

In the beginning of June 2022, MBAG launched initial investigations based on individual field reports from outside the US alleging inconsistent power delivery. MBAG hypothesized that, the function of the fuel pump might have been impaired without having any initial indications in regards to common influencing factors on the field cases in this relation. In July 2022, MBAG began retrieving fuel pumps from affected vehicles in the field and analyzing them in coordination with the supplier. Over the next several months, MBAG conducted analyses of the material together with the supplier, as well as the production processes at the supplier and its sub-suppliers. Through the end of the year, MBAG conducted numerous and varied tests in coordination with its tier one supplier, including fuel swelling behavior, structural damage and notched impact resistance tests. In December 2022, these intensive analyses and tests identified an irregularity in individual raw material batches used for the suspect fuel pump impellers, sourced from a sub-supplier. Based on that determination, in January 2023, MBAG's supplier of the suspect fuel pump started investigations to identify the potentially affected vehicle population by tracking the material flow within the multi-supplier chain from the raw material sub-supplier up to the fuel pump manufacturer. At the same time, the fuel pump supplier implemented several changes in its production process, including a replacement of the raw material supplier, changing the injection molding process at the injection molding supplier and implementing more quality controls within the supplier chain. Through May 2023, MBAG and its fuel pump supplier conducted further testing and analyses to identify potential influencing factors and determine potential consequences of material and process anomalies at different steps of the production process. In May 2023, MBAG's fuel pump supplier determined the scope of potentially affected fuel pumps, which was then used to identify the potentially affected vehicle population.

On June 16, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

Model Year 2023 Metris was inadvertently left off from the recall on the original 573 submission in June 2023, but now has been amended to include Model Year 2023 Metris.

MBAG is currently aware of 330 warranty claims/field reports/service reports received from 1/25/2022 to 5/23/2023. MBAG is not aware of any claims of injury, crashes or death worldwide due to this malfunction.

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