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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 25, 2018

MEMORIAL DAY HOLIDAY SCHEDULE

In observance of the Memorial Day holiday, the entire MBUSA organization and PDCs will be closed on Monday, May 28th. Normal business operations will resume on Tuesday, May 29th.

The Robbinsville PDC and Fontana PDC will be closed on Saturday, May 26th. All orders placed after the Friday VOR cutoff will ship on Tuesday, May 29th for Wednesday delivery. Normal Saturday PDC VOR operations will continue the following Saturday, June 2nd.

Transportation Schedule

Dedicated Delivery Service:

- Orders that normally drop to the Parts Distributions Centers on Monday, will be processed on Tuesday, May 29th for delivery on Wednesday, May 30th.

Less Than Truck Load Service:

- Please note that FedEx LTL will be closed Monday, May 28th in observance of Memorial Day
- Pickups starting Friday, May 25th will not move until Tuesday, May 29th

If you have any questions or concerns, please notify Parts Transportation Supervisor, Deborah Mackenzie at email: Deborah.Mackenzie@mbusa.com or (770) 705 – 2049.

RECALL CAMPAIGNS

Campaign	Information
2017110011 (Manual) MY 2014-2018, Models 117, 156, 242ed (CLA-Class, GLA-Class, B-Class electric) Steering Control Module Ground	<ul style="list-style-type: none"> • Phase 6 – 28,393 affected vehicles flagged in VMI as “Open” • Parts are available • Final customer letters will be mailed when remedy parts are available for the fourth phase of the recall, approximately one week of the recall launch to the dealers scheduled for May 25, 2018.





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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 5/15-5/23	BACKORDER RECOVERY
A 000 016 05 69	CYLINDER HEAD BOLT	0	JUNE 2018
A 000 423 09 12 07	BRAKE DISK, VENTED	1,457	MAY 2018
A 166 720 42 02 64	MOULDING	11	JUNE 2018
A 166 720 45 02 64	TRIM STRIP	1	JUNE 2018
A 166 720 47 02 64	MOULDING	51	JUNE 2018
A 166 906 34 01	REAR LAMP COMBINATION	1	UNKNOWN
A 166 906 35 01	REAR LAMP COMBINATION	0	UNKNOWN
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	MAY 2018
A 204 421 00 00 07	BRAKE DISK	940	JUNE 2018
A 204 720 17 63 8P26	DOOR PANELING	0	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	2	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	1	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	0	UNKNOWN
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	135	UNKNOWN
A 213 820 45 03	LED Logo Projector	47	UNKNOWN
A 221 421 16 12 07	BRAKE DISK, VENTED	113	JUNE 2018
A 221 620 31 86	SUPPORT	2	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	79	UNKNOWN
A 270 180 01 09	TS OIL FILTER ELEMENT	1,176	UNKNOWN
A 274 090 17 29	INTAKE LINE	496	UNKNOWN

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-PACSP@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
Cover Trim	A 463 680 06 74	A 463 740 79 00	May 31, 2018
Fuel Hose	A 274 070 01 81	A 274 070 35 00	
Control Unit	A2539000100	A253900010028	June 1, 2018
Electrical Closing Aid	A 213 760 03 00 A 213 760 0400	A 213 760 03 00 28 A 213 760 04 00 28	June 7, 2018
Release Handles	A0997500300 A0997500500 A0997500600	A099750030028 A099750050028 A099750060028	June 14, 2018

CORE RETURN PART LOGIC

See below examples for core return part number logic:

Part Number Ordered	Core Part Number to Return
A0123456789	A0123456789 70
A0123456789 80	A0123456789 70
A0123456789 9999	A0123456789 70 9999
A0123456789 64 9999	A0123456789 70 9999
A0123456789 9876	A0123456789 70 9876
A0123456789 7X21	A0123456789 70 7X21

“70” ALWAYS falls after first 11 characters of the part number.

If you get an automatic rejection when attempting to submit core returns, please send cores back using **Order type “Special Return”, and Item Category “SCM Authorized Core Return”**. Please remember to use proper formatting of part number for return.

Please contact Giovanni Domenech at Giovanni.j.Domenech@mbusa.com or Achsah Thomas at Achsah.Thomas@mbusa.com with any questions.

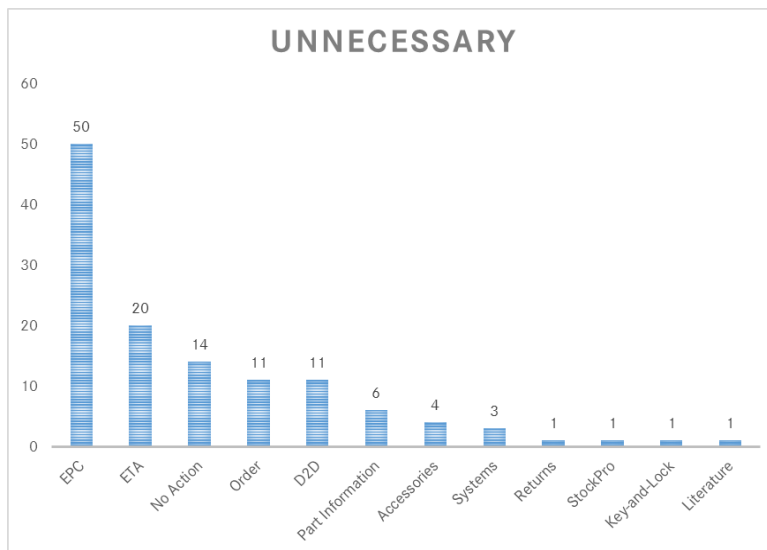
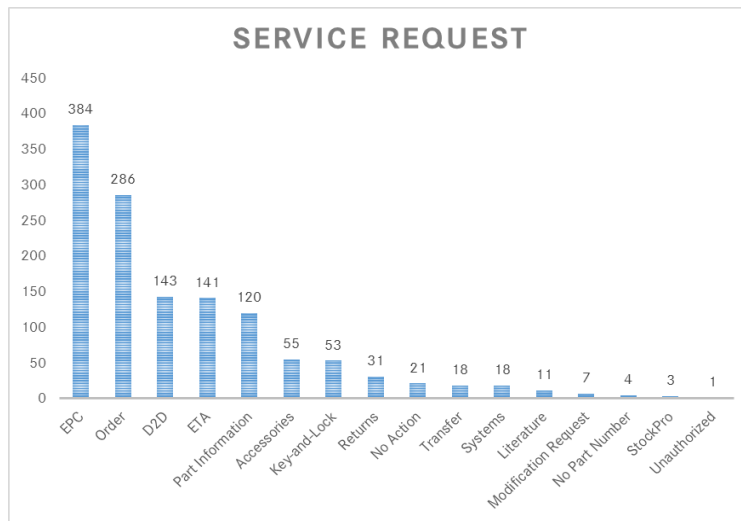




