

Mercedes-Benz Part 573 Submission

Submitted to Portal June 14, 2024

Chronology-Only section

**Chronology of Defect/Noncompliance Determination Supplement for ODI 22-00855-31240-10**

In July 2022, MBAG issued a safety recall (22V-533) for certain E-Class (213 platform), E-Class Coupe/Cabriolet (238 platform), CLS (257 platform) and AMG GT 4-door (290 platform) AMG models in response to concerns that a misrouted wiring harness could potentially cause a short circuit. In August 2022, Mercedes-Benz launched the recall in the US and the rest of the world to address this issue.

In April 2023, MBAG learned of a single field report from outside the U.S. describing corrosion of the electrical connector of the transmission wiring harness in a vehicle on which the prior recall 22V-533 remedy had been completed. At that time, MBAG concluded that this was an isolated and anomalous event, as available data did not suggest that other vehicles might be affected.

Between April and September 2023, MBAG received two additional field reports of incidents from outside the U.S. alleging a thermal overload at the electrical connector of the transmission wiring harness in vehicles where the recall remedy had been completed.

Between September 2023 and early 2024, MBAG conducted detailed reviews of the available warranty data and recall repair documentation for vehicles that had been inspected (and if necessary, repaired) as part of the recall campaign. This investigation was conducted to determine whether there may have been errors or deviations in the execution of the recall remedy.

As part of this review, MBAG identified additional warranty cases alleging similar wiring harness connector corrosion in vehicles subject to the prior recall 22V-533, including some vehicles on which the recall remedy had been completed. MBAG's analyses of these claims and available repair data did not suggest a common cause leading to such corrosion in remedied vehicles. During that investigation, MBAG identified occasional deviations from the prescribed recall procedures and actions.

To eliminate these deviations, MBAG reviewed the work instructions for the remedy program and conducted interviews with dealerships outside the US to determine what factors might have contributed to the identified deviations (such as technicians' workflow and how they understood the remedy work instructions). During these interviews, as part of this detailed review, MBAG determined that in some instances technicians may not have fully checked for potential water ingress in the wiring harness or the electrical connector as directed by the recall remedy work instructions.

Starting in February 2024, MBAG analyzed whether changes to the remedy instructions or methodology provided to service partners might mitigate the risk of incomplete or erroneous recall repairs by those service partners.

In parallel, during the spring of 2024, MBAG developed a single continuous wiring harness that eliminates the need for an electrical connector used to connect a two-part harness.

In May 2024, MBAG concluded its review of dealers' and repair workshops implementation of the remedy and analyzed the results. That analysis concluded that the effectiveness of the remedy could be enhanced, and any risk of occasional incomplete remedy implementation substantially mitigated, by

revising the remedy to require replacement of the two-part wiring harness with a connector with the newly developed continuous wiring harness.

On June 7, 2024, MBAG determined that a potential safety risk due to erroneous remedy implementation (using the two-part wiring harness with connector) could not be ruled out. Out of an abundance of caution, and to reduce potential customer confusion, MBAG decided to close the existing recall measure and issue this new defect report for the same vehicle population, and conduct a new recall that will implement the updated remedy.

MBAG is currently aware of 13 warranty claims received between November 11, 2022 to December 12, 2023 that may have been reworked incorrectly during implementation of the 22V-533 remedy. MBAG is aware of no reports of fatalities, injuries, or fires related to this defect in the US.