

In June 2024, MBAG received a field report from a dealership in the US alleging noise while driving and loss of propulsion during a pre-delivery vehicle inspection. While investigating this field report MBAG became aware of further isolated field reports describing similar circumstances of the electric rear axle. MBAG determined that the alleged reports might result from damage within the electrical drive train.

In July 2024, MBAG commissioned the supplier of the electric drive train to conduct a detailed analysis of the situation to generate further knowledge of the damage mechanism and cause. Furthermore, retrieved parts from the field were sent to the supplier for further investigation. Additionally, the supplier checked parts from the current production stock for material and process deviations.

In August 2024 in parallel to the ongoing investigation of the supplier, MBAG conducted a sorting action in the three potentially affected production plants and blocked the available stock of the electric rear axles.

Upon completion of the material and process inspections in September 2024 the supplier identified a potential deviation in the material of a helical gear within the electric drivetrain but was not able to determine if it was a systemic or isolated issue. Therefore, further investigations were conducted in cooperation with an external materials laboratory. In parallel, MBAG analyzed the potential effects of the observed failure mechanism. This investigation was finalized in November 2024. It was found that a combination of different influencing factors (e.g. material, corrosive medium and mechanical stress) might have caused damage to the helical gear. Through January 2025, MBAG determined the potentially affected field vehicles with potentially affected parts. On February 7th 2025, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 5 field reports received on June 4, 2024, June 11, 2024, July 2, 2024, August 12, 2024, and October 31, 2024. (Three of these five cases were found during the pre-delivery inspection process at the dealership.) MBAG is not aware of any cases of crash, injury or death.