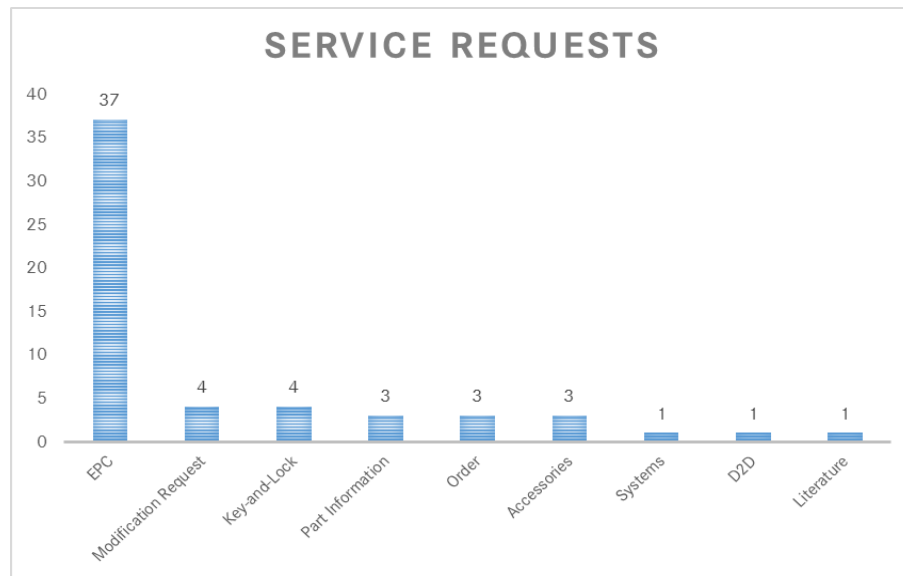




TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 1, 2018

SERVICE REQUEST VOLUME

For the week of May 14th, the PAC received **57** service requests; 9 (16%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 21st, the PAC processed 1,252* ETA requests – 1,109 emails/ 143 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. 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.

PROGRAM AND PRODUCT UPDATES

Warranty Claims with Cores

Remanufactured parts must be used when performing warranty repairs on any vehicle that has been put into service. The exception is new vehicles which are not yet in service and still in a dealership's inventory. In these instances remanufactured parts may not be used when performing repairs.

Refer to section 3.23 Remanufactured Parts in the Warranty Manual:

The image displays three screenshots of the Warranty Manual section 3.23 Remanufactured Parts. The top-left screenshot shows the 'Policy' tab, the top-right shows the 'Requirements' tab, and the bottom-center shows the 'Guidelines' tab. A red box highlights a specific guideline in the 'Guidelines' tab.

3.23 Remanufactured Parts

Policy: Remanufactured units must be used when replacing assemblies under warranty for vehicles that have been put into service (retailed/demo/consigned). The dealer must order remanufactured versions (part number suffix 8D1E3/87/88) where a remanufactured program exists.

Requirements: The dealer must order remanufactured versions (part number suffix 8D1E7/90) where a remanufactured program exists.

Note: Remanufactured units must NOT be installed when making replacements of assemblies on vehicles which are still in dealer stock/inventory. These replacements must be filled with NEW parts.

3.23 Remanufactured Parts

Guidelines:

- If the PDC substitutes a new unit when the dealer ordered a remanufactured unit, the delivery note number must be provided in the text field of the claim, with an explanation that a new unit was substituted for a rebuilt unit.
- **If a remanufactured program exists but a new part is installed, dealers will be paid for the new part price minus the core value (DNET - core value) and will not be paid handling on the core value.**
- Several versions of a remanufactured unit such as radios, CD changers, or telephones may be available for a particular model year. Later versions are not to be used to upgrade earlier version units. Warranty replacements must be made using the exact version.

When a remanufactured part is claimed to warranty:

- The original part number is converted to a “60” suffix with a “70” core part separated
- The price for the “60” suffix is the DNET of the original part minus the core value
- The core is not paid on the warranty claim because it is reimbursed when the part is returned
- There is no dealer handling paid on the core portion of the claim

When a new part with a core value is claimed to warranty:

- The original part number is converted to a “60” suffix with a “70” core part separated
- The price for the “60” suffix is the DNET of the original part minus the core value
- The core is not paid on the warranty claim because it is reimbursed when the part is returned
- There is no dealer handling paid on the core portion of the claim

Please refer to the *Warranty Claims with Cores* NCA dated June 1, 2018