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newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: April 1, 2016

RECALL AND STOP SALE CAMPAIGN

Recall Campaign	Information
2016030004 Model 253 (GLC-Class), Model Year 2016 Steering Column Harness	- Your facing AOM will forward a VIN list of potentially affective vehicles that are at your dealership. Potentially affected vehicles will be identified in VMI as "Pending" recall. - Any of the affected new MY16 vehicles that are in dealer inventory must be held, and not retailed, until further instructions are provided. - Loaner and demonstrator vehicles may continue to be driven but must not be retailed. - Recall scheduled to launch on April 8th, when parts become available. - Customer notification letters will be mailed approximately one week after the recall launch.

Please refer to the *Recall Campaign 2016030004 with Stop-Sale Order – Steering Column Harness, Model 253 (GLC-Class) MY 2016* NCA dated April 1, 2016 for additional information.

SERVICE CAMPAIGN

Service Campaign	Information
2016030001 Model 205 (C-Class), Model Year 2015 Check Coolant Pump and Repair or Replace, if necessary.	48 affected vehicles flagged in VMI. - Dealers may order parts as required; replacement rate is 100%. - No customer letter will be mailed.
2016030007 Model 166 (GLE-Class), Model Year 2016 Update for Engine Control Module Software	1,163 affected vehicles flagged in VMI. - No parts are required as this is software update; software update rate is 100%. - No customer letter will be mailed.

Please refer to the *Service Campaign 2016010006, Model 212 (E-Class), Model Year 2015, Check Digital Owner's Manual and CD-ROM, Install if Necessary* NCA dated February 26, 2016 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
Crankcase Cover	A 177 010 11 03	A 177 010 11 03 28	April 8, 2016
Ornamental Molding	A1567220328	A1567220328 28	
	A2467220200	A2467220200 28	
	A1767220200	A1767220200 28	
	A1567220428	A1567220428 28	

BACKORDERS

Backorders			
Material	Material Description	ETA Week of	ETA Quantity
A 000 420 44 00	BRAKE LINING	4/4/2016	69
A 000 545 84 19	HOUSING SEAL	4/12/2016	138
A 000 982 96 08	STARTER BATTERY	4/4/2016	10
A 015 990 69 01	SCREW	4/4/2016	2
A 129 820 03 89	AMPLIFIER	4/4/2016	3
A 163 760 08 06	SECONDARY KEY	4/11/2016	4593
A 164 885 04 38 9999	TRIM BUMPER	4/4/2016	12
A 166 670 16 00	WINDSHIELD	4/4/2016	80
A 166 880 00 57	HOOD	4/4/2016	137
A 166 880 25 00	FRONT FENDER	4/4/2016	29
A 193 760 01 06	KEY - CROSSFIRE	4/4/2016	379
A 203 885 00 25 67	PANELLING	4/18/2016	10
A 204 545 14 26	CONTACT BUSHING	4/4/2016	7





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Backorders

Material	Material Description	ETA Week of	ETA Quantity
A 205 760 40 00	HANDLE RECESS	4/4/2016	93
A 205 880 63 00 64 9999	TRIM BUMPER	4/6/2016	8
A 211 270 69 02 87	NAG2 Reman Automatic Transmission	4/4/2016	1
A 222 401 05 00 64 7X21	SPOKED WHEEL	4/11/2016	11
A 222 900 50 11	CONTROL UNIT	4/4/2016	57
A 230 545 23 08	SWITCH	4/4/2016	6
A 451 323 03 92	BELLOW	4/11/2016	1
A 451 637 07 76	WHEELHOUSE	4/11/2016	1
A 451 637 41 16	REINFORCEMENT	4/11/2016	1
A 451 647 04 33 C41B	COVERING	4/4/2016	1
A 451 860 06 00	SIDE AIRBAG	4/4/2016	1
A 453 723 00 08	COVER, DOOR LOCK	4/25/2016	20
A 453 880 01 70 8287	BUMPER FRT	4/4/2016	1
A 651 200 37 01	WATER PUMP	3/28/2016	2
A 906 420 01 83 28	TS BRAKE DISK	4/4/2016	12
A 906 471 39 01	FUEL TANK	4/4/2016	2
A 906 475 02 00	PROTECTIVE COVER	4/4/2016	1
A 906 540 02 17	SENSOR	4/4/2016	4
A 906 540 12 17	SENSOR	4/11/2016	12
A 906 670 63 00	WINDSHIELD	4/4/2016	10
A 906 670 64 00	WINDSHIELD	4/25/2016	33
A 906 692 00 89	STIFFENING	4/4/2016	2
BQ 4 76 0008	KEY PDC ONLY	4/11/2016	250
BQ 4 76 0025	KEY W/O BATTERY PDC ONLY	4/11/2016	122
BQ 4 76 0034	KEY COMPLETE PDC ONLY	4/20/2016	25
BQ 4 82 0116	KNOB,AUDIO 30	4/4/2016	14
BQ 6 68 0384	FLOORMATS GRAY E-CLASS	4/11/2016	1





