

Beginning in October 2023, INEOS became aware of a number of warranty claims for exterior door buttons sticking when being opened from the outside. INEOS initiated a review along with its supplier to attempt to better understand the issue. During the course of that review, the supplier identified a process change at its facility that led to an inadequate amount of grease being applied to some areas of the door button mechanism. Based on this information, an interim containment action was initiated to rework vehicles remaining in INEOS' facility. INEOS also requested its supplier to review the door button kinematics to see how operation of the mechanism could be improved for future model years. Following the rework of vehicles at its facility, INEOS issued a technical service bulletin to dealers on February 15th, 2024 with instructions to re-grease the component mechanism.

Between February 2024 and June 2024, INEOS received two reports of doors opening while driving on U.S. cars. There have been no reports of the driver's door opening while driving. INEOS conducted further analysis of the issue, including an analysis of warnings to the driver and vehicle occupants if one or more vehicle doors did not fully close. Based on that analysis, INEOS reasonably believed that there was sufficient advanced warning to vehicle occupants if the door was not fully closed and none of the warranty claims or VOQs to NHTSA at that time described that the vehicle was not receiving in-vehicle warnings (visual and audible) in addition to the status of the door being observable to the user. Based on the field data and analysis at the time, INEOS reasonably believed the risk caused by sticking door buttons (including the risk of doors opening) was low and continued with its effort to re-grease doors experiencing the condition. (continued below)

(continued from above) As of late January 2025, INEOS became aware of a second VOQ to NHTSA describing a door opening while the vehicle was in motion. INEOS responded to questions from NHTSA about the VOQs and the issue more generally. On March 4th 2025, INEOS determined a safety related defect exists in the subject vehicles and decided to conduct a recall to address the defect. As of the end of February 2025, INEOS is aware of 4 VOQs potentially related to this issue. There have been no reports of injury.

After verifying the VIN population and remedial component validation, INEOS decided to issue a notice of defect to NHTSA on March 6th 2025 to replace door button mechanisms in all vehicles manufactured before April 19th 2024