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# newschannel update

TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: September 14, 2018

## EXTENDED WARRANTY UPDATE

The warranty on the SBC Hydraulic Unit for MY 2003-2006 Model 211, MY 2006 Model 219, and Model Year 2003-2012 Model 230/231 was extended from the original 4 years/50,000 miles to 25 years with no mileage limitation. The SBC Hydraulic Unit extended warranty applies to all conditions that justify the replacement of the SBC Hydraulic Unit and specific listed components under the standard New Vehicle Limited Warranty terms and conditions. Please note that the warranty extension now includes: Model Year 2004-2012 Model 240, and Model Year 2005-2009 Model 199 vehicles.

Please refer to the *Extended Warranty Update, MY03-12 Model 211, 219, R231, 199 (E-Class, CLS-Class, SL-Class, Maybach, SLR-Class) SBC Extended Warranty* NCU dated September 12, 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.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD	
		9/5-9/12	BACKORDER RECOVERY
A 000 010 03 01 64	FILLER CAP	0	UNKNOWN
A 002 989 23 71 09	ADHESIVE	0	UNKNOWN
A 002 990 91 22	SCREW	0	SEPTEMBER 2018
A 003 420 89 20 41	TS BRAKE PAD	0	UNKNOWN
A 013 154 55 02 87	REMAN-ALTERNATOR	1	UNKNOWN
A 117 780 00 22 28	CAP, CONTROLLED SHD	0	UNKNOWN
A 164 870 11 26 80	REMAN CTRL.UNIT REAR DOOR	0	UNKNOWN
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0.75	0	UNKNOWN
A 176 780 20 00 9F67	SUNROOF ROLLER BLIND	0	UNKNOWN
A 204 490 17 60 64	EXHAUST GAS LINE	0	UNKNOWN
A 204 490 72 35	EXHAUST PIPE	0	UNKNOWN
A 204 490 81 36	CATALYTIC CONVERTER SYS.	0	UNKNOWN
A 204 735 21 25	WINDOW GUIDE RAIL	0	UNKNOWN
A 205 860 59 01 9C94	SEAT BELT	7	UNKNOWN
A 205 860 60 01 9C94	SEAT BELT	7	UNKNOWN
A 211 323 01 44	RUBBER BUFFER	0	UNKNOWN





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 9/5-9/12	BACKORDER RECOVERY
A 211 330 17 01	Drive Shaft	0	UNKNOWN
A 219 820 03 21	BLINKER LAMP	0	UNKNOWN
A 219 820 04 21	BLINKER LAMP	0	UNKNOWN
A 251 830 05 90 64 9051	OPERATING UNIT	0	UNKNOWN

## 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 NCU 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
Centrifugal Pumps	A0998660021	A2058660000	September 20, 2018
	A0998660121	A2058660100	
Front Seat Cushion	A2059107716	A205910771628	September 27, 2018
	A2059107916	A205910791628	
	A2059108816	A205910881628	
Trim Bumper	A20588530059999	A20588023099999	October 5, 2018
	A20588531059999	A20588024099999	

