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newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 3, 2016

RECALL CAMPAIGN

Campaign Number	Information
2016050007 with Stop Sale Order Model 172 (SLK-Class), MY2016 Tie Rod Locknut	• 164 affected vehicles flagged in VMI • Affected new MY16 vehicles in dealer inventory must be held, and not retailed, until further instructions are provided. • Parts are not yet available. • Recall scheduled to launch June 16th, when parts become available. • Customer letters will be mailed @1 week after the recall launch.
2016050008 with Stop Sale Order Model 190 (AMG GT-Class), MY2016 Check and Replace Drive Shaft	• 2 affected vehicles flagged in VMI • Affected new MY16 vehicles in dealer inventory must be held, and not retailed, until further instructions are provided. • Parts are not yet available. • Recall scheduled to launch July 1st, when parts become available. • Customer letters will be mailed @1 week after the recall launch.

Please refer to the above referenced Recall Campaign NCAs dated May 31, 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	5/24-31	
A 156 141 08 01	INTAKE MANIFOLD	36	JUNE 2016
A 212 680 12 93	TS MOULDING	90	NOVEMBER 2016
A 274 090 17 29 28	INTAKE LINE	34	NOVEMBER 2016
A 276 072 01 43	TS SPRING F INJECTOR	2,083	NOVEMBER 2016
A 463 890 54 08	COVERING	48	NOVEMBER 2016
A 906 410 76 16 80	REMAN PROPELLER SHAFT COMPL	1	MAY 2016
B6 6 03 1466	TWIN-SPOKE WHEEL STYLE IV	2	JUNE 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 June 6, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

Warranty Webinar: MBUSA and smart

The topic of this month's webinar is "Policy Updates/Clarification" (Open Q&A Session)

June 15 Central and Northeast Region; 11:30 am – 12:30 pm EST
June 16 Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity: PC/Visual: <https://mbusawarranty.adobeconnect.com/june2016/>
Phone: (888) 394-8197; Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – June 2016* NCA dated June 3, 2016 for additional information.

CollisionLink/CollisionLink Coaching Payments Delayed

Due to software upgrades in the Misc Billing process. CollisionLink PMA payments, CollisionLink Coaching 10% cashback payment and CollisionLink Coaching Charges will be delayed until next month.

Please refer to the *CollisionLink/CollisionLink Coaching Payments Delayed* NCA dated June 3, 2016 for additional information.

PGW Shipment Tracking

As with National Accounts, tracking details can be obtained directly from PGW at (800) 758-0811. Most of the glass is delivered by PGW vehicles so tracking in FedEx is not applicable. Please have your respective outbound number available before placing the call.

Genuine Parts Banners

5 new Genuine Parts banners (30" x 60") are available for purchase – Oil Filter, Cabin Filter, Engine Air Filter, Windshield Wiper and Brake Pads.

Please refer to the *Genuine Parts Banners – Now Available!* NCA dated June 3, 2016 for additional information.

PAC Website Survey

Thank you for your feedback on the PAC Website Survey. We are reviewing the comments and will provide our course of action once evaluation is completed.

Dealer Parts Personnel

The PAC has received an uptick in "unauthorized" calls → personnel not on the dealer roster or non-Parts team members. To avoid service delay for your Parts personnel, it is requested that the dealer roster is updated regularly. The System Administrator at your dealership can modify the roster via the "Dealer Personnel Maintenance" tab in NetStar.

