

Chronology Supplement for ODI 23-00855-30153-10

In March 2021, Mercedes-Benz received an isolated report from a customer alleging their GLE vehicle displayed a battery warning message and they were unable to start the vehicle. MBAG was not able to attribute the reported event to any deviation in the vehicle's production or systemic failure at that time.

In late 2021/early 2022, an internal post-production quality feedback found a vehicle with a similar issue. MBAG's further review determined that the vehicle had been designated for quality assurance rework during production. Contemporaneous documentation indicated that the rework action had been completed. During the course of MBAG's subsequent investigation, however, it found evidence suggesting that in some instances the rework may not have been correctly completed. Based on that determination MBAG then reviewed field reports to determine if those reworked vehicles had reported any incidents that might be related to an incorrect rework. That review identified two vehicles that were the subject of March and October 2021 field reports, and determined that the erroneous rework could have contributed to the reported inability to start the vehicles.

Additional investigation and analyses determined that one individual reworker incorrectly performed the rework task (adjusting torque applied to a bolted 12V ground connection) during a limited production period, while documenting the rework as correctly performed.

Beginning in October 2022 and continuing through July 2023, MBAG conducted extensive investigations and analyses to determine whether there might be other potential consequences of the identified issue. This investigation determined that bolting that was not tightened with the force specified in the rework instructions could result in increased resistance at the 12V ground connection. Thermal testing during that time further determined that such current resistance could lead to heat development in the area under the driver's seat.

Based on these findings, beginning in July 2023, MBAG analyzed material properties (including heat sensitivity) of components surrounding the 12V ground connection.

On December 1, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is aware of one related field report in the US (described above). That report did not involve any claim of a crash, injury, or property damage. MBAG is not aware of any reports of property damage, fatality, or injury related to this defect.