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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 24, 2016

July 4th Holiday

Please be advised that in observance of the July 4th holiday, the entire MBUSA organization (including the PAC and PDCs) will be closed on Monday, July 4th. Normal business operations will resume on Tuesday, July 5th.

July 4th Holiday Ordering/Shipping Schedule

Dedicated Delivery Service	- Thursday stock orders, Friday VOR & DSO (before 1pm) orders will be delivered on Friday night and Saturday. Dealers that are attended and not open on Saturday, July 2nd 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, July 6th.
Less Than Truck Load Service	- Thursday stock orders will be delivered Tuesday, July 5th. Friday VOR & DSO (before 1pm) orders will be sent FedEx and delivered Tuesday, July 5th. - Friday through Saturday stock, DSO & VOR orders along with Tuesday VOR & DSO orders will be delivered Wednesday, July 6th.
VOR & DSO Referrals	- VOR orders placed Friday will be delivered Tuesday, July 5th. - DSO orders placed Friday (before 1pm) will arrive Wednesday, July 6th. - VORs placed Weekend through Tuesday, will arrive Wednesday July 6th. - DSO orders placed Weekend through Tuesday will arrive Thursday July 7th.

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 Independence Day, July 4th Ordering/Shipping Schedule NCA dated June 24, 2016 for additional information.





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RECALL CAMPAIGN

Campaign Number	Information
C1A – C1A160601 Model 213 (E-Class), Model Year 2017	339 affected demo vehicles are flagged in VMI - Quality-related Customer 1 Action initiated because the steering column may have increased axial play which could lead to a clicking noise or play in the steering column. - If an affected column is found, the dealer is instructed to create a PTSS case for further instructions before replacing the column. - Affected cars should be checked before customer test drives are given.
2016060007 Model 292 (GLE Coupe), Model Year 2016 Update Engine Control Module Software	5,825 affected vehicles flagged in VMI - No parts are required as this is a software update; software update rate is 100%. - Customer may continue to drive their vehicles until the recall is completed. - Owner notifications will be mailed early July, 2016

Please refer to the above referenced Recall Campaign NCAs 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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RETURNS

Part	Part Number to be Returned	New Part Number	Return Deadline
Lamp Carrier and Headlamp Unit	A 204 820 0677	A 204 820 1500	July 15, 2016
	A 204 820 0977	A 204 820 1600	
	A 099 820 0959	A 099 906 2902	
	A 099 820 1059	A 099 906 3002	
Oil Pump	A 246 370 0700	A 246 370 0700 28	

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	6/14-6/21	
A 212 680 12 93	TS MOULDING	165	DECEMBER 2016
A 212 680 59 08	COVER	2	DECEMBER 2016
A 212 900 33 24 8N85	CONTROL UNIT	43	JUNE 2016
A 230 910 00 75	SEAT ADAPTER	17	JUNE 2016
A 274 090 17 29 28	INTAKE LINE	13	JUNE 2016
A 463 890 54 08	COVERING	43	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 June 27, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

Accessories and Parts Specification Requests

To efficiently expedite requests, **all** specification requests should be submitted via either the "Accessories Specification Request Form" or "Parts Specification Request Form" on the PAC website (*Forms & Links* tab). Please do not email these requests.

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.

TouchPoint AMP Re-Launch Webinars – 6/27 and 28

Regional specific TouchPoint AMP re-launch webinars are scheduled as follows:

Date	Region	Time
June 27	Northeast	1:30 – 2:30 pm EST
	Southern	3:00 – 4:00 pm EST
June 28	Western	1:30 – 2:30 pm EST
	Central	3:00 – 4:00 pm EST
To join the meeting, sign in as a guest; type in first and last name or the name of the viewing group URL: http://mbusa-asbd.adobeconnect.com/tpamp2016/ Conference Number: (888) 850-4523; Participant Code: 603121		

Please refer to the *TouchPoint AMP Re-launch Webinars* NCA dated June 24, 2016 for additional information.

RepairLink Supersession Issue

Please be advised that some parts with supersessions are not linked corrected to the new part number and, therefore, inventory, price and part number can be incorrect in the system. OEConnection is working on correcting this issue and information with resolution timeline will be forthcoming.

Please refer to the *RepairLink Supersession Issue* NCA dated June 24, 2016 for additional information.

Submitting a Rebate for Star Prepaid Maintenance

Steps for submitting a rebate are available under the "Rebate Redemption" on the dealership management page, under the reports column. Please note that the DMS ID field has been added and the RO total field has been removed from the rebate redemption form.

Please refer to the *Star Prepaid Maintenance Limited Time Offer: Submitting a Rebate* NCA dated June 24, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Accessories Updates

Navigation Map Update Releases Available

Name:	Alpine NTG2.5	Melco NTG4-2 12
Release Date:	24-Jun-2016	24-Jun-2016
Description:	NA Navigation Map (2 DVDs)	NA Navigation Map (2 DVDs)
Part Number:	BQ 6 46 0339	BQ 6 46 0343
Replaces Part Number:	BQ 6 46 0332	BQ 6 46 0331
Product Version:	v14.0	v15.0
Marketing Version:	2016	2016
Vehicle Model Compatibility:	CLS (MY09-11) E-Class Sedan/Wagon (MY09) G-Class (MY09-12) GL-Class (MY09-12) M-Class (MY09-11) R-Class (MY09-12) SL (MY09, MY11-12) SLK (MY09-11)	E-Class Cabriolet (MY11) E-Class Coupe (MY10-11) E-Class Sedan (MY10-11) E-Class Wagon (MY11)
Installation Time:	1 hour, 45 minutes*	2 hours*
Installation Instructions:	Load the first DVD and follow on-screen instructions.	Load both DVDs.

* Install time listed is approximate.

Please note that you have until July 30th to return existing inventory for part numbers BQ 6 46 0332 and BQ 6 46 0331.

Please refer to the *New! NTG2.5 and NTG4-212 Navigation Map Updates* NCA for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

New Available Accessories

Product	Model	Part Number
Trailer Hitch	MY16 GLC	A2533101400
Running Boards	MY16 GLC	A2535200600
Logo Projector	MY2015-2016 C-Class	A1668205900
	MY2014-2016 E-Class	
	MY2015-2016 GLA-Class	
	MY2016 GLC-Class	

Additional product information can be found in ODUS.

Please refer to the *New! Accessory Logo Projector* NCA dated June 24, 2016 for additional information.

