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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 29, 2016

TAKATA RECALL UPDATE

Recall Campaign – Dealer Talking Points Certain MY08-MY11 Models with Takata Passenger Side Airbags and PSPI-2 inflators

Daimler AG (DAG) is not aware of any field incidents with the subject Takata PSPI-2 inflators. However, based on the information above and out of an abundance of caution, DAG will conduct a voluntary recall of the vehicles equipped with the subject Takata PSPI-2 inflators in Zones A, B, and C as identified by Takata in the Defect Information Report.

Vehicles Affected:

- The recall involves passenger-side airbags in MY2008-2011 C-Class, MY2010-2011 GLK-class and E-Class Coupe vehicles, and MY2011 SLS AMG, and E-Class Cabriolet vehicles originally sold, or ever registered, in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan), and the U.S. Virgin Islands, or "Zone A."
- Additionally, unless included in "Zone A" above, MBUSA is recalling certain MY2008 C-Class vehicles originally sold, or ever registered, in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, and West Virginia, or "Zone B."
- Vehicles not originally sold or ever registered in either Zones A or B are not subject to this safety recall.

Affected vehicles are equipped with certain air bag inflators assembled as part of the passenger-side air bag modules, and used as original equipment or replacement equipment. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to absolute humidity and temperature cycling.

How many Vehicles are affected in the 3 Zones?

A total of 259,141 vehicles are affected in Zones A, B, and C.

Interim Letters:

Beginning July 25, 2016, interim customer letters will be mailed to owners of affected vehicles as required under Federal Regulations when the parts to remedy a recall are not available. Due to the volume of letters to be sent, the mailing will occur in stages over the next three weeks. The intent of this letter is to inform the current owners of the pending recall and that parts are not yet available. A second letter will be mailed to owners once parts become available.

The full *Takata Recall Dealer Resource Package* is posted on NetStar and the PAC website (News tab) for your full review.





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SERVICE CAMPAIGNS

Service Campaign	Information
2016030008 Model 117, Model Year 2014 Replace Automatic Transmission	46 affected vehicles are flagged in VMI Parts may be ordered as required; replacement rate is 100% No customer letter will be mailed.
2016070002 Models 166, 205; Model Years 2016 Replace Collision Prevention Assist (CPA) Sensor	36 affected vehicles are flagged in VMI Parts may be ordered as required; replacement rate is 100% No customer letter will be mailed.
2016070004 Model 253, Model Years 2016 Check Rear Window Seal, Rework if necessary	769 affected vehicles flagged in VMI Parts may be ordered as required; replacement rate is 32% No customer letter will be mailed.

Please refer to the respective Service Campaign NCAs dated July 29, 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
Coolant Hose	A2225010493	A2225010493 28	August 5, 2016
Model Plate	A1178173800	A1178174100	
Radar Sensor	A0009052307 A0009052407	A0009052307 28 A0009052407 28	
Steering Column	A2054603816 A2134600516 A2314601516	A2054603816 28 A2134600516 28 A2314601516 28	August 5, 2016
Voltage Converter	A2059052809	A2059053414	August 8, 2016
Wiper System	A2058200740	A205820074028	August 11, 2016
Sliding Roof Mechanics	A2057800175	A205780017528	August 12, 2016





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RETURNS

Part	Part Number to be Returned	New Part Number	Return Deadline
Wiper System	A205820074064	A205820074027	
Leather Preserve and Light Control Element	A 001 986 59 71 09 A 099 820 01 83 A 099 820 02 83	A 00198659718 A 099 820 01 83 28 A 099 820 02 83 28	August 18, 2016
Sliding Roof Mechanics	A 205 780 02 75	A 205 780 02 75 28	August 19, 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.

