



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 17, 2014

RECALLS

Model	Action
205 (C-Class Sedan), MY2015	Stop-Delivery Order Update: Continental PROCONTACT GX Tire The number of affected VINs has been revised downward. Affected vehicles are flagged in VMI.

Please refer to the Recall Campaign with Stop-Delivery Order UPDATE – Continental PROCONTACT GX Tire. Model 205 (C-Class Sedan), Model Year 2015 NCA dated October 13, 2014 for additional information.

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 **SCM Authorized Part 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
Connection Unit	A 205 820 01 26	A 205 820 01 26 28	October 30, 2014
Condensation Hose	A 205 832 00 23	A 205 832 00 23 28	October 30, 2014
Brake Pad	A008 420 41 20	A008 420 41 20 28	October 31, 2014
Rear Spoiler Attachment	A 117 793 01 00	A 117 793 01 88 28	November 6, 2014
Boot	A 205 460 04 96	A 205 460 10 01	November 6, 2014
Front Seat Cushion	A 205 910 09 46 9D88	A 205 910 09 46 28 9D88	November 6, 2014
Reman Dual Clutch Transmission	A246 370 86 02	A246 370 86 02 80	November 6, 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.





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BACKORDER INFORMATION

PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 009 990 74 04	SCREW	10/27/2014	20
A 906 323 01 32	STOP	10/20/2014	13
A 906 670 63 00	WINDSHIELD	10/20/2014	10
A 906 820 01 64	TAIL LAMP	10/20/2014	2
A 647 090 02 80 87	OM647 Reman Turbocharger	10/20/2014	21
A 221 270 79 30 87	NAG2i Reman Automatic Transmission	10/20/2014	5
A 212 680 12 93	TS MOULDING	10/27/2014	187
A 221 670 94 01	WINDSHIELD	10/20/2014	71
A 176 670 18 00	WINDSHIELD	10/20/2014	200
A 003 827 09 04	NTG4.5 UCI w/ Lightning	10/20/2014	145
A 222 670 04 01	WINDSHIELD	10/20/2014	200
A 204 670 63 00	WINDSHIELD	10/20/2014	102
A 008 420 02 20	TS DISK BRAKE PAD	10/20/2014	228
A 219 320 11 13 80	REMAN HYDROPNEUMATIC SPRING LEG	10/20/2014	97
A 204 670 64 00	WINDSHIELD	10/20/2014	78
A 006 989 30 85	ADHESIVE TAPE	10/20/2014	350
A 209 820 34 10 9116	SWITCH	10/20/2014	200
A 231 670 09 00	WINDSHIELD	10/20/2014	18
A 006 997 18 90	LOOM TIE	10/20/2014	100
A 231 900 15 07	CONTROL UNIT	10/20/2014	2
A 028 997 66 48	SEAL RING	10/20/2014	306
A 011 988 28 78	CLIP	10/20/2014	1,230
A 112 142 02 80	GASKET	10/20/2014	1,967
N000000 003279	NUT	10/27/2014	658
A 463 826 01 41	SIDE REFLECTOR	10/20/2014	34
A 208 810 05 21	MIRROR GLASS	10/20/2014	35
A 211 320 55 13 80	HYDROPNEUMATIC SPRING LEG	10/20/2014	27
A 117 793 01 88 28	REAR SPOILER ATTACHMENT	10/20/2014	20
A 023 997 03 45	O-RING	10/20/2014	80
N000000 000543	SCREW	10/20/2014	1,000
A 166 906 85 01	REAR LAMP COMBINATION	10/20/2014	23
N072601 012702	BULB	10/27/2014	30





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PART BACK-ORDERS			
Material	Material Description	ETA Week of	ETA Quantity
A 166 890 11 30	DRIVE SPINDLE	10/20/2014	26
A 028 997 65 48	SEAL RING	10/20/2014	1,550
A 000 991 76 32	BLIND RIVET	10/20/2014	3,805
A 166 323 24 00	SHOCK ABSORBER	10/20/2014	136
A 166 725 01 65	SEALING RAIL	10/20/2014	77
A 164 924 60 37 8K67	COVERING	10/20/2014	112
A 166 910 05 46 9D88	COVER FRONT SEAT CUSHION	10/20/2014	7
A 451 401 03 00 CA4L	DISK WHEEL	10/20/2014	32
A 451 751 01 02 CA7L	SERVICING FLAP	10/20/2014	10
A 451 670 05 00	FRAME REAR WINDOW	10/20/2014	5
A 451 720 07 00	DOOR HANDLE	10/20/2014	4
A 451 817 00 15	MODEL PLATE	10/20/2014	1
A 451 860 39 85 C22A	SEAT BELT	10/20/2014	8
A 451 882 02 01 CC8L	REAR FENDER	10/27/2014	1
A 451 470 03 93	PURGE VALVE	10/20/2014	1

SERVICE CAMPAIGNS

Campaign Number	Model	Action
<ul style="list-style-type: none"> Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described. 		
2014090005	Model 197 (S-Class), MY2014	Check Upper Engine Bracket, replace if necessary
2014090006	Model 197 (S-Class), MY2014	Check Power Steering Line Spacing, correct if necessary

PROGRAM AND PRODUCT UPDATES

ETA Requests

As a reminder, please continue to submit all ETA inquiries 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.

