

2018 Mercedes Benz E63S AMG 4MATIC Sed (213.089) V8-4.0L Turbo (177.980)

Vehicle > Technical Service Bulletins

## LUBRICATING OIL, COOLANT, AND DIESEL FUEL ANALYSIS INFORMATION



Mercedes-Benz

# - Lubricating Oil, Coolant, and Diesel Fuel Analysis Information -

Topic number	LI01.00-P-068886
Version	2
Function group	01.00 General
Date	03-10-2020
Validity	Valid for all Mercedes-Benz vehicles and their associated lubricating oils.
Reason for change	Added updated order form that contains all three test kit types.

## Complaint

---

Complaints involving oil contamination, long-term wear analysis, or other topics related to lubricating oil.

## Cause

---

Coolant contamination, improper lubricant, excessive water, fuel dilution, etc.

## Remedy

---

MBUSA is partnering with ALS Laboratories to provide dealers with a low-cost option for testing of various lubricating oils and coolants within Mercedes-Benz vehicles.

This includes:

- Engine oils (gasoline and diesel)
- Transmission oils
- Differential oils
- Suspension oils
- All coolant types (engine, battery, etc.)

Oil sample kits are sold in lots of (10) kits - with an individual cost of \$12 per sample.

Coolant testing kits and diesel fuel testing kits are different from the engine oil testing kits and have their own pre-paid cost.

### **HOW TO ORDER KITS:**

#1 - Fill out attached sample kit request form pdf to order lubricant test kits. Lubricant testing kits come in packs of 10. The same kit can be used for any type of lubricating oil. Coolant and diesel fuel testing kits are individual. \*\*NOTE: This same sample order form is used for diesel fuel and coolant testing kits. Please remember to not mix the kits up and order the appropriate ones.

#2 - Send the completed sample kit request to the nearest laboratory. Ordered kits will arrive shortly after.

#3 - Each box of kits will include (10) shipping jars, (10) sealed sample jars, and (10) sample information sheets for oil testing. Coolant and diesel fuel testing kits will be individual.

### **HOW TO PROCESS SAMPLES:**

#1 - Please ensure the sample information sheet is filled out COMPLETELY. Be sure to include the VEHICLE VIN and DEALERSHIP CODE.

#1a - PLEASE NOTE: The type of testing performed on the lubricant sample is based on what type of oil the sample is indicated to be. ENSURE LUBRICANT SAMPLES ARE PROPERLY LABELED ON THE SAMPLE FORM - whether it is a transmission, differential, or engine lubricant.

#1b - PLEASE NOTE: There are TWO sides to the sample information sheet. One side is for NEW vehicles not previously samples. The other side is for vehicles that have already been sampled. Filling out the wrong side can lead to reporting/trending errors. Be sure to stay consistent with naming conventions, utilizing the VIN number of the vehicle as an identifier. This will help ensure future samples from the same vehicle are trended.

#2 - Collect the sample of lubricating oil/coolant/diesel fuel. Please see below best sampling practices.

#3 - Seal the sample collection jar using a piece of tape to help ensure no leaks. Be sure not to cross-thread the jar.

#4 - Wrap the sample information sheet around the oil sample and place into the shipping jar.

#5 - Tape shipping jar shut and apply postage. Ship sample jar to the appropriate laboratory - noted on the sample order form. Some labs will only process certain sample types. \*\*NOTE: NEVER SHIP GASOLINE IN ANY OF THE SAMPLE KITS!

#6 - Sample results are typically ready within 48 hours of arriving at the laboratory. If the sample information form is properly completed - the results will be emailed.

\*Note: Same procedure is applied for all testing (lubricants, coolant, or diesel fuel).

\*Note: Please be sure to follow proper handling procedures and wear PPE.

#### **BEST SAMPLING GUIDELINES:**

#1 - Ensure cleanliness when collecting samples to prevent outside influence of results. Use CLEAN and DRY containers to collect samples.

#2 - Allow sampling ports and equipment to flush. Do not collect the first quantity of oil out of the system - this does not give a best representation of what is circulating.

#3 - Collect oil samples while warm and recently operated. The longer the oil is allowed to settle in the system - the less the sample will represent what is circulating.

#4 - If you are comparing used oil to new oil - be sure to send in TWO samples. One of the un-used new oil and one of the used oil. This allows for comparison.

