

At the end of January 2022, MBAG received a notification from a production plant describing a potential instrument cluster malfunction during the production process. The plant reported that in isolated instances, instrument clusters would not display information when the vehicle was started during end-of-line testing. MBAG investigated the reported production testing defect. This investigation was conducted from February through March 2022. This analysis concluded that, in rare instances involving a rapid succession of stopping and restarting the vehicle during production testing, the instrument cluster processor could be overloaded. The initial investigation also determined that the isolated malfunction could occur only during the end-of-line testing in the production plant, and not in the field. As a result, MBAG closed its investigation of the matter in March 2022.

In May 2022, during the course of the field monitoring, MBAG noted isolated reports of instrument cluster defects at vehicle start. MBAG launched a review of these reports during the summer of 2022. As a result of these analyses, MBAG determined there was a potential connection between the field reports and the production process malfunction identified by the production plant earlier in the year.

In the second half of 2022, MBAG used field data to identify the scenarios in which the malfunction might be triggered. Based on the isolated cases of customers experiencing the issue, this analysis concluded that the malfunction was unrelated to environmental factors. Subsequently, MBAG began reviewing certain software/hardware combinations in the potentially affected vehicles. It was found that the processor of the instrument cluster might be overloaded at start.

In January 2023, MBAG conducted an analysis of affected software versions to identify the potentially affected vehicle population and potential consequences.

On March 17, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 1 confirmed field report in the US received on February 11, 2022. MBAG is not aware of any reported crashes, injuries, or other party property damage related to this issue, worldwide.