CONSTRAINED PARTS		QTY RCVD	
PART NUMBER	PART DESCRIPTION	7/19-7/26	BACKORDER RECOVERY
A 000 982 93 08	AUXILIARY BATTERY	1,344	JULY 2016
A 129 826 03 43	BLINKER LAMP	39	AUGUST 2016
A 212 680 12 93	TS MOULDING	57	JANUARY 2017
A 212 680 26 93	ORNAMENTAL TRIM	101	JULY 2016
A 273 140 07 01	INTAKE MANIFOLD	82	JULY 2016
A 463 890 54 08	COVERING	17	NOVEMBER 2016
A 906 410 79 16 80	REMAN PROPELLER SHAFT COMPL	2	AUGUST 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 August 1, 2016 for additional information.



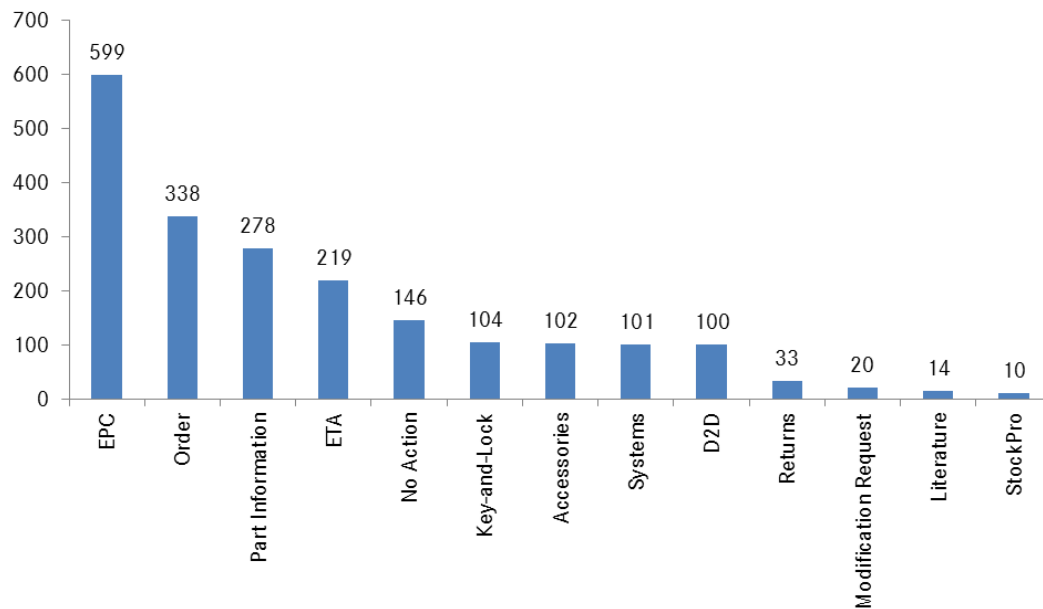


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PAC CALL VOLUME REPORTING

For the week of July 18th, the PAC received **2,064** phone calls (Passenger Cars – 1,976; Sprinter – 88).

**PAC Call Volume
Week of July 18, 2016**



*The above chart does not include emails or faxes.





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PROGRAMS AND PRODUCT UPDATES

Paragon Hardware Migration

The Paragon system will be migrated to a new hardware as follows:

1. Paragon will be shut down on Friday, **August 5th at 8:00 PM EST** and will be available for business on Monday, **August 8th at 6:00 AM EST**.
2. For NetStar 5 dealers: System administrators must assign Paragon access in the new NetStar 5 portals before the migration or dealer users will not be able to access Paragon on Monday, August 8th.
3. Please submit ALL orders in Paragon before your time zone cut-off time on Friday, August 5th (chart below).
4. For StockPro dealers: Please approve orders at least one hour prior to SAP shut down.

Dealer Time Zone	SAP Down Time on August 5 th	StockPro Order Approval
Pacific	5:00 PM	4:00 PM
Mountain	6:00 PM	5:00 PM
Central	7:00 PM	6:00 PM
Eastern	8:00 PM	7:00 PM

Please refer to the *SAP – Paragon Shut Down 8/5/16* NCA for additional information.

