



# newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 8, 2016

## SERVICE CAMPAIGN

Service Campaign	Information
<b>2015110005</b> <b>Model 447 (Metris), Model Year 2016</b> <b>Replace Owner's Manual</b>	<ul style="list-style-type: none"> <li>• 428 affected vehicles have been flagged in VMI.</li> <li>• Dealers may order parts as required; replacement rate is 100%.</li> <li>• No customer letter will be mailed.</li> </ul>

## BACKORDER INFORMATION

Backorders			
Material	Material Description	ETA Week of	ETA Quantity
A 002 401 96 94	BALANCING WEIGHT	1/18/2016	1
A 906 475 01 00	SCREENING PLATE	1/11/2016	7
A 906 520 00 31	RUNNING BOARD	2/1/2016	3
A 906 680 27 00	MAT	1/16/2016	4
A 906 888 05 23 9B51	PROTECTIVE GRILLE	1/11/2016	5

## PRODUCT AND PROGRAM UPDATES

### Warranty Webinar – Transportation Claims

January 20: Central /Northeast Region, 11:30 am – 12:30 pm EST

January 21: Southern/Western Region, 1:30 – 2:30 pm EST

Dial-In: <https://mbusawarranty.adobeconnect.com/jan2016/>

Phone: (888) 394-8197; Participant Access Code: 460 843 3934

Please refer to the *Warranty Webinar – January 2016* NCA dated January 8, 2016 for additional information.



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## **PRODUCT AND PROGRAM UPDATES (continued)**

### **Canadian Vehicle Coverage**

Please be reminded that M-B customers from Canada traveling within the US may require warranty work and/or Recall/Service campaign repairs; the US system is designed to accept Canadian warranty claims. Service can be entered into our system just as any other warranty claim on a US specific VIN.

WSG is available to assist with adding Canadian Recall/Service campaigns for Canadian vehicles to the VMI system.

Please refer to the *Warranty/Recall/Service Campaign Coverage for Canadian MB Vehicles* dated January 8, 2016 for additional information.

### **2016 KPI Calendar**

For ease of reference, the KPI Quarterly/Monthly and PIP Lock Dates and Cost per VIN 90 Days – Rolling 60/90 Day Build and Month Drop pages will display at-a-glance.

Please refer to the *2016 KPI Calendar NCA* dated January 8, 2016 for additional information.

### **Martin Luther King, Jr. Holiday Schedule – January 18**

In observance of the Martin Luther King, Jr. holiday, please be advised that the entire MBUSA organization will be closed on Monday, January 18<sup>th</sup>. The PAC and PDCs will operate with limited staffing from 10:00 am to 6:00 pm EST. The PDCs will ship VOR orders placed on January 18<sup>th</sup> with a 3:00 pm local cut-off time.

