

Odor in passenger compartment

Topic number	LI00.00-P-066046
Version	3
Function group	00.00 General
Date	03-15-2018
Validity	All (except Model 166)
Reason for change	Improved attachment
Reason for block	

Complaint:

Odor in vehicle interior

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.

Attachments	
File	Description
Climate control diagnostic tree.pdf	Climate control diagnostic tree_EN

Remedy:

The "odor checklist and workshop instruction" is designed to support you with identification of the root cause. Proceed as described in the attached "odor checklist and workshop instruction": 1. Part A contains a number of questions that the Service Advisor should ask the customer. Please mark the customer's replies where required. 2. Part B contains further information that should assist the dealership technician to diagnose and address the alleged issue described by the customer. 3. If no explanation is found, create a PTSS case and attach the completed odor checklist.

Attachments	
File	Description
ODOR CHECKLIST AND WORKSHOP INSTRUCTION_EN.pdf	ODOR CHECKLIST AND WORKSHOP INSTRUCTION

Symptoms

Body / Interior equipment / Interior trim / Odor

Body / Air conditioning / Air conditioning / Odor