the latest software for the air conditioning control unit.
5. After the update go into workshop coding and set the following codings:
  - a) coding #000 (Regulation of evaporator temperature) to: "Fixed value 2°C"
  - b) coding #005 (Drying of the evaporator after the ignition is switched off (Waiting time: '1h')) to "NO"
  - c) coding #006 (Drying of the evaporator after the ignition is switched off (Waiting time: '3min')) to "YES"
6. If the complaint still exists after 2 weeks of normal driving and use, please proceed according to LI00.00-P-066036.

Attachments	
File	Description
workshop instruction_EN.pdf	workshop instruction

# XENTRY TIPS

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## Symptoms

Body / Interior equipment / Interior trim / Odor

Body / Air conditioning / Air conditioning / Odor

## Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 000 989 46 00	09		professional air conditioner cleaner	1		X
A 166 830 72 01			fine particle filter	1	code P21	X
A 166 820 02 18			dust filter	1	without code P21	X

## Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
			8380P 01	Evaporator cleaning with filter replacement and flashing of dryblow and re-heat software

## WORKSHOP INSTRUCTION

The following information should assist the authorized dealership to diagnose and address the alleged issue described by the customer. Should the authorized dealership require further information, we also refer them to the climate control diagnostic tree (attached).

### 1) Current state of the vehicle in terms of checking for moisture

- Body leaks
- Condensation hoses
- Check air intake
- Sliding roof drainage
- Water drains

### 2) Current state of the vehicle in terms of odor

- Cigarette smell/ashtrays
- Air fresheners
- Damping mats/fabrics (e.g. firewall, transmission tunnel. Odor test with shift gate opened)
- Odor due to foreign objects (e.g. organic material leaves etc.)
- Animal hair (pets)
- Food leftovers or spilt fluids
- Miscellaneous
- Freely available accessories (e.g. floor mat, seat cover, mobile-pads, etc.)

### 3) Evidence of past state of vehicle

- Water/flood damage
- Stains on upholstery/carpeting/headliner
- Body/accident damage that might implicate interior water leaks

### 4) Care condition of the interior compartment:

- very well       medium       poor

### 5) Condition of air intake and filter

- Has filter been maintained regularly
- Condition of filter
  - clean  dirty

**6) Potential explanation based on vehicle condition and alleged odors**

**\*NOTE:** Odors can be caused by a variety of things unrelated to any issue with the vehicle or any of its component parts, including individual use, misuse and/or maintenance of the vehicle. Perception and description of odors is also highly subjective. Accordingly, the instructions referenced herein are provided to assist you in diagnosing the cause, if possible, of an alleged odor.

**a) Test the vehicle immediately upon boarding.**

Required settings:            *engine OFF*  
    *AC OFF*  
    *blower level OFF*

<u>Type of Odor</u>	<u>Potential Explanation</u>
Sour/ vomit	Contamination by protective cardboards in newly delivered vehicle/ sickness by vehicle occupant/ spilt fluids or food
Fishy	Leather, foam upholstery (seats)
Onion / sweat	Headlining
Mineral oil / clay	Firewall paneling, carpets, gearbox tunnel absorption, absorption under the rear seats, body cavity sealing
Musty / mildew	Humidity in the vehicle (e.g. under the carpet, in the trunk etc.)
Straw / wood	Carrier (door panel; side wall cover etc.)
Putrefaction	Dead animal in ventilation, interior compartment, possibly engine compartment
Rubber	Edge protection, door seal, spare tire

**b) Proceed the following tests after preconditioning the car.**

Preconditioning (step1):    *engine ON*  
    *AC ON*  
    *recirculation mode OFF*  
    *blower level 1*  
    *temperature setting LOW*  
    *air distribution center vents*  
    *keep settings for 5 min.*

Preconditioning (step2):    *engine: OFF*  
    *AC OFF*  
    *recirculation mode OFF*  
    *blower level 4*  
    *temperature setting: 21Grad Celsius / 67 Grad Fahrenheit*  
    *air distribution center vents*  
    *keep settings for 5 min.*  
    *(this setting will dry off the evaporator completely)*

## WORKSHOP INSTRUCTION

### Test I

Required settings:      *engine: OFF*  
*AC OFF*  
*recirculation mode OFF*  
*blower level 3*  
*temperature setting: 21Grad Celsius / 67 Grad Fahrenheit*  
*air distribution center vents*

<u>Type of Odor</u>	<u>Potential Explanation</u>
Musty / mildew	Air filter, test the water separation

### Test II

Required settings:      *engine OFF*  
*AC OFF*  
*recirculation mode ON*  
*blower level 3*  
*temperature setting: 21Grad Celsius / 67 Grad Fahrenheit*  
*air distribution center vents*

<u>Type of Odor</u>	<u>Potential Explanation</u>
Mineral oil / clay	Carpet, Firewall paneling, gearbox tunnel absorption

### Test III

Required settings (step1):      *engine ON*  
*AC ON*  
*recirculation mode OFF*  
*blower level 3*  
*temperature setting: 21Grad Celsius / 67 Grad Fahrenheit*  
*air distribution center vents*

<u>Type of Odor</u>	<u>Potential Explanation</u>
Cement or damp laundry	No problem of the Air conditioning, physical reasons. (Do not replace the air conditioning parts!)

Required settings (step2):      *engine OFF*  
*AC OFF*  
*recirculation mode OFF*  
*blower level 4*  
*temperature setting: 21Grad Celsius / 67 Grad Fahrenheit*  
*air distribution center vents*  
*keep settings for 5 min.*

WORKSHOP INSTRUCTION

Type of Odor

Cement or damp laundry

Potential Explanation

No problem of the air conditioning, physical reasons (Do not replace the air conditioning parts!)