

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

Vehicle > Technical Service Bulletins

ODOR IN PASSENGER COMPARTMENT



Mercedes-Benz

- Odor in passenger compartment -

Topic number	LI00.00-P-066046
Version	3
Function group	00.00 General
Date	03-23-2018
Validity	All (except Model 166)
Reason for change	Improved attachment

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.

File

Climate control diagnostic tree.pdf

Designation

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.

File

ODOR CHECKLIST AND WORKSHOP
INSTRUCTION_EN.pdf

Designation

ODOR CHECKLIST AND WORKSHOP
INSTRUCTION

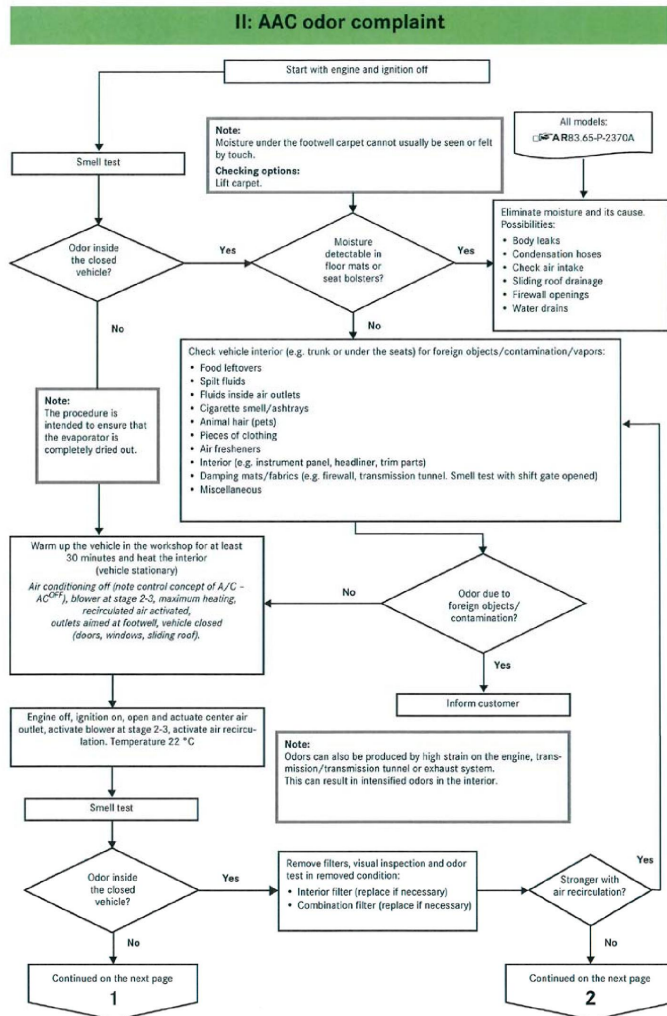
Symptoms

Symptom

Body / Interior equipment / Interior trim / Odor

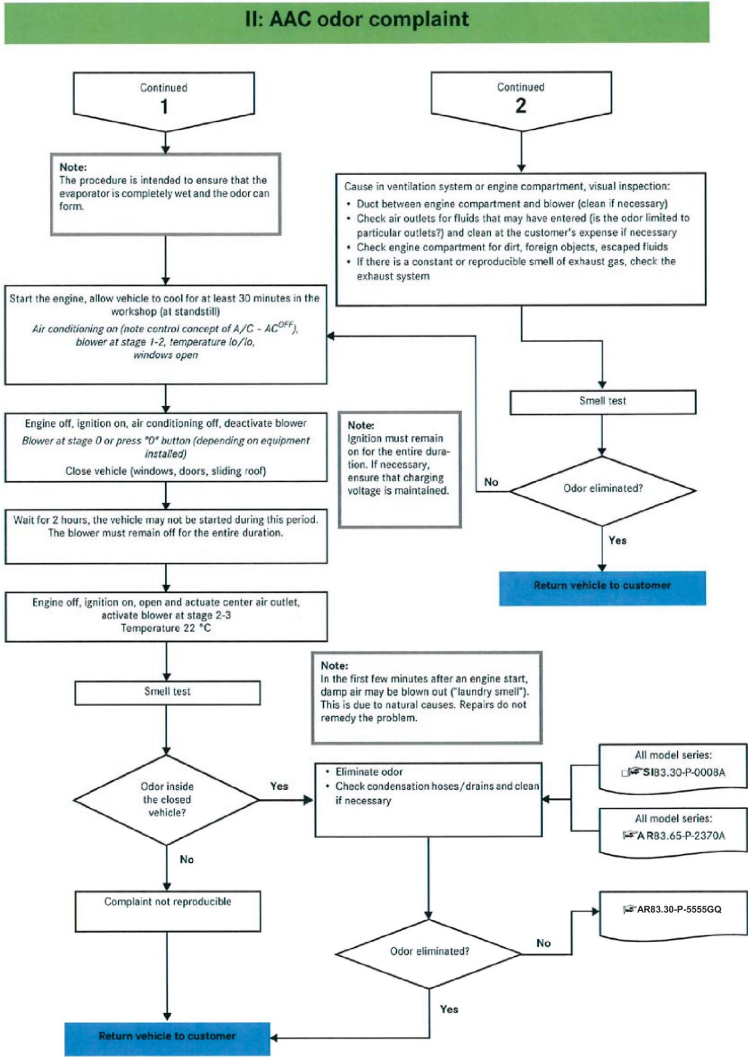
Body / Air conditioning / Air conditioning / Odor

