



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350

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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: November 7, 2014

SERVICE CAMPAIGN

Model	Action
Model Year 2014 172 and 204 (SLK and C-Class)	Service Campaign 2014100006 Update Electronic Selector Module Software 4,932 affected vehicles will be flagged in VMI. No parts required. Software update rate is 100%. Use Xentry/DAS version 09-10/2014. No customer letter will be mailed.

BACKORDER INFORMATION

PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 000 991 24 52	CYLINDRICAL PIN	11/10/2014	15
A 003 827 09 04	NTG4.5 UCI w/ Lightning	11/10/2014	70
A 005 151 34 01 83	REBUILT STARTER MOTOR	11/10/2014	5
A 006 989 30 85	ADHESIVE TAPE	11/17/2014	1,000
A 006 990 06 12	SCREW	11/10/2014	622
A 007 420 62 20	TS DISK BRAKE PAD	11/10/2014	40
A 007 420 76 20	DISK BRAKE PAD	11/10/2014	55
A 020 997 76 45	O-RING	11/17/2014	500
A 117 793 01 88 28	REAR SPOILER ATTACHMENT	11/10/2014	135
A 129 500 01 03	RADIATOR	11/10/2014	20
A 129 810 23 17 9051	INSIDE REARVIEW MIRROR	11/10/2014	1
A 132 153 01 28	SENDER UNIT	11/10/2014	1
A 164 545 87 16	CONTROL UNIT	11/10/2014	368
A 166 810 01 64 9040	COVER	11/10/2014	12
A 166 870 06 96 9116	166 RSES black	11/10/2014	33
A 172 670 03 00	WINDSHIELD	11/10/2014	50
A 176 670 18 00	WINDSHIELD	11/10/2014	181
A 204 270 61 00 87	NAG2i Reman Automatic Transmission	11/10/2014	21





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PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 204 270 63 00 87	NAG2i Reman Automatic Transmission	11/10/2014	31
A 204 670 63 00	WINDSHIELD	11/10/2014	55
A 204 670 64 00	WINDSHIELD	11/10/2014	122
A 205 680 20 48 9G33	MAT	11/10/2014	1,126
A 207 670 01 00	WINDSHIELD	11/10/2014	30
A 211 320 53 38 80	AIR SUSPENSION STRUT	11/10/2014	82
A 211 320 54 38 80	AIR SUSPENSION STRUT	11/10/2014	114
A 211 670 00 00	WINDSHIELD	11/10/2014	75
A 211 670 02 01	WINDSHIELD	11/10/2014	75
A 212 270 87 01 87	NAG2i Reman Automatic Transmission	11/10/2014	6
A 212 680 12 93	TS MOULDING	12/8/2014	30
A 221 330 82 07	SPRING CONTROL ARM	11/10/2014	350
A 221 670 94 01	WINDSHIELD	11/10/2014	264
A 222 670 50 00	WINDSHIELD	11/10/2014	46
A 222 680 44 48 9G33	MAT	11/10/2014	65
A 230 620 47 34	SUPPORT	11/10/2014	13
A 231 670 09 00	WINDSHIELD	11/10/2014	74
A 451 350 29 00	TS REAR AXLE SHAFT	11/10/2014	1
A 451 619 00 00	SHIELDING	11/17/2014	3
A 451 751 01 02 CA8L	SERVICING FLAP	11/10/2014	10
A 451 860 46 02	SIDE AIRBAG	11/10/2014	1
A 451 914 88 00 CS2A	CUSHION COVER	11/10/2014	1
A 463 670 33 01	WINDSHIELD	11/10/2014	39
A 463 984 00 61	CLIP	11/10/2014	2,452
A 906 470 31 15	NOX REDUCING AGENT TANK	11/10/2014	178
B6 6 47 4332	TWIN 10 SP WHEEL 8,5X18ET	11/10/2014	95
B6 6 47 4509	ALLOY WHEEL 8,5JX18 ET38	11/10/2014	95
B6 6 56 0920	SUN VISOR	11/17/2014	17
N000000 003279	NUT	11/10/2014	612
N072581 008101	LOCK	11/10/2014	245
Q0000861V030000000	SEATBELT LH	11/10/2014	1
Q0000862V030000000	SEATBELT RH	11/10/2014	1





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PROGRAM AND PRODUCT UPDATES

ETA Requests

All ETA inquiries are to be submitted through the Exception Report in Paragon. If you are not satisfied with the response, please enter a SP case. Please note that SP cases cannot be entered until an ETA inquiry has already been submitted. If for some reason a SP case cannot be submitted through Paragon, please submit the request via the SP form located on the PAC website (Resources tab).

Thanksgiving Holiday Schedule

In observance of the Thanksgiving holiday, please be advised that the entire MBUSA organization and PDC network will be closed on Thursday, November 27th. With limited staffing, the PAC is open on Friday, November 28th from 10:00 am to 6:00 pm EST. The PDCs will be shipping VOR orders placed on Friday, November 28th with a 3:00 pm local cut-off time.

Please refer to the *Thanksgiving Day, November 27th Ordering/Shipping Schedule* NCA dated November 7, 2014 for additional information.

S-Class Alternate Transportation for Backordered Windshields

In response to feedback from the customer/dealer/field, we are empowering the Dealer/Field to approve alternate transportation for MY2014/2015 windshield replacements that fall outside the current CVP coverage. Please note that this program is only for MY2014 and MY2015 S-Class windshields and will run through December 31, 2014. No claims will be accepted after that date. No exceptions will be made for other models or parts.

Please refer to the *MY2014 & MY2015 S-Class Alternate Transportation for Backordered Windshields* NCA dated November 7, 2014 for additional information.

