



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: October 3, 2014

RECALLS

Campaign	Model	Action
2014090004	MY 2015, Model 222, S-Class	Update 360 Degree Camera Control Module Software 9,833 vehicles are affected and will be flagged in VMI. No parts required. Software update rate is 100%; use Xentry/DAS version 07-08/2004.
Customer One Action 140901	Model 204.9 - GLK, MY 2015	Install Warranty Manual This is a voluntary customer care initiative; no customer letter will be mailed. Parts - Warranty Manual BQ-C1A140901-WBK may be ordered via NetStar.

RETURNS

The following part numbers should no longer be installed and any existing stock on hand must be returned to your facing PDC via **ZSR Special Return**, use Item Category **ZS03 - SCM Authorized Return**; include a copy of this NCA as your authorization to return these parts. This special return will not affect your return allowance and will not be accepted after the specified date.

RETURNS	Part Number to be Returned	New Part Number	Return Deadline
Control Unit	A 222 90 03 03	A 222 900 03 03 28	October 16, 2014

Please place orders as needed to replenish your inventory. Substitution links have been entered into Paragon and will direct you to the newest part numbers available.

BACKORDER INFORMATION

PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 000 584 05 26	GUIDE SIGN	10/6/2014	1,150
A 001 230 54 11 80	REMAN-Denso A/C Reman Compressor with CI	10/6/2014	13
A 003 827 09 04	NTG4.5 UCI w/ Lightning	10/6/2014	233





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PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 003 997 04 86	PLUG	10/6/2014	881
A 004 994 12 45	LOCK	10/6/2014	466
A 006 997 18 90	LOOM TIE	10/6/2014	12,100
A 009 988 39 78	TRIM CLIP	10/6/2014	1,391
A 011 988 28 78	CLIP	10/20/2014	50
A 028 997 66 48	SEAL RING	10/13/2014	200
A 110 987 00 39	RUBBER BUFFER	10/6/2014	317
A 112 141 21 80	GASKET	10/6/2014	183
A 112 142 02 80	GASKET	10/6/2014	23
A 132 159 02 03	SPARK PLUG	10/6/2014	100
A 166 620 11 01	CROSS MEMBER	10/6/2014	63
A 166 880 04 57	HOOD	10/6/2014	8
A 166 906 85 01	REAR LAMP COMBINATION	10/6/2014	46
A 168 545 29 28	RECEPTACLE HOUSING	10/6/2014	135
A 168 997 13 81	GROMMET	10/6/2014	388
A 176 670 18 00	WINDSHIELD	10/6/2014	200
A 203 887 01 79	SPRING	10/6/2014	140
A 204 270 61 00 87	NAG2i Reman Automatic Transmission	10/6/2014	4
A 204 270 63 00 87	NAG2i Reman Automatic Transmission	10/6/2014	7
A 204 670 63 00	WINDSHIELD	10/9/2014	50
A 204 670 64 00	WINDSHIELD	10/6/2014	3
A 208 820 14 86 80	Exch. Radio 6003	10/20/2014	2
A 211 320 54 38 80	AIR SUSPENSION STRUT	10/6/2014	50
A 211 320 61 13 80	HYDROPNEUMATIC SPRING LEG	10/20/2014	64
A 212 670 40 00 28	WINDSHIELD	10/6/2014	90
A 212 680 12 93	TS MOULDING	10/13/2014	43
A 219 320 11 13 80	REMAN HYDROPNEUMATIC SPRING LEG	10/20/2014	28
A 220 820 60 85 80	Exch Navi drive	10/20/2014	1
A 220 997 19 81	GROMMET	10/6/2014	128
A 221 670 94 01	WINDSHIELD	10/6/2014	335
A 222 670 04 01	WINDSHIELD	10/6/2014	83
A 231 670 09 00	WINDSHIELD	10/6/2014	18
A 231 900 15 07	CONTROL UNIT	10/6/2014	27





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PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 272 238 00 80	GASKET	10/6/2014	240
A 278 200 25 51	COOLANT LINE	10/6/2014	155
A 447 760 27 00 9999	KEY	10/6/2014	3
A 451 619 00 00	SHIELDING	10/13/2014	1
A 451 830 01 98	WEATHERSTRIP	10/6/2014	1
A 451 885 05 37	ENERGY-ABSORBING UNIT	10/6/2014	1
A 451 885 06 37	ENERGY-ABSORBING UNIT	10/6/2014	1
A 463 826 01 41	SIDE REFLECTOR	10/13/2014	9
A 642 090 63 52	FUEL FILTER	10/6/2014	15
A 647 070 01 87 87	OM647 Injector 2004-2006 MY	10/6/2014	98
A 902 270 10 00 87	NAG Automatic Transmission for Sprinter	10/6/2014	4
A 906 670 15 00	WINDSHIELD	10/6/2014	16
A 906 673 31 09	GLASS PANE	10/6/2014	2
A 906 692 00 11 9E80	FASTENING PLATE	10/20/2014	350
A 906 830 02 18	DUST FILTER	10/6/2014	53
A 906 860 26 85	SAFETY BELT	10/6/2014	28
BQ 4 15 0025	WIRE SET-4 CYL.	10/13/2014	10
N000000 001070	SEAL RING, VLRUB	10/13/2014	187
N000000 001476	SCREW	10/13/2014	573
N000000 003275	NUT	10/13/2014	542
N000000 007652	FUSE LINK	10/13/2014	1,625
N913023 008002	NUT	10/13/2014	716
Q0001778V005000000	COVER WINDSHIELD	10/6/2014	1

PROGRAM AND PRODUCT UPDATES

ETA and SP for National Accounts

Dealers are now able to create ETA and SP cases for National Accounts (i.e., windshields, etc.) in Paragon 2.0.

