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Parts

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 6, 2016

RECALL CAMPAIGN

Campaign Number	Information
2015020003 Model 205 (C-Class Sedan), Model 2015 Retrofit Headlamp Adjustment Screw Caps	867 affected vehicles flagged in VMI. - Dealers should order parts as required. Repair time is approximately 10 minutes. - Owner notifications will be mailed on May 13th. - Customers may continue to drive vehicles until the recall is completed.
2016040005 Model 172 (SLK-Class), Model Year 2016 Correct Pin Assignment at Driver-side SAM Control Module and SCN Code Rear SAM Control Module	223 affected vehicles flagged in VMI. - Dealers may order parts as required; replacement rate is 100%. - Owner notifications will be mailed on May 9, 2016. - Customers may continue to drive vehicles until the recall is completed.

Please refer to the above referenced Recall Campaign NCAs 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 **Special Return**, use Item Category **SCM Authorized Part Return**; include a copy of the 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. Substitution link were entered into Paragon. Please place orders to replenish your inventory, as needed.

RETURNS			
Part	Part Number to be Returned	New Part Number	Return Deadline
Guide Pulley	A2722021019	A2722020000	May 26, 2016





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BACKORDERS

Supply Chain Management has implemented reporting enhancements that will provide better ETA information in Paragon. As detailed in the April 8th NCA, backorder recovery dates for Top Constrained parts are now posted on the Dealer Exception Report tab in Paragon; the recovery date should be used as your ETA.

As a result of these modifications, the weekly backorder listing will no longer be published.

CONSTRAINED PARTS

Listed below is the weekly list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

CONSTRAINED PARTS			
PART NUMBER	PART DESCRIPTION	QTY RCVD 4/26-5/3	BACKORDER RECOVERY
A 212 680 12 93	TS MOULDING	43	OCTOBER 2016
A 220 330 01 85	RS COLLAR	409	OCTOBER 2016
A 463 890 54 08	COVERING	39	OCTOBER 2016
A 274 090 17 29 28	INTAKE LINE	10	MAY 2016
A 156 141 08 01	INTAKE MANIFOLD	12	OCTOBER 2016
A 273 010 01 27	OIL PAN	7	OCTOBER 2016
A 901 880 02 85	RADIATOR GRILLE	4	OCTOBER 2016
B6 6 03 1466	TWIN-SPOKE WHEEL STYLE IV	6	OCTOBER 2016

Special Procurement cases for additional CVP slot allocations for repairs involving constrained parts are still eligible for submission. Parts eligible for additional CVP slot allocation are denoted with an asterisk. Please remember to list "CVP Allocation Request" in the comment field when submitting a Special Procurement case for additional CVP slot allocations.

Please refer to the *Weekly Top Constrained Parts* NCA dated May 9, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

PGW Damaged Glass Return Process

Effective May 1, 2016, customer must notify their local PGW branch within 24 hours of delivery to claim that a part was damaged on delivery. PGW will pick up the part and review it to determine if credit will be issued. This new process allows PGW to expedite a credit and implement actions to eliminate future occurrences.

Please note this new process as PGW will no longer accept any product that is damaged, primed or otherwise unsaleable after 24 hours from delivery. Pictures of the defect are now required to be attached to the return in order to receive credit.

Please visit the PAC website for additional information: Programs & Policy → National Accounts Program → PGW → PGW Damaged Glass Return Process (May 1, 2016).

Warranty Webinar, May 18 and 19 (PC/smart)

Topic	Date/Time
• April Survey Results • Tips for Complex Repairs • Mbrace – Product Awareness and Best Practices • WIS/ASRA – Open Q&A	May 18: Central and Northwest Regions: 11:30 am – 12:30 pm EST May 19: Southern and Western Regions: 1:30 – 2:30 pm EST
Connectivity: https://mbusawarranty.adobeconnect.com/may2016/	
Audio: (888) 394-8197; Passcode: 460 843 3934	

Please refer to the *Warranty Webinar – May 2016* NCA dated May 6, 2016 for additional information.

National Accounts Updates

- Updated insert cards with QR code and Vanity URL will be sent free of charge to each dealer that ordered the Genuine Parts display. The 5 new insert cards are meant to replace the inserts currently in the middle portion of the display.
- CGI Genuine Parts “This is Why” videos – The Genuine Parts website will now display our five computer generated (CGI) Genuine Parts videos for oil filters, engine oil filters, cabin air filters, brake pads and wiper blades.
- Genuine Parts website – the new vanity code on the inserts will bring customers to our recently updated website, www.mbusa.com/GenuineParts.
- A limited supply of displays are available to order – Part Number BQ9 99 0018, DNET \$750

Please refer to the *Updated Genuine Parts Display Inserts Cards* NCA dated May 6, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Accessories – T-Shirt Promotion

A dealer exclusive seasonal t-shirt promotion is now in progress. 3 different t-shirt packages will be available for pre-order via the Dealer Exclusives → Giveaways section of the Lifestyles Accessories website. Open ordering will end on May 15th. Orders will be delivered within 2-3 weeks after the close of ordering. Please note that these packages are not available for reorder and the designs are limited editions just for the dealer.

Please refer to the *New Dealer Exclusive Spring Fling T-Shirt Promotion* NCA dated May 6, 2016 for additional information.

Memorial Day Holiday Schedule

In observance of the Memorial Day holiday, the entire MBUSA organization (including PAC and PDCs) will be closed on Monday, May 30th. Normal business operations will resume on Tuesday, May 31st.





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TIP OF THE WEEK: PAC Website Sitemap

The below sitemap can be used as a reference sheet to navigate through the PAC website.

PAC Website Buckets

News	Programs & Policy	Resources
- News Updates - Campaigns and Special Bulletins - General Parts Information - PDC Info - PDC Cutoff Times - Holiday Schedule - Will Call Information - Parts Information - Fast Moving Parts List - Comm Block Definitions - C-Code Listing - Vehicle Information (Chassis) - Dealer Sounding Board Minutes	- TRP - CVP - D2D - Keys & Locks - WebParts - HazMat - Reman Core & Parts - PAC Protocols - Parts Order and Return Policy - Stock Pro - National Accounts Program	- Paragon 2.0 User Guides - EPC - VeDoc - Technical - VIN Charts - Special Procurement - Wholesale Business Guide
Training	Links & Forms	Accessories & Literature
- Webinar Presentations - Link to L&P website.	Forms - MBUSA5020 - Core Media Retrieval Form - Stock Check Request Form - TRP Policy Acknowledgement Form - D2D Label Request Form - D2D Oversized Shipment Form - Debit, Credit Request/Inquiry Form - Mobil Oil – Invalid Dealer Code - Mobil Oil – Not Invoiced - Mobil Oil – Wrong Invoice - Dealer Return Slip – Form 14060 - Accessories Specification Request - Part Specification Request - Extended Length Seat Belt Request - Today Sure Form - Empty Cage – Return to PDC sign - Sheet Metal Claims - SP Comm. Block 5 & Order Upgrade Request - Competitive Pricing Feedback - VIN Tag Replacement Form Links (external websites)	- Accessories - Region Contacts - ODUS link - Literature Updates - MY2016 Brochure Part Numbers - TRP – Key Brochure
Performance	Contact Us	Customer Assistance Center
Dealer Call Volume Reporting (under development)	PAC Department Information & Org Chart	CAC Overview & Org Chart

As of May 6, 2016

