



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire To Report Vehicle Safety Defects**  
1-888-DASH-2-DOT (1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 17-OCT-2018  
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**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CULVER CITY State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WD3PG2EASG3 [REDACTED]  
Make: MERCEDES BENZ Model: METRIS Model Year: 2016

Date Purchased: FEBRUARY 2017 Dealer's Name and Telephone Number: PENSKE MBZ OF WEST COVINA  
Original Owner:  Dealer's City: WEST COVINA State: CA Zip Code: 91791  
Engine: No: Cylinders: Fuel Type: UNLEADED

Transmission Type: 2.0 LITER TURBO  Antilock Brakes Powertrain:  Cruise Control  
Multiple Failure: Incident Date(s): 18-OCT-2017 ALSO RECENT TRIP 11-23-18 - 11-24-18

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage: 30000 Failure Speed:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15):  
DOT No. (Example: DOTM19ABC036):  Original Equipment  Prior Repair Failure Location:  
Tire Component Code: Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2016 MERCEDES-BENZ METRIS. THE CONTACT NOTICED A STRONG FUEL ODOR INSIDE AND OUTSIDE THE VEHICLE DURING COOLER WEATHER. AFTER THE CONTACT DROVE THE VEHICLE FOR AWHILE, THE ODOR WENT AWAY. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 30,000.

NOTE (MERCEDES BENZ WAS CONTACTED AND OPEN FILE ON FIRST INCIDENT, BEFORE I CONTACTED THE CAPE NHTSA.

2ND INCIDENT OCCURRED ON 11-23-2018 AND 11-24-18. MERCEDES BENZ CAPE WAS CONTACTED AGAIN ON 11-23-18 7:59 AM AND I REPORTED THE SAME PROBLEM-AT LOW TEMP 25°-50° STRONG, EYE BURNING GASOLINE FUMES INTERIOR OF VEHICLE AT COLD TEMPERATURE AFTER VEHICLE WAS NOT OPERATING FOR 8+ HOURS IN VERY COLD TEMPERATURE. THE VEHICLE HAS 59,000 MILES NOW

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

CONTINUED  
FROM FRONT PAGE

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

AFTER THE 2ND INCIDENT THE METRIS FORUM FOR OWNERS  
HAD MANY OTHER METRIS VEHICLE OWNER COMPLAINT OF STRONG  
LEAKING GAS FUMES IN COLD WEATHER. SOME OWNERS CLAIMED  
MOZ KNOWS OF THE PROBLEM "A HOSE (LOW PRESSURE) THAT LEAKS  
IN THE METRIS MODEL 447 WITH THE M274 ENGINE" THE PROBLEM  
IS IN ORDER TO REPLACE FAILED HOSE/CASKET IT REQUIRES  
7 HOURS OF LABOR TO GAIN ACCESS TO AREA TO REPLACE PART.

THIS IS THE FIRST SEASON I HAVE TRAVELLED TO COLD, SNOW, ICE REGIONS  
WHICH IS MY LIFESTYLE. 7 YEARS OF OWNERSHIP I HAD ANKLE  
SURGERY WHICH LEFT ME UNABLE TO PURSUE OUTDOOR ACTIVITIES IN  
COLD WEATHER.

SEATTLE, WASH  
WA 98105  
12 DEC '13  
PM 3:1



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
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U.S. Department  
of Transportation  
  
National Highway  
Traffic Safety  
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Washington, D.C. 20077-9382  
  
Official Business  
Penalty for Private Use \$300

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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
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Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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