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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.

CONSTRAINED PARTS			
PART NUMBER	PART DESCRIPTION	QTY RCVD 3/22-3/29	BACKORDER RECOVERY
A 212 680 12 93	TS MOULDING	148	SEPTEMBER 2016
A 272 140 24 01	INTAKE MANIFOLD	19	MAY 2016
A 463 890 54 08	COVERING	25	SEPTEMBER 2016
A 107 470 08 93	VALVE,FUEL SYSTEM FLOW	2	SEPTEMBER 2016
A 204 720 20 79	RAIL	13	APRIL 2016
A 221 870 59 95 80	Exch. Comand Head Unit 7012 for W221	21	SEPTEMBER 2016

Special Procurement cases for additional CVP slot allocations for repairs involving constrained parts are still eligible for submission. Parts eligible for additional CVP slot allocation are denoted with an asterisk. Please remember to "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 April 4, 2016 for additional information.

PROGRAMS AND PRODUCT UPDATES

smart

Service Contract Packages:

Effective April 1st, MBUSA Service Contract products will be available for all smart gas vehicles. With this change, the Warranty group will no longer offer the smart Extended Service Plan and Prepaid Maintenance Plan through MBFS. The last date of sale for these contracts is March 31st; contracts sold after this date will not be accepted and will need to be sold as MBUSA smart Service Contract products. Offered products are: Prepaid Maintenance, Pre-Owned Prepaid Maintenance and Extended Limited Warranty. All active smart contracts through MBFS will continue to be administered until they reach their maturity. There are no changes to the existing claims process for these contracts.

Please refer to the *smart Service Contract Packages* NCA dated April 1, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

smart (continued)

Fuel Tank Capacity:

Below addresses concerns regarding the accuracy of the fuel gauge for the 2016 smart fortwo coupe (C453), specifically regarding the circumstances which may result in early illumination of the fuel reserve light:

- Under normal circumstances, the fuel reserve light illuminates when the vehicle has 5 Liters (apx. 1.3 gallons) of fuel left in the fuel tank. The tank capacity indicated in the Operator's Manual, including reserve, is 33 Liters (apx. 8.7 gallons).
- However, the fuel reserve light may illuminate prematurely even when more than 5 Liters (~ 1.3 gallons) of fuel remain available for use in the tank.
- Due to this premature illumination of the fuel reserve light, the customer may have the perception that the total volume of the tank stated in the Operator's Manual is inaccurate. This perception becomes more pronounced after the customer refuels and the driving distance to the next refueling does not correlate to the fuel economy the customer is expecting.
- As a precautionary measure, we recommend that the customer continue to refuel the vehicle as normal even when the fuel reserve light illuminates.

For further technical guidance, please speak directly to your dealership's Shop Foreman and refer them to Tips LI47.10-P-063064.

Please refer to the *Fuel Tank Capacity, Model 453 (smart), Model Year 2016* NCA dated April 1, 2016 for additional information.

