

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 16, 2017

RECALL CAMPAIGNS

Recall	Information
2017030012 MY 2010-2012, Model 906 (Sprinter 2500, 3500) Replace Takata Driver-Side Airbag	<ul style="list-style-type: none"> 45,436 additional affected vehicles flagged in VMI Driver-side airbags are available and may be ordered Customer letters to be mailed June 30, 2017
2016090005 MY10-11, Model 906 (Sprinter 2500, 3500) Replace Takata Passenger-Side Airbag	<ul style="list-style-type: none"> 11,084 additional affected vehicles flagged in VMI Passenger-side airbags are available and may be ordered Customer letters to be mailed June 30, 2017

Please refer to the respective *Recall Campaign* NCAs for additional information/instructions.

Verifying Open or Pending Campaigns Prior to Retailing Vehicles

Please be reminded that the MBUSA Pre-Delivery Inspection (PDI) requirements include two separate Instructions for dealers to verify that all open campaigns are completed prior to retail delivery to a customer. These separate instructions are included to account for any campaigns that are issued after a vehicle first arrives at a dealer: First check prior to PDI, Service Re-check prior to retail.

- Prior to performing the Pre-Delivery Inspection (PDI) as outlined in the PDI form, Mercedes-Benz Dealers must always verify that all recall/service campaigns have been performed.

500. PRIOR TO PDI

501. Verify that all recall / service campaigns have been performed	<input checked="" type="radio"/> ok <input type="radio"/> not ok	info
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- Dealers must perform the PDI SERVICE RECHECK within 3 days of delivery, which includes verification that all recall and service campaigns have been performed (see full details in ePDI or PDI paper copy in StarTekInfo).

587. Service Recheck

725. Verify that all recall/service campaigns have been performed	<input type="radio"/> ok <input type="radio"/> not ok	info
589. Battery Voltage - If voltage is below 12.4 V perform Midtronics Test	<input type="radio"/> ok <input type="radio"/> not ok	info

Verifying Open or Pending Campaigns Prior to Retailing Vehicles (continued)

- It is a violation of Federal Law (49 CFR 573.11 - Prohibition on sale or lease of new defective and noncompliant motor vehicles and items of replacement equipment) for an Authorized Mercedes-Benz dealer to sell or lease any new vehicle in dealer inventory subject to an open or pending recall campaign that has not had the authorized remedy performed. Violation of this requirement by a dealer could result in a civil penalty imposed by NHTSA of up to \$40,000 per vehicle.

Please refer to *Verifying Open or Pending Campaigns are Completed Prior to Retaining a Vehicle* NCA dated June 14, 2017 for additional information.

PDI Service Re-Check

Please be reminded that the PDI Service Re-Check must be performed within 3 days of vehicle delivery. Among other items listed, the Re-Check includes a verification that all Recall and Service campaigns have been performed by the dealer.

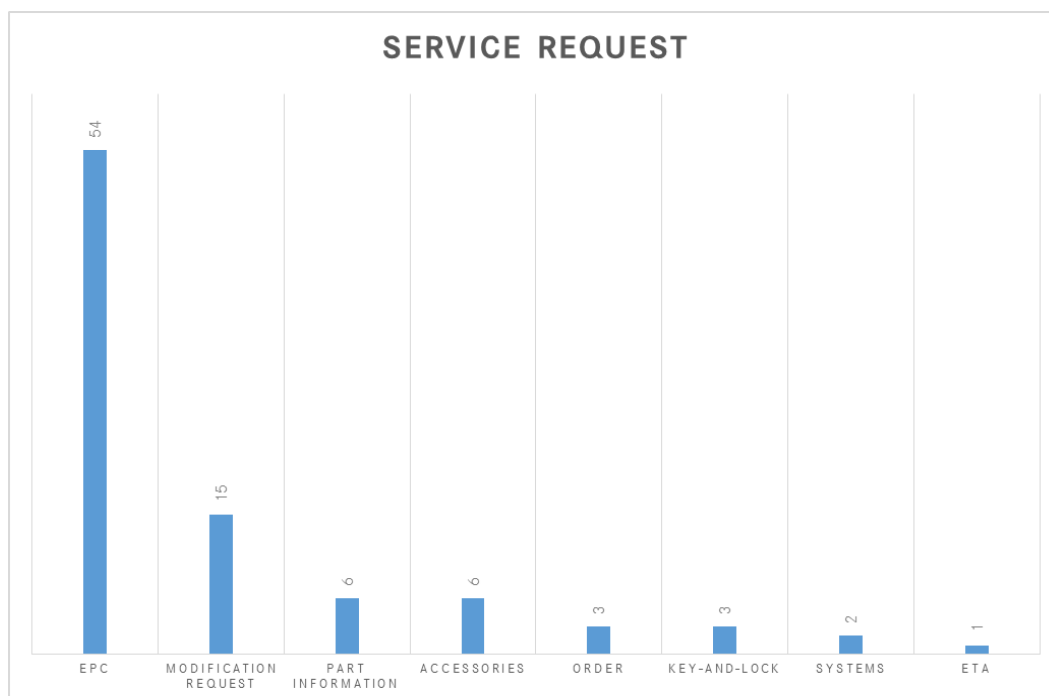
Dealers are reminded to submit claims for the Re-Check through RAPS and under Damage Code 21410.

In addition, always check VMI for open or pending campaigns prior to vehicle delivery.

Please refer to the *Reminder - Always Perform PDI Service Re-Check prior to new vehicle delivery* NCA dated June 14, 2017 for additional information.

PAC SERVICE REQUEST VOLUME

For the week of **June 5th**, the PAC received 90 Sprinter service requests; 4 unnecessary calls (4%).



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar – June 2017

This month’s webinar will cover Kilometers/Mileage Discrepancy, Canada Vehicles, NTG/ZM Time, Repair Forecast in Xentry, Sublet Policy and Best Practices.

June 21: Central and Northeast Region/11:30 am – 12:30 pm EST

June 22: Southern and Western Region/1:30 – 2:30 pm EST

Connectivity: <https://mbusawarranty.adobeconnect.com/june2017/>

Audio: (888) 394-8197 / Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – June 2017* NCA dated June 9, 2017 for additional information.