

Chronology Supplement for ODI 23-00855-30190-10

In June 2020, MBAG received isolated cases from the field describing instances in which the front roof panel forward of the panoramic sunroof had allegedly detached from the vehicle. MBAG launched an investigation and was able to verify from its internal documentation that in these isolated cases the wrong adhesive was used to bond the panels during a previous repair. MBAG also began to analyze its internal data related to detachment of the front roof panel to understand whether the incidents were indicative of a broader trend or isolated events and found a number of sporadic reports submitted between 2018 – 2020 involving claims of cracked or partially detached panels and found that all involved vehicles that had also undergone a prior service repair to the front roof panel. MBAG began to analyze whether there was a more systemic issue and whether it was related to a prior repair of the front roof panel. MBAG's technical analysis was carried out from late 2020 and into the first quarter of 2021 and included an analysis of possible deviations from the published repair instructions as not all vehicles that had undergone a prior service repair necessarily reported a subsequent issue with the bonding of the panel. Test setups were prepared by recreating various repair scenarios where an incorrect pre-treatment and bonding adhesives other than the one specific adhesive that had been approved for this repair. Sample roof panels were also returned from the field and analyzed which indicated how the pre-treatment, cleaning and primer application were actually being applied by Mercedes-Benz workshops and any third-party sublets and confirmed that there were deviations from the repair procedures. Accordingly, it was concluded that the prior repair was the root cause for the panel detachment. Further analysis was conducted to identify potentially affected vehicles. On March 12, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a safety recall.

In November 2023, MBAG became aware of cases in the field, alleging a similar technical issue. An immediate analysis of those cases concluded, that due to a deviation in documentation of cases with a prior warranty repair of the roof panel, certain vehicles were inadvertently not included in the recall population of the recall 21V197. Additionally, out of an abundance of caution vehicles that might have been improperly repaired between the initial determination of the scope of affected vehicles and the recall launch date have been added to the recall population.

On December 15, 2023, MBAG determined that a safety risk cannot be ruled out for the additional vehicles and decided to conduct a recall.

MBAG is currently aware of 228 warranty claims, 0 field reports and 24 consumer complaints received from August 19, 2021 to November 15, 2023.

No third-party damages or personal injuries or fatalities were reported.