Warranty Training Manuals

The Warranty Manual contains a wealth of warranty reference and training materials and will be updated as new content is created. This and all other training materials can be found at:

NetStar → Service → Commercial Vans Warranty Manual → References

Please refer to the *Warranty Training Manuals* NCA dated July 29, 2016 for additional information.

Literature:

- Due to system issues with Paragon 2.0, literature orders cannot be entered for most of the literature part numbers. The PAC will manually enter your orders until the system is fixed.
- In addition to the search function in Paragon, please use StarTekInfo and smartTekInfo to assist with your identification of literature part numbers.
- Requests for credit and notification of short shipments must be communicated directly to R.R. Donnelley at mbusa@rrd.com.





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PROGRAMS AND PRODUCT UPDATES (continued)

StockPro

All inquiries regarding the StockPro program should be emailed to StockPro@mbusa.com

Approved Paint Vendors

The following vendors are MBUSA approved suppliers of refinishing products – AkzoNobel, Glasurit and R-M, Spies Hecker, Standox and Global (PPG). MBUSA requires that only approved paint refinishing products and procedures be used on any warranty repair work. Documentation must be submitted.

Please refer to the *MBUSA Approved Paint Vendors* NCA dated July 29, 2016 for additional information.

Accessories

Navigation Map Update NYU USB Sticks (NTG5 star 2 v7.0)	MY15 vehicles are eligible for up to 6 map updates free of charge (max 2 per year) as part of the Multi-Year update program (option code 502) for the first 3 years of ownership. Please do not use the EPC information or any other system related information for your research and order intention as the information is not a valid source. BQ part numbers are being sold with our partner HERE. No returns will be accepted for end-of-life USBs.
20" Matte Wheel for the S-Class – Matte Himalaya Grey	<u>Part Numbers:</u> A21740100007X68 – 10-spoke wheel (FA/RA), 8.5J x 20 ET 36 A21740101007X68 – 10-spoke wheel (RA), 9.5J x 20 ET 43.5
Ryder Cup Merchandise	Limited edition branded Ryder Cup 2016 merchandise is now available for purchase the week of August 1.

GlassPro

M-B GlassPro Marketing is now available. Direct mail and email campaigns will be available shortly in TouchPoint AMP.

Please refer to the *MBUSA GlassPro* NCA dated July 29, 2016 for additional information.

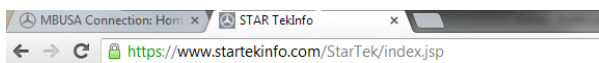




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Tip of the Week: StarTekInfo for ISPs

Please be reminded that the TRP website in StarTekInfo is valid for Mercedes-Benz vehicles **only**. Sprinter, smart and Dodge branded vehicles are not included on this site.



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Theft-Relevant Parts Info: All SubCategories

Issue Date	Categories Sub Categories	Document	Description	Links
06-22-2015	Theft-Relevant Parts Info	S-B-80.57/62e (399kb)	Ordering a Programmed DAS4/FBS4 Key when no keys are present The Fallback Process April 2013 to Present, Model W212; July 2013 to Present, Models 166, 207, V212; September 2014 to Present, Model 218; November 2014 to Present, Models 117, 156; April 2015 to Present, Model 172; MY-All, Models 205, 217, 218, 222, 231 <i>Revision e: edit to process/attached example</i>	
02-09-2015	Theft-Relevant Parts Info	MBUSA Policy (3MB)	Theft-Relevant Parts Ordering Policy March 2015	
01-29-2015	Theft-Relevant Parts Info	MBUSA-137754962792 Theft-Relevant Part (TRP) Form (357kb)	Theft-Relevant Part (TRP) Form with Documentation Checklist of Theft-Relevant Parts	
01-29-2015	Theft-Relevant Parts Info	TRP Independent Service Provider Ordering Process (85kb)	TRP Ordering Process	
08-05-2014	Theft-Relevant Parts Info	Theft Relevant Part's Ordering Authorization Form HTML (214bytes)	Link to secure, TRP Ordering Authorization Form	

