

newschannel update

MERCEDES-BENZ USA, LLC
One Mercedes-Benz Dr.
Sandy Springs, GA, 30328
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 29 th , 2018

JULY 4TH HOLIDAY SCHEDULE

Please be advised that the entire MBUSA organization will be closed on Wednesday, July 4th – Independence Day. Normal business operations will resume on Thursday, July 5th. Please adjust your ordering schedule accordingly.

PARTS TRANSPORTATION – JULY 4TH ORDERING/SHIPPING SCHEDULE

Delivery scheduled for facing PDCs:

Dedicated Delivery Service:

- DDS will operate under normal conditions July 2nd – July 3rd. PDCs will be closed July 4th. Normal operations will resume July 5th.
- Orders will not be processed on July 4th. Order processing will resume on Thursday, July 5th and will be delivered Friday, July 6th.

Less Than Truck load Service:

- Please note that FedEx LTL will be closed Wednesday, July 4th in observance of Independence Day
- Pickups starting Tuesday, July 3rd, will not move for delivery until Thursday, July 5th

If you have any questions or concerns, please email Deborah Mackenzie at Deborah.mackenzie@mbusa.com.

RECALL CAMPAIGNS

Campaign	Information
2018060012 MY 2015-17, Model 447 (Metris) Transmission Carrier Attachment	<ul style="list-style-type: none"> • 7,433 affected vehicles flagged in VMI as “Open”; 155 vehicles in dealer inventory • Parts are available; max quantity is set to 10 • Customer letters will be mailed in late July, 2018
2018060009 MY 2017, Model 906 (Sprinter) Spot Welds on Front Side Wall Paneling	<ul style="list-style-type: none"> • 153 affected vehicles flagged in VMI as “Open”; 5 in dealer inventory • Parts are not necessary for this campaign • Customer letters will be mailed in late June, 2018

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.

PROGRAMS AND PRODUCT UPDATES

Webinars - New Electronic Parts Catalog (XPPI) – Sprinter Dealers

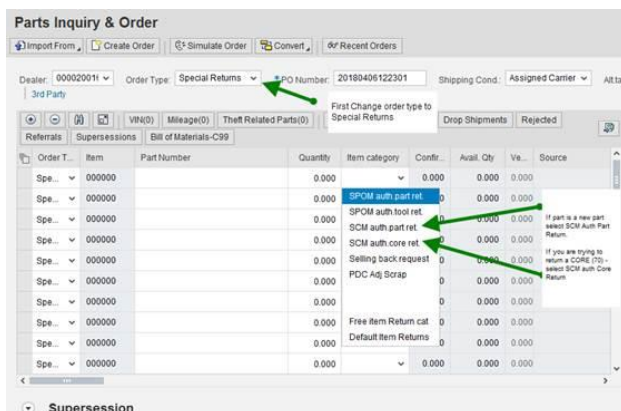
As previously communicated, the new EPC – “XPPI” – will launch the week of July 16th. In preparation of this launch, the PAC will host several webinars to demonstrate this new system. See below schedule; no advance sign-up is required.

<p>US03</p> <p>Session 1: Tuesday July 10th 12:30 pm to 1:30 pm EST.</p> <p>Session 2: Wednesday July 11th 12:30 pm to 1:30 pm EST.</p>	<p>US04</p> <p>Session 1: Tuesday July 10th 3:30 pm to 4:30 pm EST.</p> <p>Session 2: Wednesday July 11th 3:30 pm to 4:30 pm EST.</p>	<p>US05</p> <p>Session 1: Tuesday July 10th 2:00 pm to 3:00 pm EST.</p> <p>Session 2: Wednesday July 11th 2:00 pm to 3:00 pm EST.</p>
<p>US06</p> <p>Session 1: Tuesday July 10th 9:00 am to 10:00 am EST.</p> <p>Session 2: Wednesday July 11th 9:00 am to 10:00 am EST.</p>	<p>US08</p> <p>Session 1: Tuesday July 10th 10:30 am to 11:30 pm EST.</p> <p>Session 2: Wednesday July 11th 10:30 am to 11:30 am EST.</p>	<p>How to correctly enter a Virtual Classroom / Webinar:</p> <p>If you DO NOT have a login on this account: >> Click the 'Enter as Guest' radio button on the left side. >> In the name slot, please enter your:</p> <ul style="list-style-type: none"> - First Name - Last Name - Dealer Code (or MB ID) <p>**You must enter all this information in order to be accepted into the training and in order to receive proper credit</p>

Please refer to the *Webinars: Electronic Parts (XPPI) NCA* dated June 29, 2018 for additional information.

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:

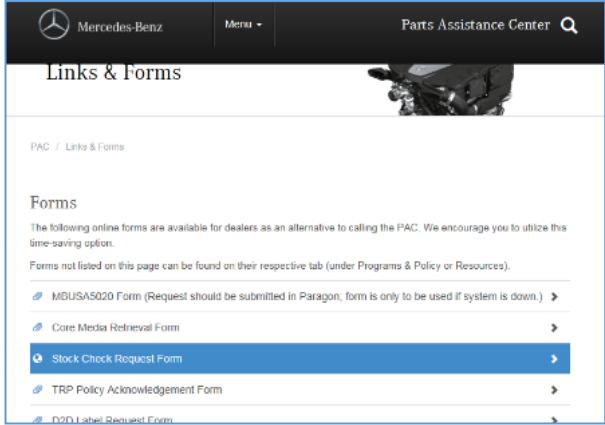


- Select “Special Returns” order type
- Select Item Category:
 - SCM auth part ret – If the part is new part, select “SCM Auth Part Return”
 - SCM auth core ret – If you are trying to return a Core part (70), select “SCM Auth Core Return”

PROGRAMS AND PRODUCT UPDATES (continued)

STOCK CHECKS

Requests for stock checks are to be emailed via the **Stock Check Request Form** (*Links & Forms* tab on PAC website).



Please complete the form as outlined:

1. Part Ordered – use capital letter and numbers with no spaces or dashes (i.e., 12345678909B51)
2. Part Received – leave blank if unsure
3. Priority – only high priority if it applies
4. Questions/Comments – include brief description/overview of issue
5. Pictures – attach up to 4 pictures; size limit of 5 mb total. Pictures should be clear and 640 x 480. Include a picture of the blue and white parts label in your submission.

The screenshot shows the 'Stock Check Request Form' interface. At the top, it says 'Mercedes-Benz' and 'Stock Check Request Form'. Below the title, there is a note: 'Use this form to request an investigation for a specific part number that appears to be incorrect, although correctly specified. Please provide as much information as possible to ensure the fastest response. For photos, be sure to review the Dealer Guide to Photography for Parts personnel, located on the Parts Information page. All stock check requests require a digital picture of subject part and complete VIN or chassis as stipulated in the NCS dated March 16th, 2007, otherwise the request cannot be processed.'

The form fields are as follows:

- Reference #:
- Dealer Code:
- Dealer Name:
- Part Ordered:
- Part Received:
- Your Name:
- Your Email Address:
- Your Phone Number:
- SAP Order Number:
- Date Ordered:
- Chassis/VIN Number:
- POC Received From:
- Problem Details:
- Priority:
- Questions / Comments:

At the bottom, there is an 'Attachments' section with a 'Browse...' button and a note: 'Click the "Browse" button to locate and upload the picture(s) of the Part Received (MANDATORY, max = 4) and Original part (max = 4). (Please limit images to 640 x 480 resolution) of total size less than 5MB. Please hold 'Ctrl' button on keyboard to select multiple files.'

A 'Submit' button is located at the bottom right of the form.