

# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 8, 2018

## RECALL CAMPAIGN

Campaign	Information
<b>Pending</b> MY15-17, Model 447 (Metris) Transmission Carrier Attachment	<ul style="list-style-type: none"> <li>7,433 affected vehicles (155 – dealer inventory) flagged in VMI as “Pending”</li> <li>Parts are still being verified. An additional notification will be sent when parts are available for repair.</li> <li>Customer letters will be mailed in late July, 2018</li> </ul>

## SERVICE CAMPAIGN

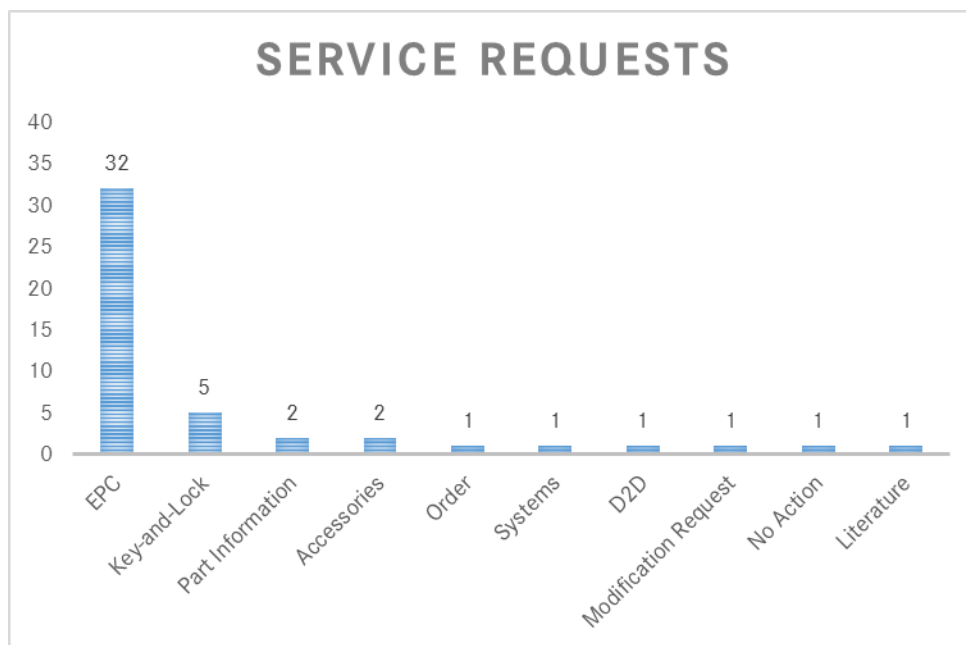
Mobile Service Repair Incentive Replace Takata Airbags	
Mobile Service Repair incentives are now available for all Takata Airbag related recall repairs. Dealers are able to claim a \$50 incentive for <b>all mobile</b> Takata Airbag Recall repairs. For dealers that do not currently have a mobile service vehicle, please refer to dealer communications regarding <b>VANCARE</b> MOBILE. This is contingent upon the availability of parts. <b>Please see the Parts section below for important details.</b>	
Background	
<b>Goal</b>	In coordination with NHTSA and to ensure the safety of our customers, we are endeavoring to increase our Takata Airbag recall completion rates. To accomplish this, we are employing additional measures beyond our standard procedures including Mobile Service incentives.  Mobile Service repair provides support to customers that are either unwilling or unable to bring their vehicles into dealers for repair.
<b>How It Works</b>	The steps include the following: <ol style="list-style-type: none"> <li>DVUSA will provide a weekly affected vehicle VIN/Customer information list for each dealer's AOI</li> <li>Dealer orders parts using the required VIN number to place the order</li> <li>Dealer reaches out to customer to schedule Mobile Service appointment after parts are secured</li> <li>Upon completion, dealer request Mobile Repair incentive (It is mandatory that the vehicles are repaired at a mobile location away from the dealer workshops to qualify for the incentive)</li> </ol>
<b>Claim Submission</b>	The claim submission include the following: <ul style="list-style-type: none"> <li>Add Line indicating mobile Takata recall and address of repair location</li> <li>Use Damage code 21640</li> <li>\$50 - claimed as sublet</li> <li>Vehicle must have open Takata Recall in VMI at RO open</li> <li>Attach accounting copy of RO as supporting docs for sublet</li> <li>No Field Authorization is required</li> </ul>
<b>Parts</b>	Please verify parts availability through the PDC based on customer VINs prior to scheduling Mobile Service appointments. A repair can be performed on the PSAB and/or the DSAB if both parts are available. If more than 1 visit is required based on parts availability then a second incentive is available for a second visit.  Takata Airbag Recall Mobile Service repair incentives are available for both driver and passenger-side airbag repairs.

