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Parts

## newschannel update

|                                                                                |                                |
|--------------------------------------------------------------------------------|--------------------------------|
| TO: Parts Managers and Parts Advisors<br>Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update                                                        | DATE: May 13, 2016             |

### 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    |

### 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.

| PART NUMBER        | PART DESCRIPTION            | QTY RCVD<br>5/3-5/10 | BACKORDER RECOVERY |
|--------------------|-----------------------------|----------------------|--------------------|
| A 156 141 08 01    | INTAKE MANIFOLD             | 22                   | NOVEMBER 2016      |
| A 166 670 16 00    | WINDSHIELD                  | 88                   | JULY 2016          |
| A 212 680 12 93    | TS MOULDING                 | 231                  | NOVEMBER 2016      |
| A 273 010 01 27    | OIL PAN                     | 11                   | NOVEMBER 2016      |
| A 274 090 17 29 28 | INTAKE LINE                 | 2                    | NOVEMBER 2016      |
| A 276 072 01 43    | TS SPRING F INJECTOR        | 133                  | JULY 2016          |
| A 463 890 54 08    | COVERING                    | 72                   | NOVEMBER 2016      |
| A 906 410 76 16 80 | REMAN PROPELLER SHAFT COMPL | 1                    | NOVEMBER 2016      |
| B6 6 03 1466       | TWIN-SPOKE WHEEL STYLE IV   | 2                    | NOVEMBER 2016      |

SP cases for additional CVP slot allocations for repairs involving constrained parts are still eligible for submission. 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 16, 2016 for additional information.





## newschannel update

### PROGRAMS AND PRODUCT UPDATES

#### ETA Requests

We understand the importance of providing our customers with accurate ETA information and are diligently working with Supply Chain Management to provide you with this information. Please be reminded that ETA requests should be submitted via the Exception Report in Paragon (Reports tab). This process will save time for both the dealer personnel and the PAC and allow us to provide a better ETA response.

#### Wholesale Business Guide

The 2016 Wholesale Business Guide is now available online at via NetStar (Guides) or on the PAC website (Resources). The guide is a “how-to” reference and intended to help broaden your perspective on business opportunities and expand the use of existing resources that can establish a profitable and professionally fulfilling wholesale parts business.

Please refer to the *Wholesale Business Guide Available Online* NCA dated May 10, 2016 for additional information.

#### CollisionLink/Parts Trader Integration Rollout Completed

The rolling out of an integration solution between Parts Trader and the CollisionLink program has been completed. Dealers were contacted by OE Connection to activate the integration and participate in a launch webinar covering the work flow process and other support resources.

Please refer to the *CollisionLink/Parts Trader Integration Rollout Complete* NCA dated May 13, 2016 for additional information.

#### Accessories

- Multi-Year Map Update Program: There is an issue within the VeDoc system that is causing dealers to be charged for Navigation PIN Codes generated for vehicles with option code 502. These pin codes should be generated free of charge in VeDoc. The MBUSA Accessories and Daimler VeDoc teams are aware of this issue and diligently working on a solution. A communication will be issued regarding credit once the issue has been resolved.
- Lifestyle Accessories Dealer Resource Update: 2 new resources have been added to the Dealer Resource section of the M-B Lifestyle Accessories website (NetStar → Collection Online):
  - Dealer Program Guide
  - Part Number Format Guide

Please refer to the respective Accessories NCAs for additional information.





## newschannel update

### PAC PERSONNEL

The PAC welcomes 3 new employees to the team. They bring a wealth of customer satisfaction experience and are looking forward to assisting you with your parts needs.

|                      |               |
|----------------------|---------------|
| New PAC Team Members | Joseph Deen   |
|                      | Eric Mueller  |
|                      | Carlos Pinzon |

As always, do not hesitate to contact the PAC at (877) 727-8762 or [PACMailbox@mbusa.com](mailto:PACMailbox@mbusa.com) for your parts needs.

### 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 30<sup>th</sup>. Normal business operations will resume on Tuesday, May 31<sup>st</sup>.

### TIP OF THE WEEK: Uploading Pardat File

In the event of a system issue, orders can be uploaded via Pardat file to the PAC for order processing. The file's default location is C:/Mbpart/pardat.txt; file is automatically updated by the dealer's DMS. See below screenshot for file location.

