

Chronology of Defect/Noncompliance Determination

At the end of September 2018, MBAG launched initial investigations based on an individual field report describing an instance in which a customer allegedly experienced an SRS warning message in the instrument cluster, linked to a damaged wire in the front door wiring harness.

In the course of initial investigations, the root cause of the damaged wire could not clearly be identified. An optimization of the wiring harness routing was identified, and subsequently introduced into series production at the end of November 2018. At that time, it was not believed that the routing of the wiring harness was the only root cause for the issue. Therefore, detailed investigation into further possible root causes continued.

As MBAG received additional reports of what appeared to be possibly related complaints, MBAG continued its evaluation of the condition to understand whether there were any other potentially contributing factors, including efforts to obtain additional vehicles from the field. However, acquiring vehicles that actually exhibited this complaint for the planned vehicle investigations proved to be challenging. These further vehicle investigations were conducted in May and June 2019.

In July 2019, the findings from the vehicle investigations were analyzed regarding various influences including, but not limited to: the wiring harness routing as well as the assembly process in the plant.

Investigations concluded in September 2019 that further optimizations to the routing and assembly might improve the robustness, however no further root causes apart from the wiring harness routing optimization mentioned above could be identified. At the same time, the effectiveness of the initial optimization measure was confirmed.

In parallel, MBAG considered the potential consequences of an affected wire harness and the extent of damage to each specific wire within the harness on the performance of the wire.

On November 8, 2019, MBAG determined that a potential safety risk could not be ruled out.