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newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 4, 2018

RECALL CAMPAIGNS

Campaign	Information
2018040007 MY 2017-18, Models 205 and 238 (C-Class Coupe & Cabriolet, E-Class Coupe & Cabriolet) Seatback Lock	<ul style="list-style-type: none"> 180 affected vehicles flagged in VMI as "Open"; 167 vehicles in dealer inventory; 8 MBUSA internal vehicles Parts are available and may be ordered.

CONSTRAINED PARTS

Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission. Please refer to the Weekly Constrained Parts Listing in NetStar for the complete listing of affected part numbers.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 4/24-5/1	BACKORDER RECOVERY
A 000 423 09 12 07	BRAKE DISK, VENTED	697	UNKNOWN
A 000 545 44 84	CONNECTOR	0	MAY 2018
A 166 720 42 02 64	MOULDING	0	MAY 2018
A 166 720 45 02 64	TRIM STRIP	56	MAY 2018
A 166 720 47 02 64	MOULDING	98	MAY 2018
A 166 820 10 45 28	TS WIPER BLADE	8,226	MAY 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	MAY 2018
A 204 421 00 00 07	BRAKE DISK	140	UNKNOWN
A 204 720 17 63 8P26	DOOR PANELING	15	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	1	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	0	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	0	UNKNOWN
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	1	UNKNOWN
A 213 820 45 03	LED Logo Projector	115	UNKNOWN
A 221 423 10 12 07	BRAKE DISK, VENTED	448	MAY 2018
A 221 620 31 86	SUPPORT	0	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	44	UNKNOWN





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CONSTRAINED PART NUMBER		PART DESCRIPTION	QTY RCVD 4/24-5/1	BACKORDER RECOVERY
A	270 180 01 09	TS OIL FILTER ELEMENT	9,314	UNKNOWN
A	271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	92	UNKNOWN
A	274 090 17 29	INTAKE LINE	333	UNKNOWN

CONSTRAINED PARTS – VORs ONLY

The following parts are constrained and will only be processed as VORs: **A 004 159 79 03 – Spark Plug & A 270 180 01 09 – TS Oil Filter** (maximum order line quantity of 10). Part #A 270 180 01 09 is now eligible for D2D orders.

SPECIAL PROCUREMENT BOTTLENECK DELAYS

Due to a bottleneck situation, SP is facing delays in responding to their dealer inquiries. Until further notice, please kindly email on the most critical cases such as buy-back, VOR warranty, MBUSA pay or VIPs to 171-SpecialProcurement@mbusa.com. Also, please note in the subject line: SP case #/Paragon #/Part # and VIN #.

REMAN BACKORDERS

Backorders are currently experienced due to increased demand for Reman parts. As a result, we ask that you refrain from ordering the new part variant when linked in a supersession with Reman via ZVOR. Ordering the new part variant when there is no availability of both new and Reman does not ensure faster delivery of order. You are encouraged to order the new part variant if there is availability of the new part variant.

Please refer to the *Reman Backorders* NCA dated April 6, 2018 for additional information.

ETA REQUESTS

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to 171-SpecialProcurement@mbusa.com. Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry. CB5 orders/inquiries should be emailed to 171-PACSPS@mbusa.com.





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RETURNS

The following part numbers should no longer be installed and any existing stock on hand must be returned to your facing PDC via **Special Return**, use Item Category **SCM Authorized Part Return**; include a copy of the NCA as your authorization to return these parts. This special return will not affect your return allowance and will not be accepted after the specified date. Substitution link entered into Paragon. Please place orders to replenish your inventory, as needed.

RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
Charging Cable and Cover	A0005832400	A0005832803	May 10, 2018
	A0005832500	A0005839202	
	A0005833400	A0005839202	
	A0005834200	A0005838502	
	A0005834800	A0005832803	
	A0005836601	A0005832803	
	A 218 690 05 30	A 218 690 05 30 28	
Control Cable	A2387602500	A2387608500	May 17, 2018

Parts Returns

Part returns must be accompanied by three copies of the Dealer Return slip. The paperwork must be attached or with return freight. Please note that DDS drivers are only required to sign the MBUSA approved Dealer Return slips. Copies of the Dealer return slip can be found on the Parts Assistance Center website. If you have any questions, please contact the Parts Transportation team, Jamie.Obiofuma@mbusa.com or Deborah.Mackenzie@mbusa.com.

