



Mercedes-Benz

MERCEDES-BENZ USA, LLC  
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MBUSA.com

parts

# newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: December 13, 2013

## PERFORMANCE BASED RETURN ALLOWANCE SCALE

Due to our dealer's successful use and understanding of the new order types, the following change will be made to the return scale, effective immediately:

- The rounding down of the VOR percentage will no longer be done.  
*Example:* A three month weighted average of 10.9% VOR used to qualify for 8.5% return allowance on stock orders. Now a 10.0% and lower will qualify for 8.5% of return allowance.

This slight change is to further encourage ordering parts via stock order and DSO. The scale will remain the same in that you will still be able to accrue up to 8.5% on stock order purchases and 4.25% on DSO purchases.

## RETURNS

The following part numbers received on sales orders prior to October 27<sup>th</sup> should no longer be installed and any existing stock on hand must be returned to your facing PDC via **ZSR Special Return**. Please use Item Category **ZS03 - SCM Authorized Return** and include a copy of this NCA as your authorization to return these parts. This special return will not affect your return allowance. Returns of these parts will not be accepted after the specified date.

Please place orders as needed for A176 680 02 91 8L36 and A176 680 02 91 9H68 to replenish your returned inventory. All available stock in the MBUSA PDCs are compliant.

Part	Part Number to be Returned	New Part Number	Return Deadline
Glove Box	A176 680 02 91 8L36	TBD	December 23, 2013
	A176 680 02 91 9H68		

## BACKORDER INFORMATION

S-CLASS		
Material	Material Description	ETA
A0074203920	TS Brake Disk Pad	Week of December 23
A2223204913	Air Suspension Strut	Pending
A2223205013	Air Suspension Strut	Pending
A2228800503	Wheel House Covering	Pending
A22288024479999	Trim Bumper	Pending







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PARTS BACK-ORDERS		
Material	Material Description	ETA
BQ 6 68 0710	W212 All Season Mats E-Class Sedan Black	100 PCS DUE WEEK OF 12/16
BQ 6 68 0695	X204 All Season Black	100 PCS DUE WEEK OF 12/16
A 251 870 66 89 80	Sound Amplifier 7020 for W164 and W251	19 PCS DUE WEEK OF 12/23
BQ 6 68 0696	X204 All Season Beige	50 PCS DUE WEEK OF 12/16
A 204 270 63 00 87	NAG2i Reman Automatic Transmission	8 PCS DUE WEEK OF 12/23
A 000 906 11 02 83	REMAN ALTERNATOR	36 PCS DUE WEEK OF 12/23
BQ 6 68 0353	BLACK, R170, MY2000	150 PCS DUE WEEK OF 12/16
BQ 6 68 0703	V251 All Season Grey 3rdRow	50 PCS DUE WEEK OF 12/16
BQ 6 60 0036	CAR COVER W/202 N	2 PCS DUE WEEK OF 12/9
BQ 6 60 0049	COVER COVER C140 NOAH	2 PCS DUE WEEK OF 12/9
BQ 6 60 0034	CAR COVER NOAH CLK	2 PCS ETA WEEK OF 1/20
A 006 151 06 01 83	REBUILT STARTER MOTOR	1 PCS DUE WEEK OF 12/16
A 123 820 39 75	AM / FM ANTENNA	2 PCS ETA WEEK OF 12/30
A 212 680 12 93	TS MOULDING	300 PCS PER WEEK
A 126 277 02 95	OIL FILER	16 PCS DUE WEEK OF 12/16
A 230 320 41 53	LINE	167 PCS DUE WEEK OF 12/16
A 006 420 93 20	TS DISK BRAKE PAD	500 PCS DUE WEEK OF 12/16
B6 6 64 0002	STOWAGE BOX	24 PCS DUE WEEK OF 12/16
A 007 420 09 20	TS DISK BRAKE PAD	104 PCS DUE WEEK OF 12/23
A 292 725 03 00	SEALING RAIL	5 PCS DUE WEEK OF 12/23
A 007 420 39 20	TS DISK BRAKE PAD	35 PCS DUE WEEK OF 12/16
A 220 820 01 64	TAIL LAMP	2 PCS DUE WEEK OF 12/23
A 001 982 27 08	AUXILIARY BATTERY	8 PCS DUE WEEK OF 12/30
A 278 070 06 87	INJECTOR WITH NOZZLE	12 PCS DUE WEEK OF 12/9
A 000 353 13 73	COLLAR NUT	183 PCS DUE WEEK OF 12/16
A 164 320 59 13 80	REMAN AIR SUSPENSION STRUT	417 PCS DUE WEEK OF 12/16
A 166 885 21 65	BASIC MOUNTING FOR BUMPER	30 PCS DUE WEEK OF 12/16
A 166 401 07 02 9765	DISC WHEEL	44 PCS DUE WEEK OF 12/16
A 451 860 02 60	DASHPOT	16 PCS DUE WEEK OF 12/16
A 451 881 01 01 CC8L	FRONT FENDER	2 PCS DUE WEEK OF 12/16
A 451 692 11 00 CA8L	TRIM SIDE PANEL	7 PCS DUE WEEK OF 12/16