## 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).

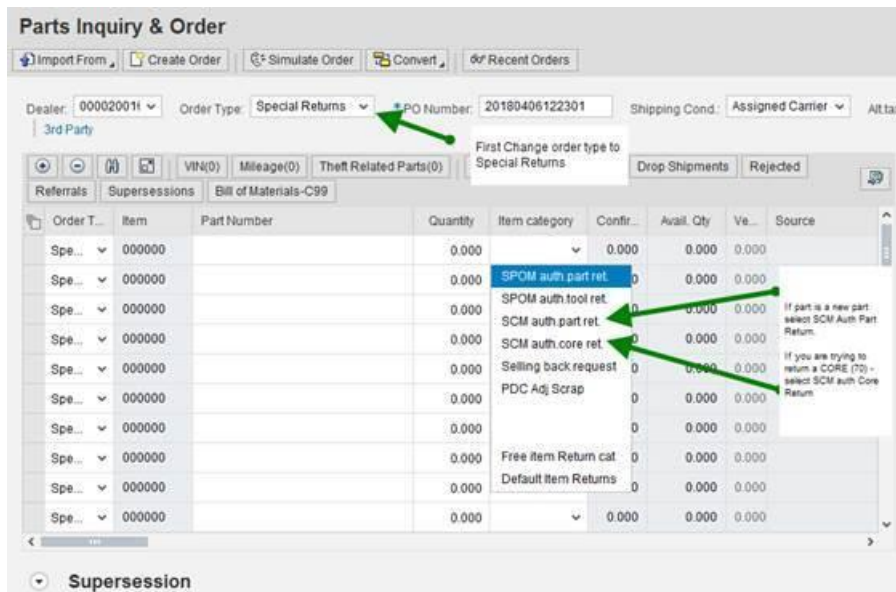




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## SPECIAL RETURNS – Exceeding Purchases

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

### Parts Specification Requests

Please be reminded that all parts specifications requests must be submitted via the *Parts Specification Request Form* (Forms & Links tab on the PAC website) and not via email. Please transition to this process to avoid delay in processing of your requests.





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## PROGRAMS AND PRODUCT UPDATES (continued)

### Webinars – PAC Workbench, September 18-19

The Parts Assistance Center is happy to announce the launch of our new parts case system, PAC Workbench. The Workbench was developed to replace our current CRM system, Siebel, and improve your customer service experience.

The Workbench is a case management system which will allow you to send inquiries through an online portal. Dealers are to submit inquiries to the PAC via this primary application. The system will also allow you to search and find solutions for your parts inquiries.

The workbench will launch on September 25th with webinars organized to train the entire dealer network; see below schedule.

<p><b>US03</b>  <b>Session 1:</b> Tuesday September 18<sup>th</sup>  11:30 am to 12:15 pm EST</p> <p><b>Session 2:</b> Wednesday September 19<sup>th</sup>  11:30 am to 12:15 pm EST</p>	<p><b>US04</b>  <b>Session 1:</b> Tuesday September 18<sup>th</sup>  2:15 pm to 3:00 pm EST</p> <p><b>Session 2:</b> Wednesday September 19<sup>th</sup>  11<sup>th</sup> 2:15 pm to 3:00 pm EST</p>	<p><b>US05</b>  <b>Session 1:</b> Tuesday September 18<sup>th</sup>  1:15 pm to 2:00 pm EST</p> <p><b>Session 2:</b> Wednesday September 19<sup>th</sup>  1:15 pm to 2:00 pm EST</p>
<p><b>US06</b>  <b>Session 1:</b> Tuesday September 18<sup>th</sup>  9:00 am to 9:45 am EST</p> <p><b>Session 2:</b> Wednesday September 19<sup>th</sup>  9:00 am to 9:45 am EST</p>	<p><b>US08</b>  <b>Session 1:</b> Tuesday September 18<sup>th</sup>  10:30 am to 11:15 pm EST</p> <p><b>Session 2:</b> September 19<sup>th</sup>  10:30 am to 11:15 pm EST</p>	<p><b>How to correctly enter a Virtual Classroom / Webinar:</b></p> <p><b>If you DO NOT have a login on this account:</b>  &gt;&gt; Click the 'Enter as Guest' radio button on the left side.  &gt;&gt; In the name slot, please enter your:  - First Name  - Last Name  - Dealer Code (or MB ID)</p> <p><b>**You must enter all this information in order to be accepted into the training and in order to receive proper credit</b></p>

Link to Webinar: <https://mbusatraining.adobeconnect.com/r79aeu7d2093/>  
Dial in Phone: (888) 205-5513 Participant Code: 373224

If you have any questions or would like more information, please feel free to reach send an email to 171-PACMailbox@mbusa.com.

Please refer to the *Launch – PAC Workbench* NCU dated September 6, 2018 for additional information.





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## PROGRAMS AND PRODUCT UPDATES (continued)

### Reman: Price Reductions

Price reductions for Reman Air Suspension Struts, Shock Absorbers (effective July 1<sup>st</sup>) and Reman AC Compressor (effective August 1<sup>st</sup>) are in effect.

