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Parts

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TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 10, 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
Bond Brake Disc	A 222 421 05 00	A 222 421 13 00	July 8, 2016
	A 222 421 06 00	A 222 421 14 00	

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	5/31-6/7	
A 156 141 08 01	INTAKE MANIFOLD	43	JULY 2016
A 212 680 12 93	TS MOULDING	220	DECEMBER 2016
A 212 680 59 08	COVER	45	JUNE 2016
A 212 900 33 24 8N85	CONTROL UNIT	2	JUNE 2016
A 274 090 17 29 28	INTAKE LINE	130	DECEMBER 2016
A 463 890 54 08	COVERING	113	NOVEMBER 2016
A 906 410 76 16 80	REMAN PROPELLER SHAFT COMPL	1	DECEMBER 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.

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, we recommend that the dealer roster is updated regularly. These updates are managed by the System Administrator at your dealership via the "Dealer Personnel Maintenance" tab in NetStar.

M-B Special Tools and Equipment

Inquiries for special tools and equipment should be emailed to mbspecialtoolsandequipment@mbusa.com. Inquiries will be routed to the subject matter expert for your respective issue.

VIN Labels

Requests for VIN labels must be submitted to your respective AOM.

Core Returns

Inquiries and requests for core returns should be emailed to core-return-inquiries@mbusa.com. This inbox is monitored daily with a reply within a week of submission.

Miscellaneous Form

Please be reminded that the Miscellaneous Form was discontinued as it duplicated efforts of other forms on the PAC website. Please use the appropriate action form so that we can more efficiently prioritize and respond to your inquiries.





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PROGRAMS AND PRODUCT UPDATES (continued)

RepairLink

The RepairLink Part Discount program will be launched to all dealers on June 27th. RepairLink is the dealership side of the program, accepting orders online from shops and ultimately transitioning the wholesale business from time-consuming phone calls and faxes to the internet. If you are interested in gaining parts sales revenue growth, please call the OEC sales team at (888) 776-5792 ext. 3 or visit www.oeconnection.com and click "Enroll".

To learn more about RepairLink, you are invited to attend one (or both) of the following webinar sessions:

- June 22, 2:00PM – 3:00PM EST
- June 23, 2:00PM – 3:00PM EST

To register, use the following link: June 22/23 Informational Webinar Invite. Additionally, OEConnection will send out the invite on June 9th, and will send a follow-up reminder on June 20th.

Please refer to the *RepairLink National Launch NCA* for additional information.

Star Prepaid Maintenance

For a limited time only, MBUSA will offer \$200 off of the Star Prepaid Maintenance program for M-B vehicles that are MY2009 and newer with less than 80,000 miles. The dealership will be responsible for covering the cost of the direct mail valued at less than \$1.50/piece; campaign is dealer opt-in.

The target for this campaign are at risk Segment 1 and 2 customers (0-8 years old) who have not been in service in over 19 months. We will also target unknown customers who look like potential M-B owners from a Polk modeled list. Customers with a current PPM/PO PPM contract will not be eligible for this campaign.

Please refer to the *Star Prepaid Maintenance Limited Time Offer NCA* dated June 10, 2016 for additional information.

HVAC Cleaner Campaign

An email communication will be issued to customers the week of June 13th to promote the benefits of using the HVAC foaming cleanser (Part #BQ1830002) on their M-B vehicles. A themed postcard will be mailed to ISP customers free of charge to highlight the value of the cleanser as well. The card will direct shops to their dealers' Parts department to order the foam directly.

Please refer to the *Mercedes-Benz HVAC Cleaner Campaign NCA* dated June 9, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Accessories

- New TouchPoint AMP Accessories Automatic Triggers templates for multiple models are available for email and direct mail: GLS2017, C-Coupe 2017 and E-Sedan 2017.
- Due packaging constraints with MY17 C300/4M coupe vehicles (option code R11), MBUSA is extending a \$1,000 credit towards the purchase or replacement set of M-B Accessory wheels. In order to receive the credit, you will need to order a set of four wheels from 3 designated options and only one \$1,000 credit per eligible VIN. Please note that the wheel options eligible for the credit can be residualized at 35% of the MSRP. Please refer to the notice posted by M-B Financial in M-B Advantage for details on the process for residualizing these wheels.

Please refer to the respective Accessories NCAs for additional program details.





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TIP of the WEEK: EPC Filter Settings

Please set your EPC filters to show all part numbers: **Options > Set up > Filter >**. Make sure collapse “replace by” chain is not checked; then click “OK”.

