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| TO: Parts Managers and Parts Advisors Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update | DATE: July 29, 2016 |

TAKATA RECALL UPDATE

Recall Campaign – Dealer Talking Points Certain MY08-MY11 Models with Takata Passenger Side Airbags and PSPI-2 inflators

Daimler AG (DAG) is not aware of any field incidents with the subject Takata PSPI-2 inflators. However, based on the information above and out of an abundance of caution, DAG will conduct a voluntary recall of the vehicles equipped with the subject Takata PSPI-2 inflators in Zones A, B, and C as identified by Takata in the Defect Information Report.

Vehicles Affected:

- The recall involves passenger-side airbags in MY2008-2011 C-Class, MY2010-2011 GLK-class and E-Class Coupe vehicles, and MY2011 SLS AMG, and E-Class Cabriolet vehicles originally sold, or ever registered, in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan), and the U.S. Virgin Islands, or "Zone A."
- Additionally, unless included in "Zone A" above, MBUSA is recalling certain MY2008 C-Class vehicles originally sold, or ever registered, in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, and West Virginia, or "Zone B."
- Vehicles not originally sold or ever registered in either Zones A or B are not subject to this safety recall.

Affected vehicles are equipped with certain air bag inflators assembled as part of the passenger-side air bag modules, and used as original equipment or replacement equipment. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to absolute humidity and temperature cycling.

How many Vehicles are affected in the 3 Zones?

A total of 259,141 vehicles are affected in Zones A, B, and C.

Interim Letters:

Beginning July 25, 2016, interim customer letters will be mailed to owners of affected vehicles as required under Federal Regulations when the parts to remedy a recall are not available. Due to the volume of letters to be sent, the mailing will occur in stages over the next three weeks. The intent of this letter is to inform the current owners of the pending recall and that parts are not yet available. A second letter will be mailed to owners once parts become available.

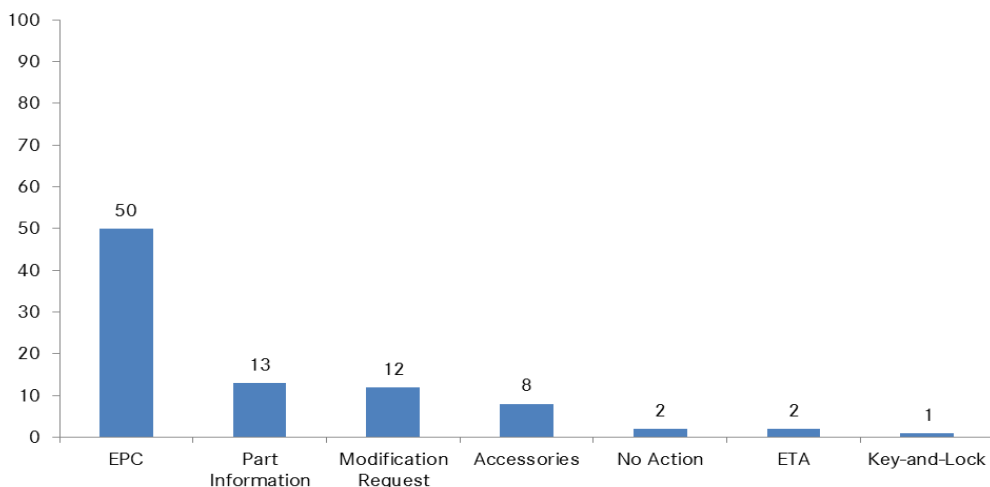
The full *Takata Recall Dealer Resource Package* is posted on NetStar and the PAC website (News tab) for your full review.

PAC CALL VOLUME REPORTING

In order to provide more transparency to our PAC operations, we will now include weekly call volume stats in the Weekly Parts Update. The chart will highlight the types of calls with their respective totals. We are also using this data to evaluate call volume spikes and then escalate to the respective business units for recovery options.

For the week of July 18^h, the PAC received **88** Sprinter phone calls.

**PAC Call Volume
Week of July 18, 2016**



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Paragon Hardware Migration

The Paragon system will be migrated to a new hardware as follows:

1. Paragon will be shut down on Friday, **August 5th at 8:00 PM EST** and will be available for business on Monday, **August 8th at 6:00 AM EST**.
2. For NetStar 5 dealers: System administrators must assign Paragon access in the new NetStar 5 portals before the migration or dealer users will not be able to access Paragon on Monday, August 8th.
3. Please submit ALL orders in Paragon before your time zone cut-off time on Friday, August 5th (chart below).
4. For StockPro dealers: Please approve orders at least one hour prior to SAP shut down.

| Dealer Time Zone | SAP Down Time on August 5 th | StockPro Order Approval |
|------------------|---|-------------------------|
| Pacific | 5:00 PM | 4:00 PM |
| Mountain | 6:00 PM | 5:00 PM |
| Central | 7:00 PM | 6:00 PM |
| Eastern | 8:00 PM | 7:00 PM |

Please refer to the *SAP - Paragon Shut Down 8/5/16* NCA for additional information.

PROGRAMS AND PRODUCT UPDATES (continued)

Warranty Training Manuals

The Warranty Manual contains a wealth of warranty reference and training materials and will be updated as new content is created. This and all other training materials can be found at:

NetStar → Service → Commercial Vans Warranty Manual → References

Please refer to the *Warranty Training Manuals* NCA dated July 29, 2016 for additional information.

Literature

- Due to system issues with Paragon 2.0, literature orders cannot be entered for most of the literature part numbers. The PAC will manually enter your orders until the system is fixed.
- In addition to the search function in Paragon, please use SprinterTekInfo to assist with your identification of literature part numbers.
- Requests for credit and notification of short shipments must be communicated directly to R.R. Donnelley at mbusa@rrd.com.