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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 11, 2018

RECALL CAMPAIGNS

Campaign	Information
PEND 451 INS MAT MY08-09, Model 451 (smart fortwo) Rear Insulation Mat	<ul style="list-style-type: none"> 42,781 affected vehicles flagged in VMI as "Pending" Parts are not yet available Customer interim letters will be mailed in late June 2018, and a second notification approximately one week after the remedy becomes available in July 2018.
PEND 213 HL CAP MY 2017, Model 213 (E-Class) Retrofit Headlamp Sealing Caps	<ul style="list-style-type: none"> 42 affected vehicles flagged in VMI as "Pending" Parts are not yet available Customer letters will be mailed approximately two weeks after the remedy becomes available
PEND 166 292 OIL RES MY 2012-2017, Model 166. 292 (ML-Class, GLE-Class, GLE-Coupe Class, GL-Class, GLS-Class) Oil Reservoir Leak	<ul style="list-style-type: none"> 9,725 affected vehicles flagged in VMI as "Pending" Parts are not yet available Customer letters will be mailed approximately two weeks after the remedy becomes available

Service Campaign 201801003

MY 12-13 172 Exchange SLK Airbags

Parts were to only be ordered for a specific VIN number; however, dealers placed additional orders which results in a parts shortage. Dealers are asked to return the extra airbags to the PDC ASAP via the normal return process as we only have enough parts for the specific affected vehicles.

Please refer to the Service Campaign *201801003 Parts Information MY 12-13 172 Exchange SLK Airbags NCA* dated May 11, 2018 for additional information.

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.





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 5/1-5/8	BACKORDER RECOVERY
A 000 423 09 12 07	BRAKE DISK, VENTED	0	UNKNOWN
A 000 545 44 84	CONNECTOR	115	MAY 2018
A 166 720 42 02 64	MOULDING	2	MAY 2018
A 166 720 45 02 64	TRIM STRIP	0	MAY 2018
A 166 720 47 02 64	MOULDING	2	MAY 2018
A 166 820 10 45 28	TS WIPER BLADE	4,014	MAY 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	MAY 2018
A 204 421 00 00 07	BRAKE DISK	0	UNKNOWN
A 204 720 17 63 8P26	DOOR PANELING	0	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	0	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	0	UNKNOWN
A 213 820 45 03	LED Logo Projector	54	UNKNOWN
A 221 423 10 12 07	BRAKE DISK, VENTED	1,234	MAY 2018
A 221 620 31 86	SUPPORT	0	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	34	UNKNOWN
A 270 180 01 09	TS OIL FILTER ELEMENT	27,803	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	78	UNKNOWN
A 274 090 17 29	INTAKE LINE	1	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.

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.





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RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
Control Cable	A2387602500	A2387608500	May 17, 2018
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