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A 132 054 20 01	VALVE TAPPET	10PCS DUE WEEK OF 12/16
A 451 647 00 01 CC8L	REAR APRON	2 PCS DUE WEEK OF 12/16
A 451 340 04 00 80 0001	ELECTRIC TRACTION MOTOR	1PCS DUE WEEK OF 12/9
A 906 860 03 69 28 9051	BELT LOCK	300 PCS DUE WEEK 12/16
A 906 466 04 81 28	HOSE	29 PCS DUE WEEK OF 12/30
A 647 078 07 81	HOSE	35 PCS DUE WEEK OF 12/23
A 906 690 45 00 9B51	MOULDING	4 PCS DUE WEEK OF 12/23
A 000 420 01 89	SHACKLE	2 PCS DUE WEEK OF 12/23
B6 6 35 9841	REP FLOOR MATS	2 PCS DUE WEEK OF 12/23
A 901 657 41 09	PANELLING	1 PC DUE WEEK OF 12/23
A 000 998 79 50	PLUG	20 PCS DUE WEEK OF 12/23
A 000 835 06 32	CONNECTION	2 PCS DUE WEEK OF 12/30

## MBUSI STATUS

While we currently do not have specific ETAs for individual orders, we would like to show you the progress we are making on a weekly basis in filling your most critical open orders. Orders are filled from the oldest to the newest.

Part number	Part description	Shipments to Dealers in Week of 12/6	Critical Customer Orders Filled Since 6/1
A 164 320 61 13 80	Reman Air Suspension Strut	Recovered	7,361
A 212 680 12 93	TS Moulding	510	3,955







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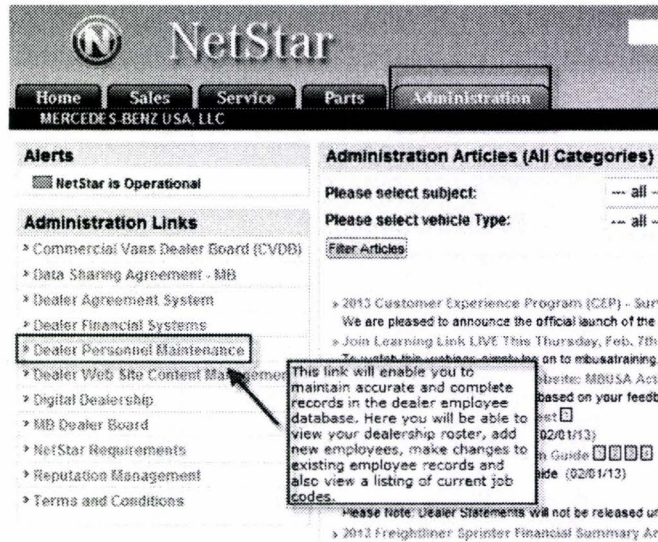
## PROGRAM AND PRODUCT UPDATES

### Winter Wheel and Tire Package availability for CLA, S-Class, GL-Class – Delayed Availability

- Please be advised that After-Sales Business Development is working with Dealer Tire on availability of Winter Wheel and Tire Packages for models CLA (C117), S-Class (V222) and GL-Class (X166).
- Availability of these packages is estimated by 12/17. Please visit [www.mbusatire.com](http://www.mbusatire.com) (or call 877.4MB.Tire) for ordering.
- Please reference NCA “Winter Wheel and Tire Packages 2013” (dated 10/24/13) for further program details on MB Winter Wheel and Tire Packages.

### UNAUTHORIZED PAC CALLS

Please be reminded that all Parts & Service personnel callers must be approved and listed in your Dealer Roster (accessed via NetStar; see image below).



Please refer to our NCA dated February 15, 2013 (“Personnel Eligible to Call PAC Hotline”) for more details.





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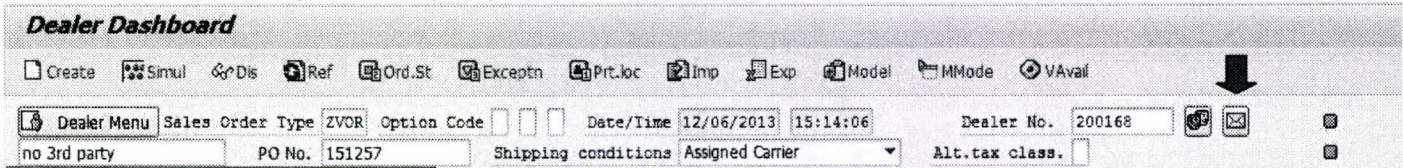
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## PARAGON TIPS of the WEEK

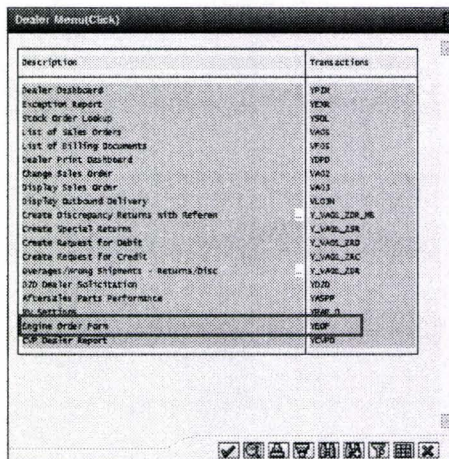
### 1. Communication to the Network

In addition to the NCAs, communication is also posted in Paragon. The envelope icon on the Dealer Dashboard indicates that a message is waiting for your review (see below image).



