

Odor from the air conditioning

| | |
|-------------------|------------------------|
| Topic number | LI83.30-P-059119 |
| Version | 9 |
| Design group | 83.30 Air conditioning |
| Date | 06-23-2016 |
| Validity | Model series 166 |
| Reason for change | ops |

Complaint:

Stale odor from the air conditioning after short break in driving

Cause:

Oxidation products of the cavity preservation can enter the interior compartment via the air conditioning

Remedy:

NOTE: Part number changes in combination filters and the addition of evaporator cleaning agent!

Please obtain information from the attachment "Customer and workshop feedback" (1.1, 1.2 and 2.1)

The document "Climate control diagnostic tree.pdf" should be used to help in the identification of the odor.

After confirmation of odor, the repair can be performed by following the steps below:

- Remove A-pillar paneling on left and right
- Close bodyshell hole (1) with a stop plug as per "Repair instructions TIPS.pdf"
- Install A-pillar paneling on left and right

- Remove interior trim at right and left entrances
- Tape up bodyshell holes (4, 5, 6) as per "Repair instructions TIPS.pdf" (trim adhesive tape to size as required)
- Install interior trim at right and left entrances

- Remove covers under instrument panel
- Remove glove box
- Close bodyshell holes (2, 3) with stop plugs as per "Repair instructions TIPS.pdf"

- Remove radar sensors control unit
- Remove Night View Assist control unit

XENTRY TIPS

- Remove front SAM control unit
- Remove foam piece
- Tape up bodyshell holes (7, 8) as per "Repair instructions TIPS.pdf" (trim adhesive tape to size as required)
- Seal off bodyshell holes (9, 10) with seam sealant as per "Repair instructions TIPS.pdf". To apply the seam sealant, fit the hose on the cartridge nozzle and pass it through the bodyshell hole (9, 10).
- Replace combination filter (please see new part number)
- Install control units
- Install glove box
- Install cover under instrument panel

- Replace dust filter for heater/ventilation
- Clean evaporator of air conditioning system in the installed position as per AR83.30-P-5555GQ and using only A000989460009 cleaner
- Clean interior compartment using "ultrasonic atomizer"
- Read out and erase fault memory
- Perform effectiveness test, enter results in document "Customer and workshop feedback.pdf" under 2.2
- Residual odor may remain for up to 2 weeks until the odor causing particles are completely removed from HVAC system.
- If the results are not effective, please create a PTSS case with the customer feedback form attached.

| Attachments | |
|---------------------------------------|---------------------------------|
| File | Description |
| Customer and workshop feedback.pdf | Customer and workshop feedback |
| Climate control diagnostic tree.pdf | Climate control diagnostic tree |
| 20151013_Repair Instruction TIPS .pdf | Repair instructions |

| Parts | | | | | | |
|-----------------|-----|------|-----------------------|----------|---|-----|
| Part number | ES1 | ES2 | Designation | Quantity | Note | EPC |
| A 001 998 81 50 | | | Stop plug (40 mm) | 4 | 2 plugs on each side of vehicle | X |
| A 003 997 55 86 | | | Stop plug (20 mm) | 4 | 1 plug on each side of vehicle, 2 spare | X |
| A 006 989 30 85 | | | Adhesive tape (46 mm) | 10 | 5 pieces on each side of vehicle | X |
| A 292 830 00 00 | | | Fine particle filter | 1 | | X |
| A 166 830 02 18 | | | Dust filter | 1 | | X |
| A 009 989 82 71 | | | Ultrasonic agent | 1 | | X |
| A 005 989 63 20 | | 9678 | Seam sealant | 1 | Only use this material | X |
| A 010 997 89 82 | | | Hose | 1 | Order approx. 30 cm | X |
| A 000 989 46 00 | 09 | | Cleaning Agent | 1 | 1L, The use of this agent is essential | X |

