

Chronology of Defect/Noncompliance Determination Supplement for ODI 24-00855-31726-10

In the end of January 2021, MBAG launched initial investigations based on a single report from a dealer in the United States where the dealer had requested information on how to obtain replacement parts for the rear door latches of a G-Class vehicle.

This report led MBAG to investigate why replacement parts were not available for this dealer and while doing so, it found a number of warranty claims involving the performance of the rear door latches and replacement of the door latch components, including some reports of a rear door opening while driving. A dedicated task force was immediately put into place.

In February 2021, parts from affected field vehicles were retrieved and an analysis was initiated. The analysis showed that in the field return parts, there were tolerance variances in the positioning of the latch and lock trap, and the supplier was included into the investigation to provide specialized support. In March 2021, vehicles at the production facility were blocked as a precaution while the investigation continued.

Not all the door latches with the affected design indicated an issue and the conditions were not reproducible in all cases. The investigation found that due to variances in the installation of the internal components based on the door latch design, not all door latches were susceptible to the condition, but on May 7, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall – 21V353.

In the spring of 2024, MBAG became aware of an issue where a non-functional door lock had been installed on a G-Class (463 platform) as a replacement part during a standard workshop repair. Subsequently, an extensive analysis on the root cause was initiated to determine how this deviation might have occurred.

From this analysis, MBAG determined that the affected right-hand side latch part number was not scrapped. As a reactive measure, all remaining inventory parts were scrapped immediately. Starting in June 2024, an extensive analysis was conducted, to trace back the parts to specific vehicles.

Consequently, on August 30, 2024 MBAG decided to extend the recall population.

MBAG is not aware of any reports of accidents or injury related to these conditions.