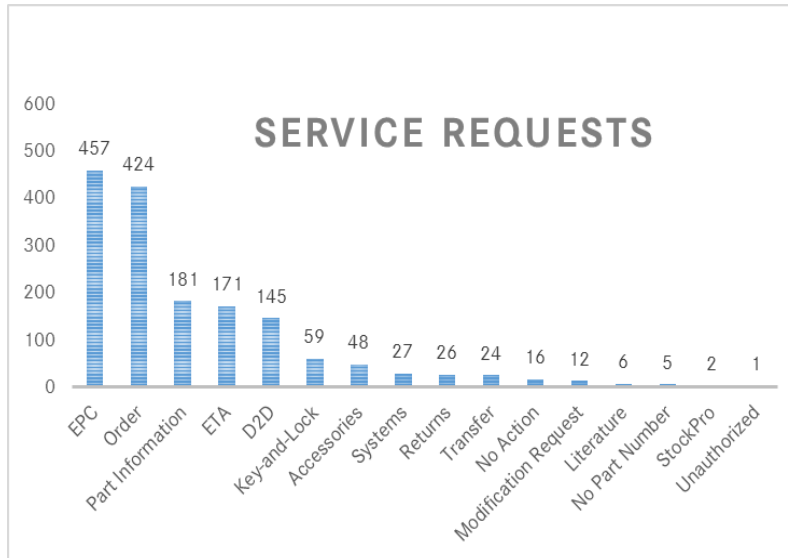




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PAC Service Request Volume

For the week of April 23rd, the PAC received **1,604** service requests (Passenger Cars – 1,530; Sprinter – 74); 143 (9%) unnecessary calls.



ETA REQUEST VOLUME

For the week of April 23rd, the PAC processed 1,372 ETA requests – 1,201 emails/ 171 calls.





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PROGRAMS AND PRODUCT UPDATES

Saturday PDC VOR Operations

Launched Saturday, April 28th, the pilot program will operate for 3 months with the potential to be extended. Below are important details and updates:

- VOR orders placed by 11 am Saturday, dealer local time, will be eliminated from the stock order percentage calculation, as an incentive for dealers to order early and often.
- Shipments will be transported exclusively with FedEx Express & Heavy Weight Services.
- Saturday order cut-off times will be 1:30 pm PDC local time.
- Deliveries will be made to most dealerships by 10:30 am Monday morning.
- Will-Call will be available for Robbinsville and Fontana PDC facing dealers.

Program Exclusions:

FedEx does not run ground transportation on the weekend so the assortments below are excluded. Should orders be received for these commodities, they will be recycled and processed on Monday for delivery on Tuesday.

1. Hazmat
2. Very Large Parts (i.e., Sprinter Panels)
3. Unique stocked parts
4. Keys & locks

Program Support:

PAC will operate with limited staffing from 10:00 am – 4:30 pm EDT to support the dealers with active work in the shop on that Saturday. All other call types are to be submitted when normal operations resume on Monday.

We encourage your full participation and look forward to supporting you with this new program. If you have any questions or would like more information, please contact me at deborah.mackenzie@mbusa.com or 770-705-2049.

Please refer to the respective *Saturday PDC VOR Operations* NCAs for additional information.

Core Value for Bumpers

Effective May 1st, all bumpers will have a core value of \$150 regardless of the suffix. This will eliminate discrepancy with and without core value.

Please refer to the *Core Value for All Bumpers* NCA dated May 1, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Reman Portfolio Expansion – A133200010180

Part number A1132000101/A11300010180 (Reman part number) – Water Pump – has been added to the portfolio.

Please refer to the *Reman Portfolio Expansion – A113200010180* NCA dated April 27, 2018 for additional information.

NAG3 9-Speed (9G-TRONIC 725.0XX) Transmission Repairs

Beginning May 31st, MBUSA will advise on repair procedures in all possible scenarios for the NAG3 9-speed transmission. Please be reminded, PTSS cases are still required for all NAG3 complaints (LI27.00-P-060741). Based on the technical diagnosis provided on the PTSS case, NAG3 transmissions will be repaired when possible (vs. replacement).

Please refer to the *NAG3 9-Speed (9G-TRONIC 725.0XX) Transmission Repairs* NCA dated May 3, 2018 for additional information.

StarParts – Brake Pad

Part number A 007 420 5520 95 – Star Part Brake Pad – has been added to the program.

Please refer to the *StarParts: New Part Availability* NCA dated May 3, 2018 for additional information.

Windshield Free Glue Kit Fulfillment

The system update to pair a free glue kit (A0006700100) with all windshields. If your windshield order line does not include a free glue kit, please contact PGW Direct Delivery team at (800) 758-0811 or DirectDelivery@PGWAutoglass.com with the sales order, windshield part number and quantity. PGW will work with the SCM team to ensure that the free glue kit lines are added and delivered asap.

Expired glue kits will be replaced for sales orders that are up to 2 months old. Please provide the sales order, windshield part number and quantity with the date of the expired glue to PGW as well.

Please refer to the *Windshield Free Glue Kit Fulfillment* NCA dated May 4, 2018 for additional information.

Express Service Rebate for Q2 2018

Dealers who meet the eligibility requirements will be eligible for the rebate based on Genuine and Mobil 1 oil purchases. Upon achievement of the requirements, the dealer will receive a payout of 2.5% of total Genuine Oil/Mobil 1 purchases with payout via the Miscellaneous Parts Billing Statement in mid-Q3 2018.

Please refer to the *Express Service Rebate for Q1 2018* NCA dated May 4, 2018 for additional information.