MBUSA Glass Program - Glass Racking Options

S- and V- Service racking options are now available through PGW. (NCA 10/17/14)

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PROGRAM AND PRODUCT UPDATES (continued)

AS Products/Processes Satisfaction Survey 2014

An email titled, "How satisfied are you with our After-Sales products and processes" was sent out by Daimler to Service and Parts Managers on October 13th. The survey should take approximately 15-20 minutes and covers EPC, WIS, ASRA, DSB, XENTRY TIPS, VeDOC, XENTRY Diagnostics and additional After-Sales products and processes. (NCA 10/17/14)

2014 Lifestyle and smart Collection – Tent Sale

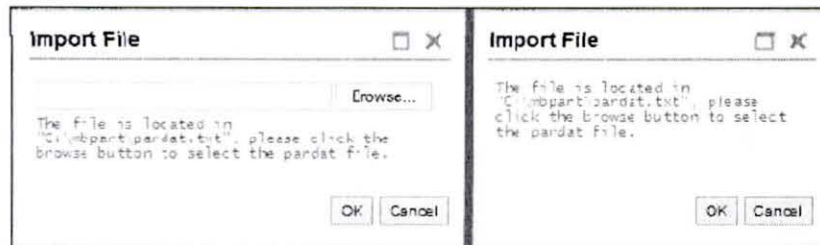
Beginning October 20th, a tent sale on Lifestyle Collection and smart merchandise will start at 10:00 am PDT. This merchandise is eligible for the customary free ground shipping on orders over \$300 and there is no order limit on any of the merchandise. All sales are final. (NCA 10/17/14)

2014 Fall Winback Enrollment

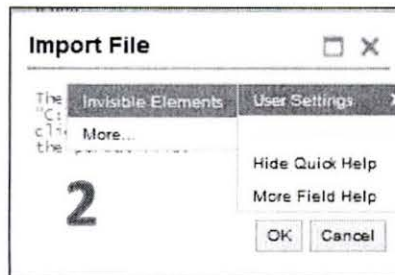
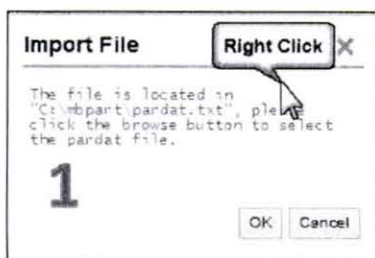
The 2014 Dealer Q4 Winback Program will launch the week of November 15th. Dealer enrollment is October 15 – 23, 2014. The enrollment site can be accessed through NetStar, under Service-Related links and by clicking on "TouchPoint", use the "Winback" link to begin enrollment. (NCA 10/17/14)

TIP of the WEEK: Hidden Elements

In Paragon 2.0 if a button/link/text/table does not appear that normally does, this is most likely due to it being hidden. The picture below on the right is missing the "Browse..." button.



1. To bring this back, right click on the area that the button should appear.
2. When the menu appears place your mouse over **User Settings** then select **Invisible Elements**.





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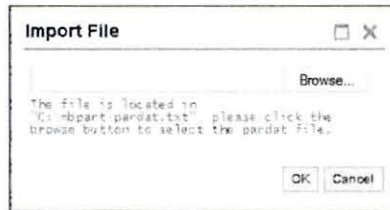
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TIP of the WEEK: Hidden Elements (continued)

3. Hidden Screen Elements will appear (there may be more than one page). Once you find the element, in this case **File Upload "C:\mbpart\pardat"**, click the link.
4. After clicking the link, the button will now appear again.



NETSTAR MESSAGES

This is a summary of the NewsChannel Announcements for Parts posted 10/17/14.

[Daimler After-Sales Products/Processes Satisfaction](#)

[Parts Return Notices: Boot, Front Seat Cushion, Rear Spoiler Attachment, Dual Clutch Transmission](#)

[2014 Lifestyle and smart Collection - Tent Sale](#)

[MBUSA Glass Program - Glass Racking Options](#)

CAMPAIGN MESSAGES

[Recall Campaign w/ Stop-Delivery Order UPDATE-Continental PROCONTACT GX Tire, 205 \(C-Class\), MY '15 \(10/13/14\)](#)

OTHER STAR TEKINFO BULLETINS/LI BULLETINS

None for the week.