Please refer to the respective *Reman* NCU for additional program information.

### Reman Portfolio Expansion

Please be advised that the below part numbers have been added to the Reman portfolio.

New Part	RemanPart	Description
A2135406886	A213540688680	REMAN INSTRUMENT CLUSTER
A2135408472	A213540847280	REMAN INSTRUMENT CLUSTER
A2213307807	A221330780780	REMAN SPRING LINK
A2740903280	A274090328080	REMAN TURBOCHARGER

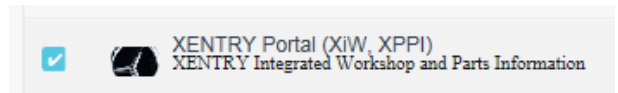
Please refer to the *Reman Portfolio Expansion: September* NCU dated September 14, 2018 for additional program information.

## XPPI – Electronic Parts Catalog Updates

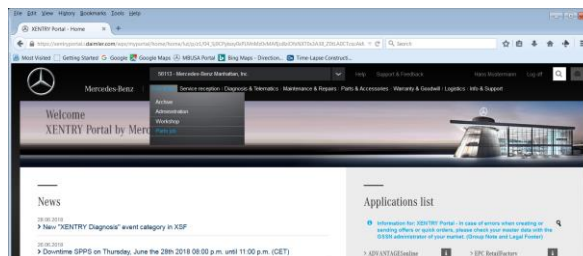
Access is available via NetStar to all Parts team member with a D7 User ID.

The XPPI User Document is posted on the PAC website and available to download under the *Resources* tab → *Electronic Parts Catalog (EPC)* → *Xentry Portal Parts Information (XPPI) User Document (July 2018)*. **Please be reminded that the current EPC will sundown on September 30<sup>th</sup>.**

To access the new system via NetStar:  
Click on LINKS, then Select the link to XENTRY Portal (XiW, XPPI)



After following the link, or by navigating directly to <<https://aftersales.i.daimler.com>>, select “Parts job” from the “Functions” menu





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## XPPI Tip of the Week

### Settings Options

This week we'll look at the main display settings, found on the Actions menu.

While most of these are self-explanatory, there are two that merit special attention:

- **Show images in Subgroup selection:** If you don't like the subgroup thumbnails, this switches them off. When you select the Subgroup display as a list (instead of grouped) the subgroup display takes up little space. Regardless of the settings, subgroup thumbnails always show below the main section once a subgroup is selected.
- **Submit availability query for "Add to shopping cart" action:** Dealers using StockPro can have part availability displayed if this option is checked. Both local (in-dealer) and PDC availability can be displayed. Note that, at the moment, D2D availability is also shown, but here the availability cannot be certain: It depends on the other dealer being willing to sell the part, which is not always the case.

We encourage you to explore the effects of each of these settings. As you explore, you will see that XPPI offers a greater range of display options compared to EPC. With a little experimentation, you'll find the settings that best fit the way you prefer to work.

User settings	
Setting	Value
IUntergruppendarstellung	IListe
Shopping cart output format	XFR
Delay in interface blocking for long-running actions (ms)	750
Separator between copied part numbers	<input type="checkbox"/>
Show transparent mask during waiting times	<input type="checkbox"/>
Show images in subgroup selection	<input type="checkbox"/>
Submit price request for "Add to shopping cart" action	<input type="checkbox"/>
Submit availability query for "Add to shopping cart" action	<input type="checkbox"/>
Hide replaced parts	<input type="checkbox"/>
Only show marked parts	<input checked="" type="checkbox"/>
Display flyouts in picture chart	<input type="checkbox"/>
Dynamic main groups	<input type="checkbox"/>
Hide parts list	<input type="checkbox"/>
Remove first character when copying part numbers	<input type="checkbox"/>
Automatically copy selected parts to clipboard	<input checked="" type="checkbox"/>

[Save](#)  
[Close](#)

Next Week: More settings options

Found a bug? Got an idea? Send an e-mail to [XPPI-Feedback@mbusa.com](mailto:XPPI-Feedback@mbusa.com) with the details.

