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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 27, 2016

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.

Memorial Day Ordering/Shipping Schedule

Dedicated Delivery Service	- Thursday stock orders, Friday VOR & DSO (before 1pm) orders will be delivered on Friday and Saturday. Dealers that are attended and not open on Saturday, May 28th to accept deliveries must notify Parts Transportation so the appropriate deliveries can be coordinated - email: logistics@mbusa.com - Weekend orders, Monday stock, DSO & VOR orders, Tuesday VOR & DSO orders will be delivered Wednesday, June 1st.
Less Than Truck Load Service	- Thursday stock orders will be delivered Tuesday, May 31st. Friday VOR & DSO (before 1pm) orders will be sent FedEx and delivered Tuesday, May 31st - Friday through Saturday stock, DSO & VOR orders along with Tuesday VOR & DSO orders will be delivered Wednesday, June 1st
VOR & DSO Referrals	- VOR orders placed Friday will be delivered Tuesday, May 31st - DSO orders placed Friday (before 1pm) will arrive Wednesday, June 1st - VORs placed Weekend through Tuesday, will arrive Wednesday June 1st - DSO orders placed Weekend through Tuesday will arrive Thursday June 2nd

Dealers are advised to advise Parts Transportation if they are unable to accept deliveries on any of these dates so that appropriate delivery arrangements can be coordinated - email: logistics@mbusa.com or Brian.Cosgrove@mbusa.com.

Please refer to the *Memorial Day, May 30th Ordering/Shipping Schedule* NCA dated May 13, 2016 for additional information.

SERVICE CAMPAIGN

Campaign Number	Information
2016050001 Model 207 (E-Class Cabriolet), Model Year 2016 Check Right A-Pillar Seam Seal. Rework if necessary	415 affected vehicles flagged in VMI - Dealers may order parts as required; replacement rate is 100% - Customer letter will not be mailed.

Please refer to the above referenced Service Campaign NCA dated May 27, 2016 for additional information.





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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
Blower	A2129061002	A212906100228	June 10, 2016
	A4635000293	A463500029328	
Buffer Stop	A4533210006	A4533211100	
Door Actuation	A0997602601	A099760260128	
Nox Sensor	A0009053506	A000905350628	
	A0009059603	A000905960328	
Stanchion	A2057571500	A2387572700	

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		QTY RCVD	BACKORDER RECOVERY
PART NUMBER	PART DESCRIPTION	5/17-24	
A 212 680 12 93	TS MOULDING	68	NOVEMBER 2016
A 274 090 17 29 28	INTAKE LINE	115	NOVEMBER 2016
A 276 072 01 43	TS SPRING F INJECTOR	1,204	NOVEMBER 2016
A 463 890 54 08	COVERING	48	NOVEMBER 2016
A 156 141 08 01	INTAKE MANIFOLD	25	JUNE 2016
A 906 410 76 16 80	REMAN PROPELLER SHAFT COMPL	2	MAY 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 30, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

Introduction Manual for Model 213

The Introduction Manual for Model 213 is now available in StarTekInfo, <http://www.startekinfo.com/StarTek/quickSearch.jsp>

Please refer to the *Introduction Manual for Model 213 (E-Class)* NCA dated May 27, 2016 for additional information.

Position Statements for Vehicle Repair

Engineering Services created the below referenced Position Statements regarding the repair of M-B vehicles:

For the repair facility and vehicle owner - Position Statements reinforce our high standards and allow a strong and unifying stance towards all parties involved in a vehicle repair. Position Statements highlight the safety features, engineering design, and residual cost benefits of choosing Genuine Mercedes-Benz Parts. They provide sound reasoning and justification for the necessity of factory specified replacement parts, and enforce standards in the repair process – all of these factors contribute to a greater peace of mind for the customer during a vehicle repair.

For the insurance carrier - Position Statements provide reasoning, justification, and benefits to choosing Genuine Mercedes-Benz Parts. The expectations of the repair shop and the insurance carrier can meet on a common ground for each repair of a Mercedes-Benz vehicle, as our high standards are maintained and prescribed from the beginning of the repair process. Many insurance carriers are willing to use Genuine Mercedes-Benz Parts; providing these Position Statements allow the standards of our repair process to be known and shared.

Please refer to the *Position Statements for Vehicle Repair* NCA dated May 27, 2016 for additional information.

TouchPoint AMP Templates

New Wholesales Seasonal Campaign templates are now available through August 15, 2016.

Please refer to the *New! TouchPoint AMP Template (Wholesale Seasonal Campaign)* NCA dated May 27, 2016 for additional information.

National Accounts

- Brake Pads – Effective 6/1, the Parts Purchase Incentive Program (PPI) will now include brake pads (Marketing Code 1PV415). Similarly as oil, batteries and tires, the PPI program allows M-B dealers an opportunity to earn a payout when monthly goals are met or exceeded.
- Oil Program – Effective 6/1, a full pallet discount of select part numbers will be available. Dealer must order a full pallet (936 quarts) of one part number at a time; discount for each part is \$0.50/quart or \$2.00/gallon.

Please review the respective NCAs for the above programs for additional information.





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PAC Website: Recall and Service Campaign Bulletins

Recall and Service Campaign bulletins from Engineering Services (ES) are now published on the PAC website under the News tab: *News* → *Campaigns and Special Bulletins*. Please check StarTekInfo for all other ES bulletins.

The screenshot displays the PAC website's 'Campaigns and Special Bulletins' page. The navigation menu on the left includes 'News Updates', 'Campaigns and Special Bulletins' (highlighted with a red box), 'General Parts Information', and 'Dealer Sounding Board Minutes'. The main content area shows a list of campaigns:

- Service Campaign - 2016050002**
Model 217, Model Year 2016
Rework Right and Left Mounting Rail
- Recall Campaign 2015020003**
Model 205 (C-Class), Model Year 2015
Retrofit Headlamp Adjustment Screw Caps
- Recall Campaign - 2016040005**
Model 172 (SLK-Class), Model Year 2016
Correct Pin Assignment at Driver-side SAM Control Module and SCN Code Rear SAM Control Module
- Service Campaign, 2016030010**
Model 205 C-Class (AMG), MY 2015-2016
Retrofit Two Stop Plugs at Right Spare Wheel Well
- Service Campaign, 2016030011**
Model 292, Model Year 2016
Replace Suspension Strut Electrical Harnesses
- Service Campaign, 2016030009**
Model 205 (C-Class), Model Year 2016
Correct Torque of Transmission Mount Cross Bar Bolts
- Takata Recall Dealer Resource Package**