Wood Kits

In order to fulfill the most critical orders for Part #A 212 680 12 93, we would like to request that all Dealers review all of their open orders and cancel those that do not have a confirmed customer assigned. This review of Dealer orders is critical to identifying the customers who have been most impacted. We will release open SP cases in order of age, then regular VOR (with no SP case) in order of age and so forth.

Also, as of December 1st, Part #A 212 680 12 93 will no longer be returnable to the PDCs. With this in mind, please make every possible effort to cancel any open orders that you feel could lead to overstock in your inventory once filled.

Please refer to the *A 212 680 12 93 - Wood Kits* NCA dated November 7, 2014 for additional information.





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PROGRAM AND PRODUCT UPDATES (continued)

Warranty Manual Policy Updates and Clarifications

Road Test – This policy has been further clarified to assist dealer technicians and warranty administrators when claiming for diagnostic road testing; effect immediately.

Spare Parts and Over-the-Counter Parts: Parts purchase receipt must be retained in compliance with record retention policies; effective February 1, 2015.

Sublet Repairs including Glass Claims – Effective February 1, 2015, dealers will be required to attach all sublet invoices to their claims via the “Attachments” tab. If the sublet invoices are not attached to the claim via the “Attachments” tab or the sublet invoices do not meet requirements set in the Warranty Manual section “Sublet Repairs including Glass Claims”, those claims would be subject to debit.

Please refer to the *Warranty Manual Policy Updates and Clarifications* NCA dated November 7, 2014 for additional information.

Tow Reference Number Application

The Warranty Department is excited to announce another enhancement of NetStar to assist with claim submission. When submitting claims where a tow is involved, simply check the box for “Tow” and when finished entering the claim, click on the submit button. The system will automatically search for the Tow Reference Number and apply it to the claim for you. There is no longer a need to type in 9999999 on the additional repair lines that did not cause the tow.

Please refer to the *Tow Reference Number Application* NCA dated November 7, 2014 for additional information.

PAC Webinar

This month’s webinar is the last of the 2014 series and will cover: Star Wiring, Paragon 2.0 – Help Tab, ETAs and Tracking and PAC Website Navigation.

November 18

Robbinsville 11:00 am – 12:00 pm EST
Fort Worth/Fontana 1:00 – 2:00 pm EST

November 19

Jacksonville/Chicago 11:00 am – 12:00 pm EST

- The schedule is based on PDC facing dealers.
- Pre-registration is not required.
- **When logging in, please provide full name and dealer code in the Chat Box (i.e., John Smith 12345).**
- Complete training presentation with session Q&A will be posted on the PAC website by November 26th.

To join the webcast: <https://mbusa-asbd.adobeconnect.com/pac2014/>

Dial-In: (888) 850-4523

Participant Code: 872435

Please contact Marsha Pettway at (201) 573-2209 or Marsha.Pettway@mbusa.com for additional information.





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PROGRAM AND PRODUCT UPDATES (continued)

2015 Mercedes-Benz Wholesale Parts Calendar – Order Deadline Extended to 11/14/14

The 2015 Wholesale Parts calendar price has been held to 2014 pricing and one again you can purchase the same quality calendar for only \$4.49 each with a minimum order of 50 pieces. This includes dealer imprinting and shipping/handling at no additional cost.

Please see the *2015 Mercedes-Benz Wholesale Parts Calendar – Order Dealer Extended to 11/14/14* NCA dated November 7, 2014 for additional information.

TIP of the WEEK: Checking Available ETAs in Paragon

In Reports, click the Exception Report link and run a report. Scroll to the right to locate the columns relevant to Vendor Referrals (Germany/MBUSI).

1. Vendor column – Displays where the part is coming from; Germany/MBUSI.
2. Purchasing Document – Displays the PO Number that was generated to transmit the order to Germany/MBUSI.
3. MBZ Number – Displays the Delivery Note from Germany/MBUSI; this indicates that the part has been shipped (or will that day).
4. CRM Number – Displays the Order Acknowledgement from Germany/MBUSI; this indicates that they have received the order and will process.
5. Delivery Date – Displays the date that the part is Expected, Confirmed to- or has Shipped.

The delivery date is color coded as follows.



The Green Dates will indicate that the part has been shipped (or will ship) as of that date.



The Yellow Dates will indicate that the part is confirmed to ship on that date.



The Red Dates will indicate that the part is Expected to ship on that date (this could likely change).





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NETSTAR MESSAGES

This is a summary of the NewsChannel Announcements for Parts posted 11/7/14 and earlier in the week.

[2015 Mercedes-Benz Classic Calendar "Back to the Future"](#)

[2015 Mercedes-Benz Wholesale Parts Calendar - ORDER DEADLINE EXTENDED TO 11/14/14](#)

[Update on Wood Kits, and request to review open orders](#)

[PAC November Webinar: Paragon 2.0 Topics](#)

[MY2014 & MY2015 S-Class: Alternate transportation for Backordered Windshields](#)

[MBUSA Tire Program - Winter Consumer Rebate Offers](#)

[Launch of MY2015 S-Coupe & CLS-Class Accessories](#)

[Thanksgiving Holiday - Ordering/Shipping Schedule](#)

[Los Angeles Port Delays](#)

[Reduced Technical Support November 3rd - 7th](#)

CAMPAIGN MESSAGES

[Service Campaign 2014100006 -Upd Elec Selector Module Software, Models 172, 204 \(SLK and C\) MY '14 12 14 11 07 ESM SW.pdf](#)

STAR TEKINFO BULLETINS

None for the week.

