

MBAG initiated production of its new Sprinter platform in the second half of 2018. In August 2018, based on internal checks, MBAG became aware of a potential issue concerning the rear camera activation time. MBAG found evidence that the issue may only occur on vehicles with the multimedia system “Connect 5” and upon identification MBAG blocked this option code in sales and production. Vehicles, which were still to be built were re-configured to be assembled with a different version of the multimedia system that appeared to be not affected.

At the same time in 2018, a plant action was issued that applied to early production vehicles with the “Connect 5” multimedia system, advising the vehicles should be held at the plant or Vehicle Processing Center (VPC) until revision of the software used for the rear camera and multimedia system. MBAG initiated the necessary actions to improve the software and the software upgrade on the vehicles held at plant or VPC was scheduled to take place until early 2019.

Moreover, in late 2018, MBAG became aware of a separate effect on the “Connect 5” multimedia system potentially resulting from the affected software. That issue concerned the display of the rearview image and MBAG found that when the eCall system was activated either automatically (in the event of a crash) or manually when the vehicle was in Reverse position, the eCall display could cover the rearview image. The affected vehicles were already subject to the plant action and held at the VPC.

After some delay in the development process, the upgraded software that would address both issues was introduced into series production in September 2019, together with the release of the sales and production hold for vehicles ordered with multimedia system “Connect 5”. Furthermore, it was scheduled that vehicles that had already been held at the plant or VPC would receive this final upgrade in late 2019 and into 2020.

In September 2020, during a review of plant actions, MBAG found that certain vehicles did not have documentation to confirm that the software updates for the rear camera system and multimedia system had been performed prior to being released into the field. MBAG initiated an investigation and in early 2021 found that the vehicles had been released without the necessary upgrades. Upon further review of the FMVSS 111 requirements, on February 10, 2021, MBAG determined a noncompliance existed in the vehicles.