

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 23, 2017

RECALL CAMPAIGNS

Recall	Information
2017050029 MY 2016, Model 906 (Sprinter 2500, 3500), Mercedes-Benz and Freightliner Retrofit Drive Shaft Bearing Support	<ul style="list-style-type: none"> • 892 affected vehicles flagged in VMI • 64 affected vehicles in dealer inventory • Parts are available and can be ordered as necessary • Customers were notified via interim letter on May 6, 2017; final remedy letters will be mailed in late June 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
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Verifying Open or Pending Campaigns Prior to Retailing Vehicles

- 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.

July 4th/Independence Day Holiday Schedule (July 3-4, 2017)

In observance of the Independence holiday, please be advised that the entire MBUSA organization (including the PAC and PDCs) will be closed on July 3-4, 2017.

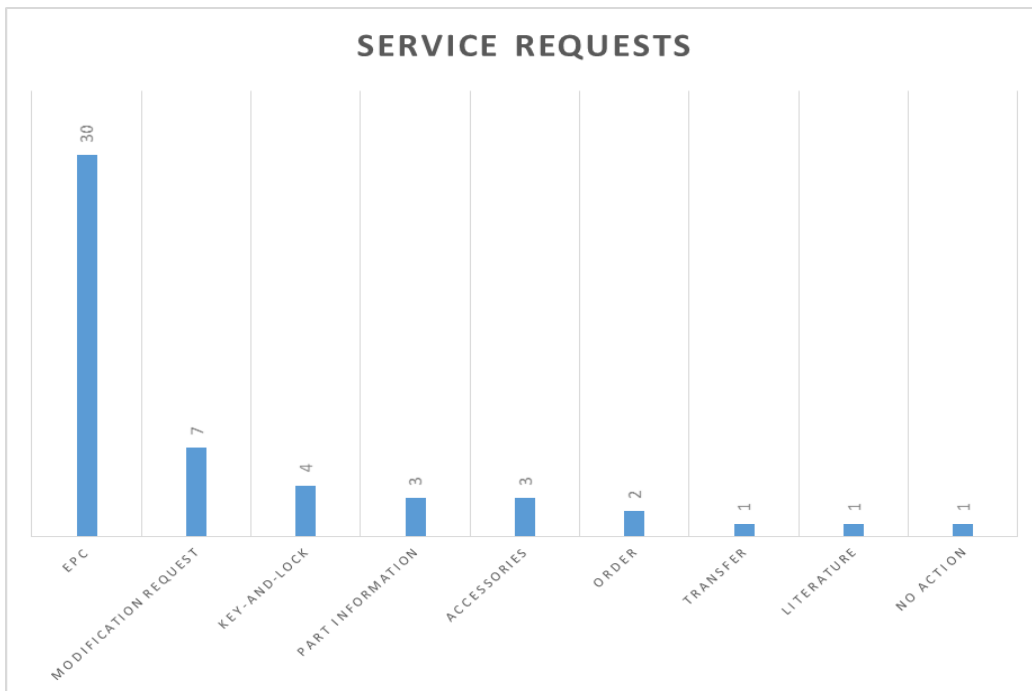
Delivery schedule is as follows:

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|-------------------------------------|---|
| <u>Dedicated Delivery Service</u> | <ul style="list-style-type: none"> • Orders processed Monday, July 3rd and Tuesday, July 4th will not ship until Wednesday, July 5th and delivered on Thursday, July 6th. |
| <u>Less than Truck Load Service</u> | <ul style="list-style-type: none"> • FedEx LTL will be closed on Tuesday, July 4th. • Pick-ups from Monday, July 3rd will not move until Wednesday, July 5th. |
| <u>StockPro Dealer Proposals</u> | <ul style="list-style-type: none"> • There will be no StockPro proposals on Tuesday, July 4th. • Proposals from Friday, June 30th and Monday, July 3rd will not be shipped until Wednesday, July 5th and will be delivered Thursday, July 6th. |

Please refer to the *Independence Day, July 4th Ordering/Shipping Schedule* NCA dated June 16, 2017 for additional information.

PAC SERVICE REQUEST VOLUME

For the week of **June 12th**, the PAC received 52 Sprinter service requests; 2 unnecessary calls (4%).



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

EVA Error Code 099

Error code “099 – Claim entered more than once” will be non-confirmable effective June 26th. Should you have a legitimate need to manually re-enter a claim, you will need to open a WSG case so that your scenario can be reviewed.

Please refer to the *EVA Error Code 099 – Claim entered more than once* NCA dated June 23, 2017 for additional information.