### 2. How to Order Comm Block Parts

Type	Description
CBA	Part only supplied by vendor. Please contact Domestic Vendor listed in Sales Text (e.g. Navteq or Autokonnnect) to order.
CBB	Must fax or email a valid US registration to the PAC; part will be unblocked once this is received.
CBC	No longer available through MBUSA. If there is stock showing domestically, please contact the PAC and we will place the order for you.
CBE	Part has been specified in error
CB3	Dealer must supply VIN and the PAC will have part unblocked to order
CB9	Must be released by the PAC
CB5	Must be released by Special Procurement <a href="https://www.mbneststar.com/rp_hovda05/apps/171/pac/pacforms.nsf/spProcureRequest?OpenForm">https://www.mbneststar.com/rp_hovda05/apps/171/pac/pacforms.nsf/spProcureRequest?OpenForm</a>
CB6	Engine Order Form must be filled out by dealer in Paragon which can be found in the Dealer Menu (see image below). Part will then be released by Parts Technical.







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## PAC/PDC HOLIDAY SCHEDULE:

Tuesday, December 24 <sup>th</sup>	PDCs and PAC closed
Wednesday, December 25 <sup>th</sup>	PDCs and PAC closed
Monday, December 31 <sup>st</sup>	PDCs to provide limited service (3:00 pm local cut off) PAC to provide limited emergency service (9:00 am – 5:00 pm EST)
Wednesday, January 1, 2014	PDCs and PAC closed

**Note:** Dealers that are not open on December 24 or 31 to accept deliveries must notify Parts Transportation so that the deliveries can be coordinated appropriately; e-mail: [logistics@mbusa.com](mailto:logistics@mbusa.com).

Stock Orders: December 20 - 26	
Order Placement Date	Delivery Date
Friday, 12/20 through Sunday, 12/22	DDS: Tuesday, 12/24 LTL: Friday, 12/27 for 1 day transit time (FedEx Freight) LTL: Monday, 12/30 for 2 day transit time (FedEx Freight) LTL: Friday, 12/27 (AAA Cooper)
Monday, 12/23 Note: PDC's are closed on 12.24	DDS: Friday, 12/27 LTL: Friday, 12/27 for 1 day transit time (FedEx Freight and AAA Cooper) LTL: Monday, 12/30 for 2 day transit time (FedEx Freight)
Thursday, 12/26	DDS: Saturday, 12/28; Monday, 12/30 for those not participating in Saturday delivery program. LTL: Monday, 12/30 for 1 day transit time (FedEx Freight and AAA Cooper) LTL: Tuesday, 12/31 for 2 day transit time (FedEx Freight)

Stock Orders: December 27 - 31	
Order Placement Date	Delivery Date
Friday, 12/27 through Sunday, 12/29	DDS: Tuesday, 12/31 LTL: Tuesday, 12/31 for 1 day transit time (FedEx Freight and AAA Cooper) LTL: Thursday, 1/2 for 2 day transit time (FedEx Freight)
Monday, 12/30	DDS: Thursday, 1/2 LTL: Friday, 1/3 for 1 day transit time (FedEx Freight) LTL: Thursday, 1/2 for 1 day transit time (AAA Cooper) LTL: Monday, 1/6 for 2 day transit time (FedEx Freight)
Tuesday, 12/31	DDS: Friday, 1/3 LTL: Friday, 1/3 for 1 day transit time (FedEx Freight and AAA Cooper) LTL: Monday, 1/6 for 2 day transit time (FedEx Freight)



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## **LI PUBLICATIONS**

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The following new documents were published during the past week.


*None for the week.*

## **OTHER STAR TEKINFO BULLETINS**

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The following service and/or installation bulletins appeared on STAR TekInfo during the past week.

12-11-2013 [P-B-82.85/693k](#)


 (43kb)

*Revision k: Additional Models.*

As of MY 2010 with NTG 3.5 Telematics Systems  
Models 216 and 221

As of MY 2014 with NTG 4.5 Gen 3 Telematics Systems, Models 166, X166,  
207, 212, 218, and 231 As of MY 2014 With NTG 5 Telematics Systems, Model  
222 **SPLITVIEW Activation/Deactivation**

12-11-2013 [P-B-27.10/126](#)

 (824kb)

**Automatic Transmission (7G-DCT) Startup Support**

MY-All, Transmission 725.0 in Model 117

