

N830

Chronology of Defect / Non-compliance Determination:

Field reports were progressively received from October 2022 where water ingress of tail lamps was reported. The issue was closely monitored and in February 2023 a Product safety and Compliance Committee (PSCC) investigation opened.

In March 2023, a team of engineers was requested to investigate this matter, identify the scope of any issues and seek to define if there is a systemic trend related to tail lamp water ingress.

The investigating team from April to September 2023 sought field returns of lamps exhibiting water ingress and, with the help of the component supplier, investigated the conditions found on these returned lamp units.

In September 2023 a detailed review of the matter was completed at PSCC where it was found that factors outside of the lamp manufacturer control could contribute to the risk of water ingress into the tail lamps. The PSCC requested that the Vehicle Assembly Plant quality team investigate aspects of vehicle finessing completed as part of the final vehicle assembly processes. The investigation was returned to PSCC in early November 2023 where initial findings from this Plant Quality review were received.

During the course of the investigation, data analysis was completed. This data analysis indicated there was a difference between the rates of issues seen from left to right hand rear lamps. When this data was reviewed in November 2023 at PSCC, a request was made to conduct an investigation to confirm any technical basis for this difference.

At the PSCC of December 5, 2023, the investigating team explained that there were differences between the approaches taken in the Vehicle Assembly Plant to finesse the gaps and flush fit of tail lamps such that the right hand side lamps were being mechanically altered whereas the left hand were not.

At PSCC of December 12, 2023 the scope of the issue was discussed, the consequence of right hand tail lamp failure was reviewed and it was agreed that the issue be progressed to the Recall Determination Committee (RDC) for consideration.

The RDC reviewed the issue on December 14, 2023 and concluded that this issue represents an unreasonable risk to safety, and a voluntary safety recall should be conducted to remedy the vehicles identified.

There have been no reported accidents, injuries or fires as a result of this concern.

There are approximately 144 warranty claims related to this matter.