

In May 2023, MBAG initiated an investigation into a single Sprinter (907 platform) vehicle that lost propulsion during internal, post-production quality feedback testing. During its review of the vehicle, MBAG identified that the quick-release fastener was not attached to the 12V ground connection. MBAG therefore hypothesized that the push-pull-push check used to confirm the secured force of this fastener to the 12V ground connection was not performed in accordance with specifications. As a consequence, MBAG implemented an additional step requiring workers to document that they performed the push-pull-push check as a means of validating that this step was completed during production.

From June until September 2023, MBAG conducted a review of the production facility and vehicle assembly processes seeking to evaluate its hypothesis and identify other factors that potentially might lead to the observed issue. MBAG did not identify any deviations from its production process specifications.

Investigation and analyses determined that an individual employee had failed to perform the push-pull-push check of this mounting during production during a limited production period.

Based on a review of its production records, MBAG confirmed that this employee was responsible for performing the push-pull-push check on the vehicle where this issue was identified. Based on that determination, in beginning of September 2023, MBAG conducted a plant rework campaign to ensure that the quick release fastener was secured in accordance with specifications in potentially affected vehicles that remained in MBAG's control.

From December 2023 until February 2024, MBAG conducted testing and analyses that determined that if the quick-release fastener became disconnected from the 12V ground connection, it could affect the power supply to the vehicle, which could cause the vehicle to lose propulsion and come to a standstill. Further analyses determined that if the fastener loosened, but remained attached to the 12V ground connection, it could potentially result in increased resistance at the 12V ground connection, which could in some instances contribute to an increased risk of a fire. Throughout MBAG's investigations and review, it received no field reports worldwide of stalling or fires related to the mounting of the quick-release fastener.

On March 15, 2024, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is not aware of any warranty claims, field or service reports, or reports of property damage, fatality, or injury related to this defect worldwide.