

Chronology of Defect/Noncompliance Determination

At the end of June 2020, MBAG launched an initial investigation after several internal vehicles experienced a loss of the electric power steering assist. MBAG immediately applied an additional control measure to ensure that the correct torque had been applied to the power supply connection for the electric power steering. In July 2020, however, additional cases of vehicles experiencing a loss of electric power steering assist were reported by the production plant. Accordingly, MBAG initiated further analysis into the issue.

MBAG determined that melted adhesive loosened the power supply connection to the electric power steering in the analyzed vehicles. MBAG subsequently reviewed its supplier's production process in detail to understand the point in the process at which the contamination may have occurred. As a result of this investigation, MBAG determined that the root cause of the issue was limited to a production deviation caused by an unauthorized rework at the supplier. An instruction regarding the correct production process was given to the supplier and visual inspection of all potentially affected vehicles in production was immediately implemented by MBAG in July 2020.

Starting in July 2020, MBAG also analyzed the potential for vehicles in the field to have departed the production plant with potentially affected adhesive used in the power supply connection. In parallel, through the first quarter of 2021, MBAG evaluated production records to determine the population of potentially affected vehicles in the field. MBAG has not received any field complaints in the US regarding this issue, but has determined that there is one (1) potentially affected vehicle in the US.

Further analyses were performed until July 2021 to assess the different possible contamination levels and its individual influence on the connection. In October 2021, MBAG also analyzed the adhesive aging processes to evaluate whether there could be potential long term impacts.

On December 10, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall for the potentially affected vehicle.