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TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: July 15, 2016

RECALL CAMPAIGN

Campaign Number	Information
2016060008 Model 205, Model Year 2016 Update Electrical Power Steering Control Module Software	• 17 affected vehicles flagged in VMI • No parts are required as this is a software update; software update rate is 100% • No customer letter will be mailed
2016060011 Models 172, 231; Model Years 2016 Check Headlamp Adjustment, correct if necessary	• 100 affected vehicles flagged in VMI • No parts are required as this is a check and correct • Owner notifications will be mailed about July 22nd • Customers may continue to drive their vehicles until the recall is completed
2016060014 Model 166, MY2015 Check Right Rear Seat Belt Anchor Bolt, rework if necessary	• 423 affected vehicles flagged in VMI • Dealers may order parts as required; replacement rate is 40% • Owner notifications will be mailed on @July 22nd • Customers may continue to drive their vehicles until the recall is completed

Please refer to the above referenced Recall Campaign NCAs for additional information.

SERVICE CAMPAIGN

Campaign Number	Information
2016070001 Model 213, Model Year 2017 Perform SCN Coding I Garage Door Opener Control Module	• 4,498 affected vehicles flagged in VMI • No parts are required as this is a software update; software update rate is 100% • No customer letter will be mailed

Please refer to the above referenced Service Campaign NCA 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
V-Ribbed Belt	A0029931296	A0049930796	July 22, 2016
Purge Lines	A1330101500	A1330106800 A1330106900 A1332000285 A0009952975	July 28, 2016
	A1330104500	A1330106800 A1330106900 A1332000285 A0009952975	
Sliding Roof Mechanics	A1767800175 A2057800900 A2057801000	A176780017528 A205780090028 A205780100028	July 29, 2016
Fuel Tank	A4534710701	A4534710701 28	July 29, 2016
Bracket	A2314921541	A2314921300	
Buffer Stop	A4533210006	A4533211100	
Stanchion	A2057571500	A2387572700	
Window Guide Rail	A2057250325	A2057256700	
	A2057250425	A2057256800	
	A2057350900	A2057356300	
Coolant Hose	A2225010493	A2225010493 28	August 5, 2016
Model Plate	A1178173800	A1178174100	
Radar Sensor	A0009052307	A0009052307 28	
	A0009052407	A0009052407 28	
Steering Column	A2054603816 A2134600516 A2314601516	A2054603816 28 A2134600516 28 A231460516 28	





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RETURNS

Part	Part Number to be Returned	New Part Number	Return Deadline
Voltage Converter	A2059052809	A2059053414	August 8, 2016

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.

<u>CONSTRAINED PARTS</u>			
PART NUMBER	PART DESCRIPTION	QTY RCVD 7/5-7/12	BACKORDER RECOVERY
A 000 982 93 08	AUXILIARY BATTERY	1,303	JANUARY 2017
A 203 545 00 10 7C45	SWITCH	2	JANUARY 2017
A 212 680 12 93	TS MOULDING	144	JANUARY 2017
A 230 910 00 75	SEAT ADAPTER	14	JULY 2016
A 273 140 07 01	INTAKE MANIFOLD	99	JANUARY 2017
A 463 890 54 08	COVERING	13	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 July 18, 2016 for additional information.





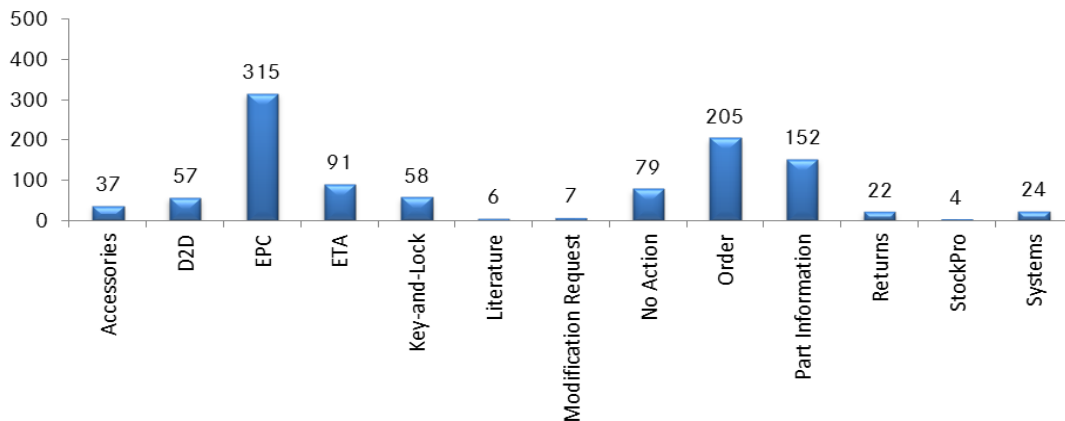
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PAC CALL VOLUME REPORTING

In order to provide more transparency to our PAC operations, we will now include weekly call volume stats in the Weekly Parts Update. The chart will highlight the types of calls with their respective totals. We are also using this data to evaluate call volume spikes and then escalate to the respective business units for recovery options.

For the week of July 4th, the PAC received **1,057*** phone calls (Passenger Cars – 1,023; Sprinter – 34).

PAC Call Volume Week of July 4, 2016



*Call volume is based on 4 day work week (July 4th holiday).

**The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar: MBUSA and smart

The topic of this month's webinar is "Diagnostic Time".

July 20

Central and Northeast Region; 11:30 am – 12:30 pm EST

June 21

Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity:

PC/Visual: <https://mbusawarranty.adobeconnect.com/july2016/>

Phone: (888) 394-8197; Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – July 2016* NCA dated July 8, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

Colonial DEF Label Change

DEF drum labels were changed on the 55 gallon drums. Drums with the new labels will continue to be supplied by your ExxonMobil distributor; no part number or description changes are needed for this revision.

Please refer to the *Colonial DEF label change* NCA dated July 15, 2016 for additional information.

Genuine Parts Banners – Billing Issue

Banner part number PSMKG-0316-BANPACK was erroneously billed at \$270 instead of the “buy one, get one free” deal. A credit of \$54 will be issued. Duplicate billing will be refunded for the extra pack. Please direct all invoice issues to Rebecca.Walker@mbusa.com with your invoice and order number.

Please refer to the *UPDATE: Genuine Parts Banners* NCA dated July 12, 2016 for additional information.

TouchPoint AMP Templates (Summer)

New summer seasonal templates are now available.

Please refer to the *New! TouchPoint AMP Templates (SummerSeasonal)* NCA dated July 15, 2016 for additional information.

PGA Branded Merchandise

M-B Lifestyle Accessories will take pre-orders of dual branded PGA and M-B logoed merchandise during July 18 – 24 only. This limited edition merchandise will not be available for reorder. Orders will be delivered within 6 weeks after close of ordering.

Please refer to the *PGA Branded Merchandise* NCA dated July 15, 2016 for additional information.

