



Mercedes-Benz

Customer states intermittent fuel smell / leak at cold start up

Case no. 0 [REDACTED]
Creation date 2016-12-07 12.43.48
Last Edit By [REDACTED]

Vehicle

Vehicle Model	MB-M1CA126
FIN	[REDACTED]
Mileage	0003695
Registration Date	2016-08-31
Engine No.	[REDACTED]
Transmission NO.	
Production Date.	2016-06-27
Repair Attempts	0
Total Days Down	4

Dealer

Dealer Data		Contact Person	
Dealer Code	62106	Name	[REDACTED]
Name	MERCEDES-BENZ OF BEDFORD	Email	[REDACTED]
Address	18122 ROCKSIDE ROAD	Phone No	[REDACTED]
	OH 44146 BEDFORD	Fax No	
	United States	Mobile No	[REDACTED]

Attachments

Attached Date	File Name	Description
2016-12-07	447_M274_SEALING LIP FUEL FILLER FLAP_1.pdf	filler flap help

Symptom

>Power generation>Fuel system>Fuel system odor>Odor

Measures Taken

Date:2016-12-09 14.10

Name:SMARASS Status:Dts Closed

Communication To Dealer:

Case Closed by MBUSA

Date:2016-12-09 13.09
Name:R62106B1 Status:Solution Effective/Close Req.
Date:2016-12-07 13.51
Name:CSCHRAE Status:Dts Solution Provided/Fbr Internal Comments: TIMs [REDACTED] Communication To Dealer: Greetings,\nThanks for the additional information. See 'solution provided'. \nRegards,\n [REDACTED] [REDACTED] MBUSA-FTS
Date:2016-12-07 13.43
Name:R62106B1 Status:Addl. Info Provided Communication From Dealer: Hi Chris, the vehicle has no evap codes, no fault codes at all. This is one of several Metris vans from a company that has reported this issue. One of their vans was actually leaving puddles of gas on the ground by the left front of the vehicle. My service advisor contacted Bob Ulanowitz a couple days ago to inquire if he had any knowledge of the situation and Bob's reply was that there is a known issue with the fuel supply line to the high pressure pump. [REDACTED] said to open a ptss case for each vehicle and you would instruct us on how to repair the concern.\n\nThank you
Date:2016-12-07 13.17
Name:CSCHRAE Status:Dts Proposed Measure/Fbr Communication To Dealer: Greetings,\nl was going to suggest looking at the fuel filler cap as you mentioned. I placed a little more about that in attachments. \nAny EVAP fault codes? This would also support the filler cap theory.\nAnother suggestion would be to cover the vehicle overnight in plastic sheeting. This would contain a fuel vapor odor so that a workshop could identify if it exists and possibly help to determine its origin.\nHope this helps,\n [REDACTED] MBUSA-FTS
Date:2016-12-07 12.49
Name:R62106B1 Status:Submitted By Dealer Measures Performed / Technical Question(s): I have inspected the fuel system and have not found any signs of leakage. I checked for codes and no codes were stored. I did find the seal around the filler neck at the fuel cap was not seated correctly and I did push it into its correct position, but I don't think this is causing the odor they are complaining about. Parts Replaced: none
Date:2016-12-07 12.43
Name:R62106B1 Status:Draft Workshop Findings: I have been unable to duplicate this concern on several of this companies Metris vans.

Workshop Findings

Date:2016-12-07 12.43
Name:R62106B1 Status:Draft Workshop Findings: I have been unable to duplicate this concern on several of this companies Metris vans.

Case History

Date:2016-12-09 14.10
Name:SMARASS Status:Dts Closed Communication To Dealer: Case Closed by MBUSA
Date:2016-12-09 13.11
Name:SMARASS Status:Researching
Date:2016-12-09 13.09
Name:R62106B1 Status:Solution Effective/Close Req.
Date:2016-12-09 13:09
Name:R62106B1 Status:Solution Effective/Close Req. Quality Rating: Not Prepared
Date:2016-12-07 13.51
Name:CSCHRAE Status:Dts Solution Provided/Fbr Internal Comments: TIMs: XXXXXXXXXX Communication To Dealer: Greetings,\nThanks for the additional information. See 'solution provided'. Regards,\nChris Schraer MBUSA-FTS
Date:2016-12-07 13.45
Name:CSCHRAE Status:Researching
Date:2016-12-07 13.43
Name:R62106B1 Status:Addl. Info Provided Communication From Dealer: Hi Chris, the vehicle has no evap codes, no fault codes at all. This is one of several Metris vans from a company that has reported this issue. One of their vans was actually leaving puddles of gas on the ground by the left front of the vehicle. My service advisor contacted Bob Ulanowitz a couple days ago to inquire if he had any knowledge of the situation and Bob's reply was that there is a known issue with the fuel supply line to the high pressure pump. Bob said to open a ptss case for each vehicle and you would instruct us on how to repair the concern. Thank you
Date:2016-12-07 13:43
Name:R62106B1 Status:Addl. Info Provided Quality Rating: Not Prepared
Date:2016-12-07 13.17
Name:CSCHRAE Status:Dts Proposed Measure/Fbr Communication To Dealer: Greetings,\nl was going to suggest looking at the fuel filler cap as you mentioned. I placed a little more about that in attachments. \nAny EVAP fault codes? This would also support the filler cap theory. Another suggestion would be to cover the vehicle overnight in plastic sheeting. This would contain a fuel vapor odor so that a workshop could identify if it exists and possibly help to determine its origin. Hope this helps, Chris Schraer MBUSA-FTS
Date:2016-12-07 13.06
Name:CSCHRAE Status:Researching

Date:2016-12-07 12:49

Name:R62106B1 Status:Submitted By Dealer

Measures Performed / Technical Question(s):

I have inspected the fuel system and have not found any signs of leakage. I checked for codes and no codes were stored. I did find the seal around the filler neck at the fuel cap was not seated correctly and I did push it into its correct position, but I don't think this is causing the odor they are complaining about.

Parts Replaced:

none

Date:2016-12-07 12:49

Name:R62106B1 Status:Submitted By Dealer

Quality Rating:

Not Prepared

Date:2016-12-07 12:43

Name:R62106B1 Status:Draft

Workshop Findings:

I have been unable to duplicate this concern on several of this companies Metris vans.

Condition Data

up to:	8.04672 km/h	up to:	5 mph
Engine speed from:	700 rpm	up to:	1000 rpm
Outside temperature:	35		
Mode:			
Cold start			
When:			
Intermittent			
Climate/Ambient Conditions:			
Cold			
Misc:			
Vehicle Driveable			

Control Unit/Fault Code

Control Unit	Fault COde	Description	Part Number	HW Version	SW Version	Diagnostic Variant
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Group/SubGroup

Group	Sub Group
(06)Fuel cell system	(00)General

Hand Off

First Contact Attempt	Appointment Date	On Site Date	Confirmed With	Hand off Rating	Hand Off Comment
					TIMs: [REDACTED]