#### **WHAT DO THESE TESTS TELL US?**

#1 - If the lubricant/coolant/fuel has been contaminated. Example would be coolant contamination.

#2 - If the customer needs more frequent engine oil changes based on their driving habit.

#3 - If the wrong lubricant/coolant/diesel fuel may have been used in a system (differential oil in a transmission, for example).

#4 - If a stop-leak may have been used.

#5 - If a water-oil cooler is leaking.

#6 - Other customer complaints related to operating fluids.

NOTE: Any questions related to the lubricant analysis results can be escalated via a PTSS case.

# Symptoms

---

## Symptom

- Power generation / Engine lubrication/oil cooling / Function / No oil pressure
- Power generation / Engine lubrication/oil cooling / Function / Oil pressure too low
- Power generation / Engine lubrication/oil cooling / Function / Oil level too high
- Power generation / Engine lubrication/oil cooling / Function / Oil level too low
- Power generation / Engine cooling system / Function / Oil in coolant system
- Power generation / Engine lubrication/oil cooling / Function / High oil consumption
- Power generation / Engine lubrication/oil cooling / Function / Oil in coolant system
- Power generation / Engine lubrication/oil cooling / Function / Fuel in engine oil
- Power generation / Engine lubrication/oil cooling / Function / Oil line broken
- Power generation / Engine lubrication/oil cooling / Display message / Oil sensor message

# Parts

---

## File

MBUSA Order Form 2019.fillable.pdf

## Designation

Sample Kit Order Form - Complete form to order pre-paid sample kits.

LI01.00-P-068886\_1



MBUSA Order Form

Customer Profile

DateContact NameEmail

Dealer NameDealer Code

Address **No PO Boxes**CityStateZip

PhoneExt.Fax

Available Prepaid Tests

Shipping charges are applied to all orders. All orders will ship ground unless otherwise requested. Orders will ship once payment has been made and processed.

PrePaid Diesel Fuel Test (MBUSAF)   Min. QTY 16oz or 500mls		
Appearance	Flash Point	\$62.40 + Outbound Shipping
API Gravity	Sulfur	
Cetane Index	Total Acid Number	
Cloud Point	Viscosity	
Distillation	Water by Karl Fischer	
FAME (% Biodiesel)		

Coolant (A4Plus)   Eastern USA Laboratory only   Min. QTY --		
Appearance	Aluminum	\$22.00 + Outbound Shipping
Freeze Point	Lead	
Percent Glycol	Zinc	
Boiling Point	Molybdenum	
pH	Boron	
TDS	Silicon	
Iron	Chlorides	
Copper	Sulfates	
Nitrites	Phosphates	
Nitrates	Cumulative OAI	

PrePaid Oil Testing (BABX10)   Min. QTY 4oz		
Acid Number	Standard 20	\$120.00 + Outbound Shipping
Base Number	PQI	
(Engines)	Soot (Diesel Engines)	
Coolant Yes/No	Viscosity 40C or 100C	
(Engines)	Fuel Dilution	
(Engines)	Water by Crackle	
Metals		

Right Solutions • Right Partner  
alsglobal.com

Payment Details

Quantity Requested x \$62.40 = Total Amount \$

Quantity Requested x \$22.00 = Total Amount \$

Quantity Requested x \$120.00 = Total Amount \$

Credit Card ☐ Visa ☐ MasterCard ☐ AMEX

Card Number

Expiration DateSecurity Code

Name on Card

Signature

Purchase Order Number

Submit Completed Form via Email or Fax

Diesel & Coolant Testing

**Eastern USA**  
E csr.cleveland@alsglobal.com  
F 216-674-4573  
T 800-726-5400

**Western USA**  
E csr.portland@alsglobal.com  
F 503-286-1562  
T 800-770-4128

Oil Testing

**Atlanta, GA**  
E csr.atlanta@alsglobal.com  
F 770-454-8000  
T 770-451-1500

**Cleveland, OH**  
E csr.cleveland@alstribology.com  
F 216-674-4573  
T 800-726-5400

**Kansas City, KS**  
E csr.kansascity@alstribology.com  
F 913-281-9885  
T 913-281-9881

**Phoenix, AZ**  
E csr.phoenix@alstribology.com  
F 602-252-4639  
T 602-253-6515

**Portland, Oregon**  
E csr.portland@alsglobal.com  
F 503-286-1562  
T 800-770-4128