## SERVICE CAMPAIGN (continued)

<b>Dealer Incentive</b>	For dealers performing a Takata Airbag Recall Mobile repair, there is a \$50 dealer incentive. It is mandatory that the vehicles are repaired at a mobile location away from the dealer workshops to qualify for the incentive.
<b>Repair Restrictions</b>	Please be advised that restrictions may apply in customer neighborhoods via HOA restrictions or other limitations as well as repair limitations in commercial business areas.  <b>Keep in mind that Freightliner vehicles cannot be repaired by a Mercedes-Benz dealer, and vice versa, in states that prohibits Cross Brand Warranty. These states include: <span style="color: red;">New York, New Jersey, Texas, and Florida.</span></b>
<b>Hazmat Transport</b>	Based on internal communications, there are no hazardous material transport rules due to DOT's Materials of Trade exemption for dealer technicians carrying airbags for repair purposes and not purely for transport, as long as the total weight of the airbag modules do not exceed 440 lbs. in total weight.  Please verify that no additional local rules apply.
<b>NOTES</b>	<ul style="list-style-type: none"> <li>• Recall information for customers:             <ul style="list-style-type: none"> <li>• Sprinter specific recall-related information: <a href="https://www.freightlinersprinterusa.com/freightliner/owners-resources/recall">https://www.freightlinersprinterusa.com/freightliner/owners-resources/recall</a> or <a href="https://www.mbvans.com/sprinter/owners-resources/recall">https://www.mbvans.com/sprinter/owners-resources/recall</a></li> <li>• Customer Assistance Center: 877-496-3691</li> <li>• Industry-wide Takata information: <a href="http://www.nhtsa.gov/recall-spotlight/takata-air-bags">www.nhtsa.gov/recall-spotlight/takata-air-bags</a></li> </ul> </li> </ul>

## SERVICE REQUEST VOLUME

For the week of May 28<sup>th</sup>, the PAC received **47** service requests; 4 (9%) unnecessary calls.



## ETA REQUEST VOLUME

For the week of May 28<sup>th</sup>, PAC processed 983\* ETA requests – 862 emails/ 121 calls.

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

## ETA REQUESTS

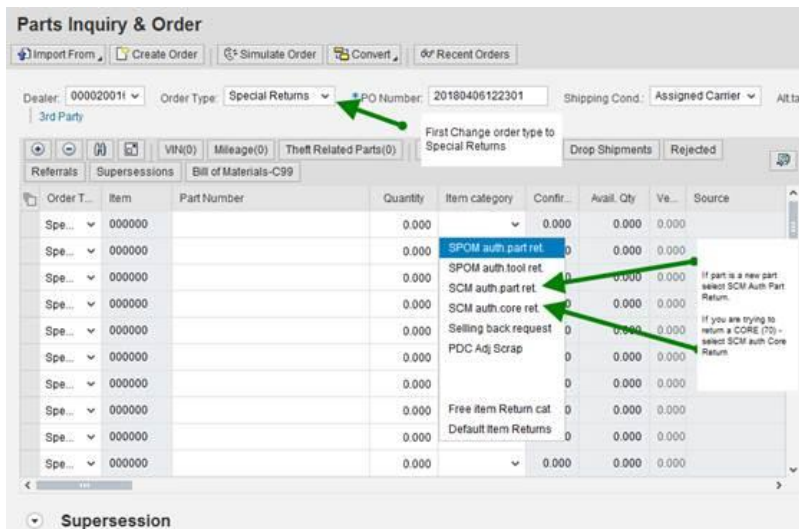
Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

## SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to [171-SpecialProcurement@mbusa.com](mailto: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](mailto:171-PACSP@mbusa.com).

## SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:



- Select “*Special Returns*” order type
- Select Item Category:
  - SPCM auth part ret – If the part is new part, select “*SCM Auth Part Return*”
  - SCM auth core ret – If you are trying to return a Core part (70), select “*SCM Auth Core Return*”