LI00.00-P-066046_1



Climate control diagnostic tree

Climate control diagnostic tree



2.2/9

Vehicle Climate Control - Troubleshooting-Function-Design-Operation - Current Passenger Car Models
- This printout will not be recorded by the update service. Status: 01 / 2011 -

LI00.00-P-066046_2

ODOR CHECKLIST AND WORKSHOP INSTRUCTION

ODOR CHECKLIST AND WORKSHOP INSTRUCTION

This odor checklist and workshop instruction should assist the authorized dealer in addressing customer claims of odors. This document contains proprietary information and therefore should not be given to customers or others outside the dealership.

PART A contains a number of questions that the responsible customer account manager should put to the customer in a personal meeting. Please mark the customer's replies where required.

PART B contains further information that should assist the authorized dealership to diagnose and address the alleged issue described by the customer.

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ODOR CHECKLIST AND WORKSHOP INSTRUCTION

PART A**Relevant Vehicle**

VIN/FIN: _____

First Registration: _____

Date of repair: _____

Mileage: _____

When is the odor perceived?

- ☐ Immediately upon boarding the vehicle
- ☐ The odor was perceivable in the new vehicle
- ☐ The odor grew stronger with increasing vehicle age
- ☐ The odor is stronger in certain areas of the vehicle
- ☐ front ☐ back ☐ left ☐ right ☐ trunk
- Others:
- ☐ When the windows and/or the sunroof are open while the vehicle is on drive

Air conditioning setting

- Temperature setting: left: °C right: °C
- Air conditioning (AC): ☐ ON ☐ OFF
- Recirculated air: ☐ ON ☐ OFF
- Automatic mode: ☐ ON ☐ OFF
- With manual adjustment
air distribution: ☐ Top ☐ Center ☐ Bottom
- Blower stage:
- Defrost: ☐ ON ☐ OFF

Under which environmental conditions does the odor occur (multiple answer is possible)

- ☐ Summer ☐ Winter ☐ Rainy season ☐ Dry season
- Others:

On which state of the vehicle is the odor perceived?

- ☐ Ignition on ☐ As from engine start
- Others:

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ODOR CHECKLIST AND WORKSHOP INSTRUCTION

How long is the odor perceivable?

- ☐ Less than 1 minute
- ☐ more than 3 minutes
- ☐ After the first occurrence constantly while the vehicle is in motion

In which driving situation is the odor perceived?

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> City | <input type="checkbox"/> Traffic jam |
| <input type="checkbox"/> Highway | <input type="checkbox"/> (Start-Stop) at a traffic signal |
| <input type="checkbox"/> Motorway | <input type="checkbox"/> In all driving situations |

Can you describe this odor?

Please ask the customer to explain and describe the odor as detailed as possible in his/ her own words. A generic explanation is not sufficient. If the customer is unable to explain the odor please keep the potential odor associations in mind as set out in Part B.

Has there already been performed a body repair on the vehicle, or has been brought in for cavity protection?

- ☐ Yes, we worked on the following body section:
- ☐ No

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ODOR CHECKLIST AND WORKSHOP INSTRUCTION

PART B

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

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ODOR CHECKLIST AND WORKSHOP INSTRUCTION

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)

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ODOR CHECKLIST AND WORKSHOP INSTRUCTION

Test I

Required settings: *engine: OFF*
 AC OFF
 recirculation mode OFF
 blower level 3
 temperature setting: 21 Grad 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
Acidic	create a PTSS case, attach and send the completed Part A of this document

Test II

Required settings: *engine OFF*
 AC OFF
 recirculation mode ON
 blower level 3
 temperature setting: 21 degrees Celsius / 70 degrees Fahrenheit
 air distribution center vents

<u>Type of Odor</u>	<u>Potential Explanation</u>
Mineral oil / clay	Carpet, Firewall paneling, gearbox tunnel absorption
Acidic	create a PTSS case, attach and send the completed Part A of this document

Test III

Required settings (step1): *engine ON*
 AC ON
 recirculation mode OFF
 blower level 3
 temperature setting: 21 degrees Celsius / 70 degrees 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!)

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ODOR CHECKLIST AND WORKSHOP INSTRUCTION

Required settings (step2): *engine OFF*
 AC OFF
 recirculation mode OFF
 blower level 4
 temperature setting: 21 degrees Celsius / 70 degrees Fahrenheit
 air distribution center vents
 keep settings for 5 min.

<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!) If acidic odor, create a PTSS case, attach and send the completed Part A of this document.
Acidic	create a PTSS case, attach and send the completed Part A of this document

c) Test drive vehicle with windows / sunroof slightly open
(If the odor occurs while the vehicle is in motion and windows and/or sunroof are opened)

Required settings: *engine ON*
 AC OFF
 recirculation mode OFF
 blower level OFF
 test drive vehicle with windows / sunroof slightly open (appx. 4 inches)

<u>Type of Odor</u>	<u>Potential Explanation</u>
Like wax	create a PTSS case, attach and send the completed Part A of this document

If no explanation is found create a PTSS case and attach the completed odor checklist.