MBUSA

CDK Price File Updates

In order to facilitate the integration of the StockPro system, the price file that feeds the DMS system will be updated on April 1st.

The price file currently refers to "80" suffix Reman parts using the "60" suffix and this is reflected in your DMS systems. In SAP Paragon and other Mercedes-Benz systems these parts are identified with an "80" suffix. Going forward the price file will be consistent with the part numbers used elsewhere.

Reman parts with suffixes other than "80" will show up using their true part number as usual (e.g. 83, 89, etc.). There will be no changes to the core ("70") part numbers.

Please refer to the *CDK Price File Updates on 4/1/2016* NCA dated March 29, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

CollisionLink Coaching Program Update

- MBUSA will extend the duration of Incentive 1: 10% cashback to June 2017.
- MBUSA will extend the enrollment window to April 17, 2016.

Please refer to the CollisionLink Coaching Program Update NCA dated April 1, 2016 for additional information.

TouchPoint

- Webinars:
A detailed overview of the on-demand campaign submission process and procedures will be covered in this month's webinars:

April 13 and 27, 11:00 am or 3:00 pm EST (30 minutes each)

To join the meeting: <https://global.gotomeeting.com/join/262866253>

Dial In: 1-571-317-3122 / Access Code: 262-866-253

- Spring Communications:
New campaigns/templates are now available for Spring Service Clinic and April Car Care Month.
- Paper Upgrade & New Pricing for Trigger Campaigns:
All trigger/automated campaigns will now be on a higher-quality stock with a reduced gloss finish. This change is more durable and boasts a higher-quality look and feel. As a result, there will be a 3 cent increase in price per piece.

Please refer to the respective TouchPoint AMP NCAs for additional information.

Accessories

- W212 and C218 Comfort Box Campaigns:
Campaigns will launch on April 12th with customer follow-up communications in mid-May. Enrollment is required for participation and will be open for 10 business days (4/6-19). By enrolling, you agree to sell and install the W212 and C218 Comfort Boxes at the customer-facing price of \$199.
- Accessories Packages Program Update:
Marketing material is available for this program. Email and direct mail are available in the TouchPoint gallery. This program is also supported by a Dealer Incentive Program for the dealership personnel who sell the most packages from March 9 – April 30.

Please refer to the respective Accessories NCAs for additional information.

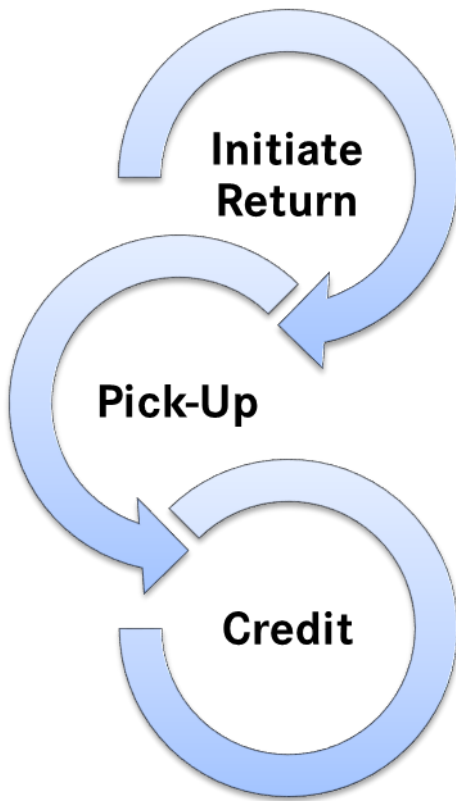




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TIP OF THE WEEK: Literature Returns / Credits

Returns and credits are to be coordinated with R.R. Donnelley and are not processed via Paragon.



Contact RRD to coordinate pre-paid return:
Email: mbusa@rrd.com

Include the packing slip or order number with the returned literature:

R.R. Donnelley
Allentown Distribution Warehouse
700 Nestle Way # 200
Breinigsville, PA 18031
Attn: Receiving

Credit will be issued once the returned material is counted back into inventory.