Warranty Services: Claiming Parts Quantity in Tenths with Decimal

Please be reminded that NetStar has the capability to accept fractional quantities for parts. Please ensure that the correct quantities are entered with submitting warranty claims. All inquiries should be directed to Warranty Service Group (WSG) at (877) 974-6287. Please refer to the NCA dated October 3, 2014 for additional information.





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PROGRAM AND PRODUCT UPDATES (continued)

Service Manager Pre-Authorization Program

Warranty Services will be re-introducing the Service Manager Pre-Authorization program on January 1, 2015. This tool will create awareness of repairs that have been identified as "out-of-line" within your dealership based on a national comparison. For policy information, refer to the Warranty Manual > Policy > 3.28 Service Manager Pre-Authorization. Please refer to the NCA dated October 3, 2014 for additional information.

S-Class (V222) Push Parts Return Process

We will begin to accept returns for any unsold push parts that you no longer wish to stock. The time window designated to process these returns will begin on Monday, October 6th and will extend for 20 calendar days. All returns within this period will not affect your return allowance. Please refer to the NCA dated October 3, 2014 for additional information.

PAC Webinar: Parts Logistics Scorecard

The Parts Logistics Scorecard including Customer Fill Rate KPI will be covered in next month's webinar:

October 14: 1:00 pm EDT
- Robbinsville/Jacksonville/Chicago

October 15: 11:00 am EDT
- Fontana/Fort Worth

- 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 October 30th.

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

Dial-In: (888) 850-4523, Participant Code: 872435*

Please contact Andrea Harpprecht at (201) 573-2249 with any questions regarding this initiative.

Warranty Webinars – Q4 2014

The 4th quarter Warranty webinar series will cover the following topics: Universal Best Practices and Claim Processing Submission Pain Points, High Incident Report/Service Manager Pre-Authorization and KPI (Key Performance Indicators). Please refer to the NCA dated October 3, 2014 for dates and additional information.

M-B Lifestyle Accessory Provider

Effective January 1, 2015, MBUSA will be partnering with New Paradigm Promotional Marketing for the supervision and care of the M-B Lifestyle Accessory Collection. Gateway CDI will continue to service our customers with the same passion and commitment until December 31st. Please refer to the NCA dated October 3, 2014 for additional information.



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TIP of the WEEK: Paragon 2.0 Access



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TO: Parts Directors, Parts Managers	FROM: Paul Nitsche, Department Manager - Parts Assistance Center
RE: Paragon 2.0 Transition Completed	DATE: June 27, 2014

We are pleased to confirm that the transition to Paragon 2.0 is completed. The system is stable and running well. If you have not done so already, we would like to ask that you assign the appropriate access rights to those parts personnel that need to use the system.

Please find below information which is needed to assign the access rights and information. Please also find below information regarding the user guides.

- In NetStar, the System Administrator (SA) will need to assign the Paragon 2.0 link to each User ID.
- There are two options for User authorization:
 - Read - "read sales orders"
 - Update - "create sales orders"
- After User IDs have been assigned appropriate access, the User will need to Clear their Cookies & Temporary Internet Files and restart their web browser before accessing Paragon 2.0, please refer to the following steps 1-4:
 1. In Internet Explorer, Go to Tools > Internet Options > General > Browsing History > Delete...
 2. Temporary Internet Files and Cookies must have a check. Click Delete.
 3. After this, please close ALL of the Internet Explorer windows (even non-Paragon/Netstar).
 4. Finally, Log back into Netstar and click the Paragon 2.0 link. The Tabs should appear correctly now.
- As Dealers transition into Paragon 2.0, there may be times when the users are logging into Paragon 2.0 and not seeing the appropriate Tabs (Home, Order, Reports, etc.) instead they see two Tabs (Training and Dealer Menu DC Global). If the problem still exists after steps 1-4, please ask your Systems Admin to perform the following:
 5. Ask the System Admin to remove the assigned Paragon 2 resource for this user id.
 6. Click Save.
 7. Now re-add the resource again (as Read or Update) and click Save.
- After steps 5-7, please have the Paragon User perform steps 1-4 again.
- The Paragon User Guides are posted on the PAC website (Paragon 2.0 tab)

Please do not hesitate to contact Greg Varona at (201) 573-6726 with any questions or concerns.



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NETSTAR MESSAGES

This is a summary of the NewsChannel Announcements for Parts posted 10/3/14.

[2014 Service Laureates October Incentive Programs](#)

[Aftersales Information for GLA \(X156\) Launch](#)

[New Provider for Mercedes-Benz Lifestyle Collection](#)

[S-Class \(V222\) Push Parts Return Process](#)

[S-Class Coupe \(C217\) Launch - Aftersales Information](#)

[Webinar - Parts Logistics Scorecard and Customer Fill Rate KPI](#)

CAMPAIGN MESSAGES

[Service Campaign 2014060002 CLOSED-Update the Trans and Engine Cont Mod Software, MY '14 S-Class 222](#)

Effective Friday, October 3, 2014 this Service Campaign is closed. (09/29/14)

OTHER STAR TEKINFO BULLETINS/LI BULLETINS

Service and/or installation bulletins published this week.

None for the week.





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