

Chronology of Defect (too many characters for the recall portal comment box)

Chronology:

MBAG initially became aware of a potential issue related to the mounting of the wheels onto VS30 Sprinter vehicles after a notification from the US production plant in Charleston (SC) at the end of July 2019. The plant notification indicated that it had found that on a single vehicle, wheels with a pre-mounted winter tire and rim were not installed in sequence. The production plant receives wheels from third-party logistics facilities which have tires that have been pre-mounted onto wheels along with rims. The third-party facilities are responsible for sequencing the wheels, with tires and rims, so that when they are received, the wheels are already placed in the order in which they will be installed on the production line.

Following the plant notification and into August 2019, MBAG conducted a manual review of all vehicles that remained at the plant and corrected the mounting and installation of wheels on the vehicles located within the factory.

MBAG also launched an investigation to understand whether the issue may have been broader than the vehicles captured at the plant. As part of this review, MBAG considered whether the discrepancy found in the plant notification was limited to winter tires or also affected or other types of tires, whether incorrect tire types or sizes were installed and various analyses of the potential effects of altering the locations of the vehicle on which tires are installed.

MBAG conducted this portion of the investigation from September 2019 until November 2019 which included a detailed step-by-step analysis of the logistics process for the parts from the factory in Germany, through the hands of two third-party logistics companies before reaching the assembly location in the vehicle plant in Charleston, SC, including how the wheels with tires are sequenced onto carriers for installation at the plant. This portion of the investigation also identified that in some cases, the manner of sequencing led to more than two tires for designated for one side of the vehicle to be installed and MBAG considered the effects of installing the wheels and tires in this manner.

In February 2020, MBAG confirmed that there were vehicles in the field that were affected by each of the issues affecting the sequencing of the tires and on March 11, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

To date MBAG is not aware of any complaints concerning this matter from the field.