

Mercedes-Benz Part 573 Submission

Report Submitted to Portal May 16, 2025

Chronology-Only section

Chronology of Defect/Noncompliance Determination Supplement for ODI 25-00855-32982-10

At the end of August 2024, MBAG noticed an issue with the retention force of the multi-purpose camera and the interior mirror on internal vehicles in one of its production plants. Initial analyses together with the supplier were started immediately to identify the root cause. In parallel, windshields in storage and vehicles still in the production plant were inspected in order to identify further parts exhibiting the subject issue. The analysis of these cases indicated that the adhesive joint between the multi-purpose camera and interior mirror on the windshield might not meet the specified retention force. Part of this analysis was to determine whether a partial detachment would be possible and whether this would be detected by the driver or the vehicle.

From October 2024 onwards, further analysis was conducted in order to investigate the potential consequences of a partial detachment to vehicle functions and related driver assistance systems. No related warranty claims, field reports or customer complaints were found.

In late 2024 and early 2025, additional analyses were conducted to determine whether a loosening of the retention forces would only occur early in the life of the vehicle and to evaluate any impacts on the related driver assistance systems given the lack of any issues arising from the field. Material experts reviewed the bonding failure mechanism in consideration of whether the issue would necessarily arise before any vehicles were delivered to end users.

In February 2025, reports of similar issues arose from another plant. The investigations were expanded to ensure that the scope of its review was appropriately inclusive and that all potential root causes and consequences were considered. The duration of that review was from February to April 2025. The review concluded that the issue involved specific batches of components from the supplier. Despite the lack of any reports from the field, the possibility that the bonding might fail in the field could not be ruled out.

On May 9, 2025, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG can confirm there are no warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries) related to this defect in the USA.