

On September 29, 2021, MBAG was informed by an upfitter about possible incorrect vehicle weight loading values on the tire and loading information label located on the B pillar in certain VS30 (Platform 907) Sprinter vehicles.

MBAG started an investigation by conducting an internal review of labels used on the production line for Sprinter VS30 Platform 907 vehicles. Through this review, MBAG determined that in some instances the combined weight values printed on information labels were higher than the calculated maximum values for the vehicle.

MBAG immediately (in September 2021) quarantined potentially affected vehicles at the production plant, blocking them from release until completion of any rework that might be determined to be necessary.

At the same time, MBAG launched an investigation into the combined weight loading values, to evaluate the potential for safety risk associated with inaccurate labels and to identify potentially affected vehicles.

MBAG determined that incorrect weight information had been printed on labels due to an error in the printer software used to produce the labels. The Programmable Logic Controller (PLC) that transmits the label data to the printer incorrectly stored "weight" data under the "angle" category and left the value for "weight" data empty. MBAG determined that this error originated from a PLC software update on July 1, 2021. Because the PLC failed to record a combined weight value for the information label, the printer inserted an incorrect default value instead of the specific measured weight value.

Based on those findings MBAG continued its investigation to evaluate potential technical consequences of the faulty label on vehicle usage and safety.

This evaluation continued through January 2022 and included a deep analysis of possible effects on axle parts as well as to the body of the vehicle. MBAG reached the conclusion that a safety risk resulting from excessive vehicle loading on vehicle body and stability can be ruled out. However, MBAG determined that excess tire wear could result from potential overloading of the vehicle.

On February 2, 2022 MBAG decided that a potential safety risk could not be ruled out. Accordingly, MBAG will conduct a recall for the affected vehicles.