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PAC Service Request Volume

For the week of May 14th, the PAC received **1,296** service requests (Passenger Cars – 1,236; Sprinter – 60); 123 (9%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 14th, the PAC processed 1,129* ETA requests – 988 emails/ 141 calls.

*Please note that constrained parts is not included in this service level report.





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PROGRAMS AND PRODUCT UPDATES

PAC Support for Saturday PDC VOR Operations - UPDATED

As a follow-up to the recent announcement regarding the Saturday PDC VOR Service, the Parts Assistance Center (PAC) has concluded its 4 week Saturday pilot. Our goal was to provide parts specification and ordering support for VOR vehicles.

The results of the pilot demonstrated extremely low call volume for the four Saturdays that the PAC was open – an average of 7 calls per Saturday. Based on this performance, the PAC is suspending Saturday support services, effective immediately. We will continue to monitor the program to determine if there is a need for PAC support in the future.

Please note that the Saturday PDC VOR program with the Parts Distribution Centers (Robbinsville and Fontana) will continue as planned.

Please refer to the *PAC Support for Saturday PDC VOR Parts Ordering NCA* dated May 23, 2018 for additional information.

Spark Plug Push Process – A 004 159 79 03

We are happy to announce that we have acquired additional capacity of the four-cylinder spark plug, A 004 159 79 03 under part number BQ 4 15 00 38. In order to effectively manage supply and to meet all urgent customer needs, MBUSA will be coordinating a push of this part out to our dealer network by May 31st. This will be a ZEM sales order with PO number “SparkPlugPush1” and subsequent pushes numbered as well. Using historical demand based on dealer ordering, quantities pushed will be based on one month of dealer demand taking in to consideration current inventory level. Additional pushes are planned in 3 week intervals from initial push to ensure that our dealers continue to receive needed quantities. See example below:

Dealer 12345

Monthly Demand: 30 On-hand: 10 Dealer Push Quantity: 20

Please refer to the *Spark Plug Push Process NCA* dated May 23, 2018 for additional information.

MBUSA Oil Program – Price Increase

MBUSA strives to maintain a competitive position with our Mobil 1 and Genuine MB oil pricing to ensure dealer competitiveness in the market. With continued market increases on finished lubricants over the past 2 years, it was necessary to review the current pricing structure. This review resulted in a slight price increase in our oil products effective June 1, 2018.

Please refer to the *MBUSA Oil Program – Price Increase NCA* dated May 25, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

MBUSA Oil Program – Webinar

Webinars are scheduled for June and July to review the Tire Program; see below schedule for the 45 minute session.

June 11th (Mon, 11:30 AM – 12:15 PM EDT)

June 12th (Tue, 3:00 PM – 3:45 PM EDT)

June 13th (Wed, 11:30 AM – 12:15 PM EDT)

July 16th (Mon, 3:00 PM – 3:45 PM EDT)

July 17th (Tue, 11:30 AM – 12:15 PM EDT)

July 18th (Wed, 3:00 PM – 3:45 PM EDT)

Registration link:

<https://dealertire.arlo.co/courses/102-mbusa-tire-program-overview-webinar?t=87da33a5393a43b4a1e123c1a57c7819>

Please refer to the *MBUSA Tire Program – Webinar* NCA dated May 25, 2018 for additional program information.

StockPro Supersession Logic

The StockPro team continues to bring more alignment to supersession logic and received good feedback from the Dealer Parts Council partners.

Please refer to the *StockPro Supersession Logic* NCA dated May 25, 2018 for an overview of the topics.

Glass Inventory Clearance Sale

Effective June 1st, an inventory sale on a wide array of glass parts (up to 75% decrease in pricing) is available; inventory is limited and includes parts ranging from glass panes, windshields, windows, etc.

Please refer to the *Glass Inventory Clearance Sale* NCA dated May 23, 2018 for additional sale offerings.

Parts Inventory Clearance Sale – Updated

Parts list has been updated to show sold out inventory that will revert back to its original price.

Please refer to the *Parts Inventory Clearance Sale Updated* NCA dated May 23, 2018 for additional information.

Select Campaign Parts Termination Notice

Due to a select number of under-performing campaign parts, parts that did not perform as expected will be terminated. The parts will not be included in the current on-going price reduction campaigns and pricing change will be effective June 1st.

Please refer to the *Select Campaign Parts Termination Notice* NCA dated May 23, 2018 for additional information.

