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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: June 17, 2016

RECALL CAMPAIGN

Campaign Number	Information
2016050007 Model 172 (SLK-Class), MY2016 Tie Rod Locknut on Left and Right Rear Axle Wheel Carrier	327 affected vehicles flagged in VMI - Dealers may order parts as required; replacement rate is 100%. - Owner notifications will be mailed on June 24th. - Customers may continue to drive their vehicles until the recall is completed.
2016060001 Model 242 (B-Class), Model Years 2014-2016 Update Powertrain and Gateway Control Module Software	176 affected vehicles flagged in VMI - No parts are required as this is a software update; software update rate is 100%. - Voluntary customer care initiative; no customer letter will be mailed.

Please refer to the above referenced Recall Campaign NCAs dated June 17, 2016 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
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	
Bracket	A2314921541	A2314921300	
Fuel Tank	A4534710701	A45371070128	
Window Guide Rail	A2057250325	A2057256700	
	A2057250425	A2057256800	
	A2057350900	A2057356300	





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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	
PART NUMBER	PART DESCRIPTION	6/7-6/14	BACKORDER RECOVERY
A 129 826 03 43	BLINKER LAMP	1	AUGUST 2016
A 156 141 08 01	INTAKE MANIFOLD	36	JULY 2016
A 210 820 53 42	ELECTRIC MOTOR	1	DECEMBER 2016
A 212 680 12 93	TS MOULDING	120	DECEMBER 2016
A 212 680 59 08	COVER	11	JUNE 2016
A 212 900 33 24 8N85	CONTROL UNIT	1	JUNE 2016
A 230 910 00 75	SEAT ADAPTER	1	JULY 2016
A 274 090 17 29 28	INTAKE LINE	26	DECEMBER 2016
A 463 890 54 08	COVERING	58	NOVEMBER 2016
A 906 410 76 16 80	REMAN PROPELLER SHAFT COMPL	62	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 20, 2016 for additional information.

PROGRAMS AND PRODUCT UPDATES

Required Special Tool Release – W213 Chassis

Automatic delivery of required special tools for the E-Class (W213) is in progress. Additional optional tools are available for purchase.

Please refer to the *Required Special Tool Release, E-Class, W213 Chassis* NCA dated June 17, 2016 for additional information.

Special Procurement/ETAs

Please be reminded that ETA requests are to be submitted via the Exception Report in Paragon (Reports tab).

Backorder recovery dates are published in the *Special Procurement* text field → *Exception Report* in Paragon and updated weekly; please use this date as your ETA. In order to maximize effectiveness of the escalation process, top constrained part numbers are excluded from the SP escalation process. Updates on these part numbers are published in the "Weekly Top Constrained Parts" NCA as well as included in the Weekly Parts Update.





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PROGRAMS AND PRODUCT UPDATES (continued)

Dealer Parts Personnel

The number of “unauthorized” calls into the PAC has increased → personnel not on the dealer roster or non-Parts team members. Please be reminded that only active “Parts” team members are permitted to call into the PAC. 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.

Literature – Credits, Shortages, Returns

Please be reminded that all literature returns, credits/shortages as well as returns are handled by R.R. Donnelley and **not** via Paragon. Please email RRD at mbusa@rrd.com to coordinate returns or report shortages with your order and they will initiate the appropriate service action.

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.

TouchPoint AMP Template – Road Trip Ready

New campaign/template is now available for Road Trip Ready – inform customers of the importance of maintaining tires, brakes and critical components for summer driving and increasing RO revenue for dealers.

Please refer to the *New! TouchPoint AMP Templates (Road Trip Ready)* NCA dated June 17, 2016 for additional information.

TIP of the WEEK: ETA/Backorder Recovery Date

Backorder recovery dates are located in the *Special Procurement* text field → *Exception Report* in Paragon; please use this date as your ETA.

Exception Report				
Convert to VOR Cancel Selected Line(s) Search Clear Save Search As: Save				
All Exceptions Backorders(0) Invoice Pending Drop Shipments(3) Erroneous Lines(0) Manual Cancellations(0) Rejected Lines(0) Substitutions(0) Special Procurement ETA Request				
Exceptions	SP Status	Part Number	Special Procurement Text	Paragon Sale
DS		A 222 401 16 00 7X15	Expected BO Recovery date September 2016	9420243

