

### **Chronology of Defect/Noncompliance Determination**

At the end of May 2019, MBAG launched initial investigations based on several individual reports from the field describing varying instances in which customers described water ingress into the passenger compartment. Upon analysis of the vehicles in the workshops, loose air conditioning drain hoses were found.

In June 2019, analyses in the vehicle assembly plant were conducted in order to identify whether there were any vehicles at the plant that may have loose drain hoses as well as to determine potential root causes for the loose drain hoses observed in the field. In parallel, the potentially affected vehicles were determined.

In July 2019, MBAG conducted an analysis of the potential effects of water ingress into the passenger compartment due to the manner in which the drain hoses were installed in the vehicles MBAG observed.

In the beginning of August 2019, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct safety recall 19V587.

In May 2020, MBAG launched new investigations after isolated reports from the field were received that described instances of water ingress into the passenger compartment on vehicles which were not part of the aforementioned recall measure.

In the course of these investigations starting in summer 2020, it was determined that the subject vehicles were not part of the recall measure in the field because these vehicles had been checked in the scope of a respective plant action before delivery to the market. Accordingly, the investigations focused on the scope and methods of this plant action in the vehicle assembly plant and various rework locations in the vehicle logistics process. These investigations could not identify a clear root cause which would explain the occurrence of cases in the field, despite the subject vehicles having been checked and reworked at an earlier point in time. Therefore, it was concluded that the check in the scope of the plant campaign was not performed according to the work instructions.

From November 2020, additional analyses were conducted to identify causes for different complaint rates depending on the different locations where the vehicles had been checked and reworked.

In March 2021, further analyses of the field situation were conducted in order to identify potential early-defect mechanisms of this issue.

On April 16, 2021, MBAG determined that a safety risk cannot be ruled out and decided to conduct a safety recall.