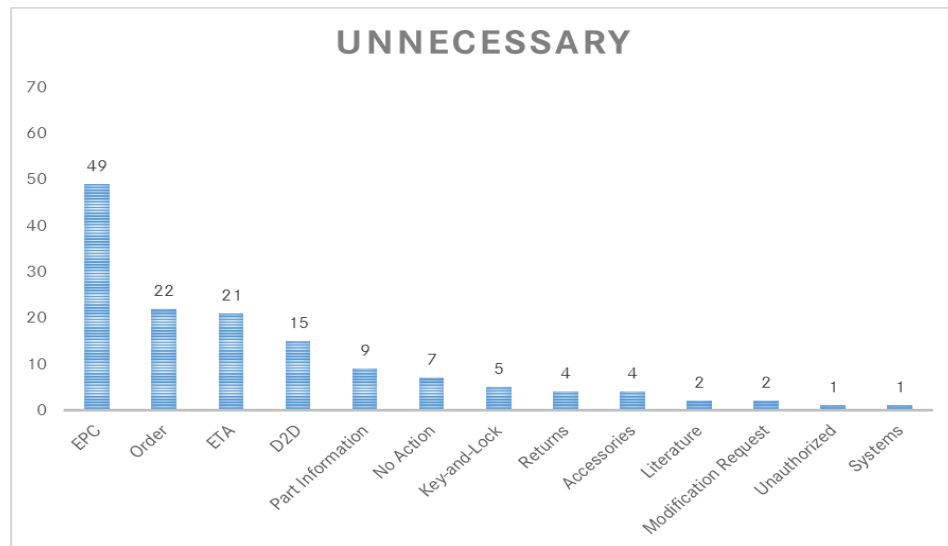
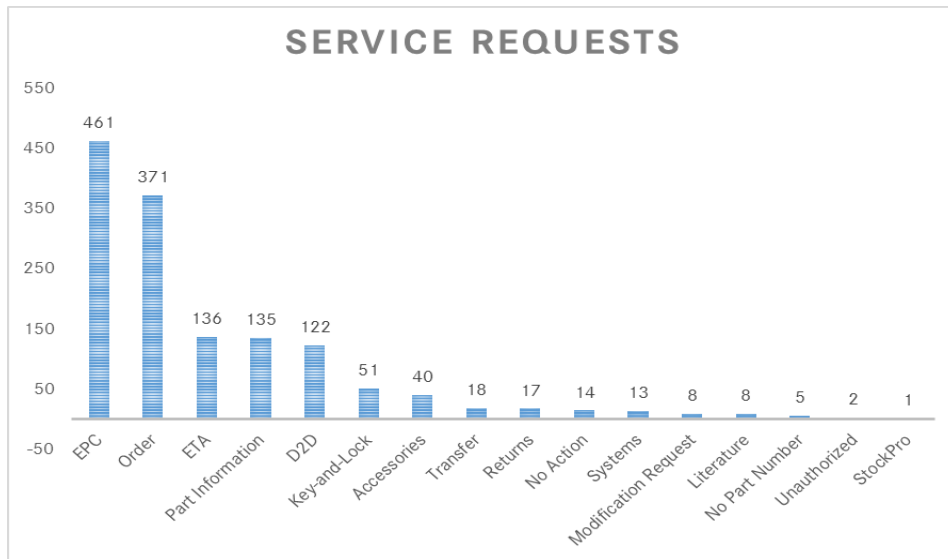




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PAC Service Request Volume

For the week of April 30th, the PAC received **1,402** service requests (Passenger Cars – 1,354; Sprinter – 48); 142 (10%) unnecessary calls.



ETA REQUEST VOLUME

For the week of April 30th, the PAC processed 1,252 ETA requests – 1,116 emails/ 136 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.

StockPro Supersession Logic Webinars

2 StockPro webinars are scheduled for May 23rd at 2:00 pm and 3:30 pm EDT (30 minutes each). An email invitation will participant details will be distributed by May 18th.

Please refer to the *StockPro Supersessions Logic Webinars* NCA dated May 11, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Reman – A20590534 1480

A20590534 14 will now have a higher DNET to account for \$15.00 core value for the next 60 days. Reman A20590534 1480 DNET has also been updated to match with New.

<u>Part</u>	<u>Old DNET</u>	<u>New DNET with Core</u>
A20590534 14	\$100.00	\$115.00
A20590534 1480	\$100.00	\$115.00 (for 60 days only)

Please refer to the *A20590534 1480 Extension and Price Match* NCA dated May 11, 2018 for additional information.

Open RO Data in VMI

Effective May 17th, open RO data will be available in VMI if a current repair order exists for the VIN entered. There will also alerts will display open CAC or SP cases and repair orders.

Please refer to the *Launch of Open RO data in VMI* dated May 11, 2018 for additional information.

Parts Inventory Clearance Sale – Corrected Pricing

Pricing for the parts in the inventory clearance sale has been rectified.

Please refer to the *Parts Inventory Clearance Sale – Corrected Pricing* NCA dated May 5, 2018 for additional information.

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.

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. Please schedule your orders accordingly.

