



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: September 26, 2014

RECALLS

Campaign	Model	Action
2014090008	MY 2015, Model 205, C-Class	Check Steering Coupling Lock Effective immediately, a stop delivery of all MY2015 C-Class vehicles is required. 10,509 vehicles are affected and will be flagged in VMI. No parts required. Repair time – approximately 1 hour. Owner notifications will be sent on October 1st.

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 000 545 33 84	ADAPTER	10/6/2014	350	
A 000 584 05 26	GUIDE SIGN	9/29/2014	525	
A 000 990 54 07	SCREW	9/29/2014	3,804	
A 001 998 73 01	FORMED GROMMET	9/29/2014	62	
A 003 827 09 04	NTG4.5 UCI w/ Lightning	9/29/2014	102	
A 003 997 04 86	PLUG	9/29/2014	528	





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Material	Material Description	ETA Week of	ETA Quantity
A 004 994 12 45	LOCK	9/29/2014	465
A 006 997 18 90	LOOM TIE	9/29/2014	1,600
A 008 154 84 02 80	REMAN-ALTERNATOR	9/29/2014	1
A 009 988 39 78	TRIM CLIP	9/29/2014	125
A 028 997 66 48	SEAL RING	9/29/2014	65
A 110 987 00 39	RUBBER BUFFER	9/29/2014	233
A 112 142 02 80	GASKET	9/29/2014	390
A 113 988 02 78	CLIP	9/29/2014	148
A 126 500 35 03	RADIATOR	9/29/2014	12
A 156 820 02 00	RS BRACKET	9/29/2014	23
A 164 906 44 00	TAIL LAMP	9/29/2014	72
A 166 620 11 01	CROSS MEMBER	9/29/2014	11
A 166 725 01 65	SEALING RAIL	9/29/2014	30
A 166 880 04 57	HOOD	9/29/2014	15
A 168 997 13 81	GROMMET	9/29/2014	602
A 172 423 01 12	BRAKE DISK, VENTED	9/29/2014	20
A 176 670 18 00	WINDSHIELD	9/29/2014	37
A 203 887 01 79	SPRING	9/29/2014	273
A 204 490 21 35	EXHAUST PIPE	9/29/2014	2
A 204 670 63 00	WINDSHIELD	9/29/2014	35
A 205 900 68 16	CONTROL UNIT	9/29/2014	30
A 205 906 33 02	MEMORY CARD Garmin® MAP PILOT	9/29/2014	79
A 211 320 54 38 80	AIR SUSPENSION STRUT	9/29/2014	25
A 211 320 61 13 80	HYDROPNEUMATIC SPRING LEG	9/29/2014	15
A 212 670 40 00 28	WINDSHIELD	9/29/2014	150
A 212 680 12 93	TS MOULDING	10/6/2014	94
A 212 830 03 18	COMBINATION FILTER	10/6/2014	1,863
A 219 320 11 13 80	REMAN HYDROPNEUMATIC SPRING LEG	10/20/2014	28
A 220 820 60 85 80	Exch Navi drive	10/15/2014	1
A 221 270 87 03 87	NAG2i Reman Automatic Transmission	9/29/2014	2
A 221 330 88 07	SPRING CONTROL ARM	9/29/2014	25
A 221 620 02 87	SUPPORT	9/29/2014	8
A 221 670 94 01	WINDSHIELD	9/29/2014	59





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PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 221 817 14 78 9051	LICENSE PLATE MOULDING	9/29/2014	59
A 222 670 50 00	WINDSHIELD	9/29/2014	10
A 230 423 00 92	SPRING	9/29/2014	475
A 230 545 23 08	SWITCH	9/29/2014	67
A 272 238 00 80	GASKET	9/29/2014	63
A 278 200 25 51	COOLANT LINE	9/29/2014	20
A 451 423 00 92	REPAIR KIT	9/29/2014	1
A 451 542 03 91 C42B	COVERING	9/29/2014	1
A 451 637 07 76	WHEELHOUSE	9/29/2014	1
A 451 637 47 16	REINFORCEMENT	10/6/2014	1
A 451 637 48 16	REINFORCEMENT	10/6/2014	1
A 451 680 00 18	COVER SUBSTRUCTURE	9/29/2014	1
A 451 829 00 01	ENGINE	10/27/2014	3
A 463 670 33 01	WINDSHIELD	9/29/2014	2
A 642 090 63 52	FUEL FILTER	9/29/2014	4
A 642 142 01 81	GASKET	9/29/2014	86
A 647 090 02 80 87	OM647 Reman Turbocharger	9/29/2014	44
A 906 470 05 53	HEATING UNIT	10/6/2014	400
A 906 670 15 00	WINDSHIELD	9/29/2014	7
A 906 690 48 82 9B51	PROTECTIVE STRIP	9/29/2014	57
A 906 740 13 05	DOOR SHELL	9/29/2014	11
A 906 830 02 18	DUST FILTER	9/29/2014	110
A 906 860 26 85	SAFETY BELT	10/20/2014	22
A 906 906 33 00	OPERATING UNIT	9/29/2014	7
BQ 6 40 8115	WHEEL LOCKS, R129/W210	9/29/2014	10
N000000 000977	BULB	10/6/2014	344
N000000 001070	SEAL RING, VLRUB	10/6/2014	204
N000000 001476	SCREW	10/6/2014	238
N000000 003279	NUT	10/6/2014	55
N000000 004202	FUSE LINK	10/6/2014	27
N000000 007652	FUSE LINK	10/6/2014	783





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PROGRAM AND PRODUCT UPDATES

Launch of C- and GLA-Class Reman Bumper Exchange Program

The Reman Bumper Exchange Program is expanding to include the C-Class (W205) and GLA-Class (X156) vehicles. These new part numbers will be added to our portfolio as pseudo-Reman parts effective October 1st.

Please refer to the C (W205) & GLA Reman Bumper Exchange Program Expansion NCA dated September 26th for additional information.

Reman Parts Portfolio Overview Brochure

The updated Remanufactured Parts Portfolio is in stock and available for ordering via Paragon; literature part number PSMKG-0313-RPRBMB at a cost of \$0.25 per unit.

Please refer to the Reman Parts Portfolio Overview Available to Order: PSMKG-0313-RPRBMB NCA dated September 26th for additional information.

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.

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

October 15: 11:00 am EDT

- 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 select "Dial-in to the Audio Conference via Phone" when logging into Adobe Connect.





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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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