

In October 2020, Mercedes-Benz AG received a report from the Charleston plant stating that the front axle provided by an equipment sub-supplier for installation on several 5t GVWR Sprinter vehicles had been equipped with 3.5t brake discs instead of 5t brake discs.

The supplier initiated an investigation, and began to rework the affected axles to install the correct 5t brake discs. As a precautionary measure, MBAG immediately quarantined potentially affected in-production Platform 907 vehicles, blocking them from release.

MBAG then investigated whether the axles equipped with incorrect brakes were isolated incidents or may have been more widespread.

As part of that review, MBAG examined other unreleased platform 907 Sprinter vehicles whose axles and brakes were provided by the same supplier.

The investigation determined in November 2020, that a documentation error during the supplier's conversion to copper-free brake pads had resulted in specification in its engineering system of the incorrect brake discs for the front axles.

The investigation subsequently determined that, as a result of the erroneous documentation, the supplier in Germany began to incorrectly equip the front axles with 3.5t brake discs instead of 5t brake discs on October 5, 2020. Several weeks later, some of those incorrectly installed front axles were delivered to the assembly plant in Charleston.

The documentation error in the supplier's engineering system was corrected and it resumed manufacture of the axles with 5t brakes. Beginning on December 16th, 2020, the Charleston plant received new front axle assemblies equipped with 5t brake discs. From that date forward, only correctly equipped front axles were delivered to the plant in Charleston for installation in the Sprinter vans.

Beginning in early December 2020, MBAG reworked all of the affected axles by equipping them with the correct 5t brake discs. Reworked brake assemblies were installed in Platform 907 Sprinter vehicles and completed vehicles were released. The one-by-one brake discs replacement campaign lasted until the end of May 2021. Because of the timing of the delivery of the affected axles to the Charleston plant and the imposition of the block, MBAG believed no Sprinter had been released with the 3.5t brakes.

At the end of June 2021, the supplier provided the serial-numbers of all affected front axles shipped to the Charleston plant, to allow MBAG to confirm it had remedied all erroneously equipped axles. That review discovered that one front axle assembly had not been reworked and this vehicle left the plant.

On October 27, 2021, MBAG determined that it could not rule out that the one vehicle posed a potential safety risk.