XENTRY TIPS

| Operation numbers/damage codes | | | | |
|--------------------------------|--|-----------|-------------|-----------------------------------|
| Op. no. | Operation text | Time | Damage code | Note |
| | | up to 4.5 | 97801 01 | Max Warrantable time of 4.5 hours |
| 54-0650 | 12V | | | |
| 54-1011 | SHORT TEST | | | |
| 54-7989 | D/C GROUND | | | |
| 68-1040 | A PILLAR LEFT | | | |
| 68-1040 | A PILLAR RIGHT | | | |
| 68-4738 | BOTH COVERS UNDER DASH PANEL | | | |
| 68-4901 | GLOVE COMPARTMENT | | | |
| 54-1960 | RADAR SENSOR CONTROL UNIT | | | if equipped |
| 54-1830 | NIGHT VIEW CONTROL UNIT | | | If equipped |
| 54-2460 | FRONT SAM | | | |
| 68-1307 | TRIM PANEL RIGHT | | | |
| 68-1306 | TRIM PANEL LEFT | | | |
| 02-0001 | STRAIGHT TIME FOR PUBLISHED DOCUMENTS ONLY | | | |

| WIS-References | | | |
|--------------------|---|-------------------------|------------|
| Document number | Title | Note | Allocation |
| AR68.30-P-4050WX | Remove/install trim on A-pillar | | Parts |
| AR68.30-P-4100GQ | Remove/install door sill | | Parts |
| AR68.10-P-1500GQ | Remove/install cover below instrument panel (left) | | Parts |
| AR68.10-P-1520GQ | Remove/install cover below instrument panel (right) | | Parts |
| AR68.10-P-1400GQ | Remove/install glove box | | Parts |
| AP83.00-P-8381GQ | Replace dust filter for heater/ventilation | | Remedy |
| AR54.65-P-0040GQ | Remove/install radar sensors control unit | With code 233, 237, 238 | Parts |
| AR54.30-P-3100GQ | Remove/install Night View Assist control unit | With code 610 | Parts |
| AR54.21-P-1254GQ | Remove/install front SAM control unit | | Parts |
| AR83.30-P-5555GQ | Clean evaporator | | Remedy |
| AD00.00-P-2000-04A | Connect STAR DIAGNOSIS, read out fault memory | | Parts |
| AR83.00-P-8384GZ | Replace combination filter | | Remedy |

Mercedes-Benz of Silver Spring

Service: 301-890-5454 Sales: 301-890-3030

www.mercedesbenzsilverspring.net

3301 Briggs Chaney Rd, Silver Spring, MD 20904



ESTIMATE-----
CLIENT HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
fob 1315
09/01/16 443-255-4799 SPOKE WITH CUSTOMER VEHICLE STATUS
UPDATE 1:29 PM

TOTALS-----

IT IS OUR GOAL TO PROVIDE EACH CLIENT WITH AN EXCEPTIONAL CUSTOMER SERVICE EXPERIENCE, "THE BEST OR NOTHING." IF FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH YOUR SERVICE VISIT, PLEASE CONTACT EITHER YOUR SERVICE CONSULTANT OR A MEMBER OF OUR MANAGEMENT TEAM. YOU MAY CONTACT OUR SERVICE MANAGER, TOM RODKEY, AT (301) 679-4050 OR OUR SERVICE DIRECTOR, ADAM REW, AT (301) 679-4051

FOR YOUR CONVENIENCE WE HAVE ATTACHED A COPY OF YOUR INVOICE WHICH CONTAINS A DETAILED DESCRIPTION OF THE SERVICE THAT WAS PERFORMED ON YOUR VEHICLE. IN ORDER TO EXPEDITE YOUR PICK UP EXPERIENCE, PLEASE CALL (301) 890-5454 & REQUEST THE CASHIERS OFFICE 15 MINUTES BEFORE YOU ARRIVE. OUR TEAM WILL HAVE YOUR VEHICLE WAITING FOR YOU IN THE SERVICE LANE.
-----THANK YOU-----

| | |
|-------------------------|---------------|
| TOTAL LABOR.... | 144.95 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 13.05 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 158.00 |

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

LOSS / DAMAGE DISCLAIMER

Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Montgomery County Reg. No. 584 Limited express warranty: 12 months or 12,000 miles, whichever comes first. All adjustment work must be performed at the same Mile One facility as the original work."

