

Chronology of Defect/Noncompliance Determination Supplement for ODI 24-00855-30607-10

In June 2022, MBAG initiated an investigation of field reports from customers alleging that their 167 platform vehicles displayed battery-related warnings.

Based on an initial review of these field reports, MBAG hypothesized that insufficient tightening of the ground cable connection for the 48V ground connection under the front passenger seat during production rework could have contributed to the reported warning messages. In July and September 2022, MBAG initiated plant rework campaigns to tighten the ground cable connection in potentially affected vehicles that remained in MBAG's control.

In September 2022, during the course of its worldwide product monitoring, MBAG identified additional field reports describing issues related to the subject 48V ground connection, however from vehicles that did not undergo rework of this ground connection during production.

From October 2022 through April 2023 MBAG conducted further investigations of worldwide field reports alleging conditions that could have resulted from a loose ground connection to analyze other processes or factors that could contribute to these occurrences. Additionally, between December 2022 and March 2023, MBAG conducted internal reviews of the assembly process for the 48V ground connection under the front passenger seat as well as the process for adjusting a bolted connection in a vehicle that did not meet torque specifications based on quality control testing during production. These analyses were not able to attribute the identified occurrence to any deviation in vehicle production or rework process or other systemic failure.

From April 2023 through January 2024, MBAG expanded its investigations of factors that could cause a loosening of this 48V ground connection. Based on this investigation, MBAG hypothesized that other mechanical rework operations in the physical proximity of, but unrelated to, this component could inadvertently potentially cause reduced torque.

From January to February 2024, MBAG reviewed the field situation and tried to identify a common systemic failure mechanism relating to rework operations on the subject vehicles. Ultimately, it was not possible to identify a conclusive connection between the observed field reports and the considered rework operations.

MBAG ultimately concluded that non-systemic influences from the assembly or rework process might impact the correct bolting of the ground connection. Based on this conclusion, potentially affected vehicles were identified.

On March 8, 2024, MBAG determined that a potential safety risk in the identified vehicle population cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 31 field reports regarding this topic received between August 2, 2022 to November 20, 2023. MBAG is not aware of any reports of property damage, fatalities, crashes or injury related to this defect.