

Chronology of Defect/Noncompliance Determination Supplement for ODI 22-00855-28422-10

In March 2021, MBAG received isolated field reports from the US that trim bars were loose or had detached from a vehicle during driving. MBAG commenced an investigation, and began to retrieve damaged parts from the field for analysis. As part of that analysis, MBAG determined that the window trim detachments were not the result of a design or product specification error.

In an earlier recall, the design of the trim attachment had been modified to address this potential occurrence. In analyses in May-June 2021, MBAG determined that the parts involved in the current incidents were not subject to prior recall, and had been produced after the design change was implemented. In the summer of 2021, further analyses were conducted in order to determine the failure mechanism for the re-designed parts. These analyses suggested that certain rework measures in the vehicle assembly plant (which included a removal and re-installation of the trim bars) may not have been performed according to current production specifications. To mitigate that possibility, the company added a further manual "pull check" to the production process, and revised relevant work instructions in July 2021.

In July 2021, the documentation of the rework processes for different assembly lines were analyzed from the responsible production plant, including an effort to determine if a particular worker or assembly group may have caused such deviation.

From August through December 2021, MBAG continued its investigation and close review, attempting to pinpoint the timing and point in the process in which above mentioned errors may have occurred. However, due to a lack of sufficient documentation of rework that was directly carried out on the assembly line, MBAG was not able to identify or further limit specific factors.

In December 2021, the company implemented a further preventive measure consisting of an additional check with a pull check tool following installation of the trim bars on the assembly line. In an abundance of caution, at the end of January 2022, an additional process quality audit at the assembly line was implemented in order to ensure any installation process error was eliminated.

In March 2022, MBAG conducted a series of analyses and tests to identify potentially affected vehicles. In parallel, MBAG conducted various test drives to determine what external factors, influences (e.g. automated car washes) and circumstances might result in a trim bar detaching from the vehicle. Because the production and rework errors appeared to be sporadic and did not follow a clear pattern,

In the summer of 2022 MBAG focused on determining the population and scope of potentially affected vehicles.

On September 2, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 75 related warranty claims/field reports/service reports received from October 08, 2019 to July 18, 2022 in the US. MBAG is not aware of any claims of crashes, injuries, or other third party damage as a result of this occurrence.