CLIENT SIGNATURE ***** DUPLICATE INVOICE *****

Ser Form 103 Rev. 11/01

Mercedes-Benz of Silver Spring

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www.mercedesbenzsilverspring.net

3301 Briggs Chaney Rd, Silver Spring, MD 20904



[ENGINE] 7229031092231

LABOR & PARTS

J# 1 99MBZ

SERVICE REPAIR

TECH(S):5557

WARRANTY

Air conditioner has musty smell, mold in car vents.
 C/S USUALLY HAPPENS FIRST START WHEN A/C COMES ON
 USUALLY OCCURS LESS IN HEAT, MORE IN GARAGE AREA
 SEE ATTACHED PAPERS
 LI83.30-P-059119 DC 97801017
 ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN (WHEN CHECKING/
 TESTING AND TROUBLESHOOTING)
 PERFORM QUICK TEST
 UNSCREW/SCREW ON GROUND LINE OF ON-BOARD ELECTRICAL
 SYSTEM BATTERY (DURING REPAIR OPERATIONS)
 A-PILLAR LEFT
 A-PILLAR RIGHT
 BOTH COVERS UNDER DASH PANEL
 GLOVE COMPARTMENT
 FRONT SAM
 TRIM PANEL RIGHT
 TRIM PANEL LEFT
 STRAIGHT TIME FOR PUBLISHED DOCUMENTS ONLY-PERFORM CLEANING
 REPLACED COMBINATION FILTER
 CLEANED EVAPORATOR OF AIR CONDITIONING
 CLEANED INTERIOR COMPARTMENT WITH ULTASONIC ATOMIZER

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LOSS / DAMAGE DISCLAIMER

Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Montgomery County Reg. No. 584 Limited express warranty: 12 months or 12,000 miles, whichever comes first. All adjustment work must be performed at the same Mile One facility as the original work."

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|----|--------------------|-----------------|------------|----------|
| JOB # 1 | 4 | | 001-998-81-50 | PLUG | | WARRANTY |
| JOB # 1 | 4 | | 003-998-14-50 | PLUG | | WARRANTY |
| JOB # 1 | 10 | | 006-989-30-85 | ADHESIVE TAPE | | WARRANTY |
| JOB # 1 | 1 | | 292-830-00-00 | FINE PARTICLE | | WARRANTY |
| JOB # 1 | 1 | | 166-830-02-18 | DUST FILTER | | WARRANTY |
| JOB # 1 | 1 | | 009-989-82-71-28 | CLEANING AGENT | | WARRANTY |
| JOB # 1 | 1 | | 005-989-63-20-9678 | SEALING ADHESI | | WARRANTY |
| JOB # 1 | 1 | | 010-997-89-82 | HOSE, WSHIELD N | | WARRANTY |
| JOB # 1 | 1 | | 000-989-46-00-09 | CLEANING AGENT | | WARRANTY |
| JOB # 1 TOTAL PARTS | | | | | 0.00 | |
| JOB # 1 TOTAL LABOR & PARTS | | | | | 0.00 | |

J# 2 01MBZ*15 CHECK FOR LEAK TECH(S):5557 144.95
 C/S ADBLUE MESSAGE CAME ON DASH. ADDED FLUID.
 LOW ADBLUE LEVEL
 PERFORM SDS SHORT TEST
 CORRECTED ADBLUE LEVEL

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|----|--------|-------------|------------|----------|
| JOB # 2 TOTAL PARTS | | | | | 0.00 | |
| JOB # 2 TOTAL LABOR & PARTS | | | | | 144.95 | |

| MISC | CODE | DESCRIPTION | CONTROL NO | PRICE |
|--------------|------|---------------|------------|-------|
| JOB # A | SS | SHOP SUPPLIES | | 13.05 |
| TOTAL - MISC | | | | 13.05 |