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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 8, 2016

RECALL CAMPAIGN

Recall Campaign	Information
2016020006 Model 205 (C-Class), MY 2016 Fixed Glass Panel – Panoramic Sunroof	<ul style="list-style-type: none"> 53 affected vehicles flagged in VMI Replacement roofs are now available; conversion rate is 16%. Owner notifications will be mailed April 12, 2016. Customer may continue to drive their vehicles until the recall is completed.

Please refer to the *Recall Campaign 2016020006 – Fixed Glass Panel – Panoramic Sunroof, Model 205 (C-Class), MY2016* NCA dated April 6, 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 Pump	A 000 500 18 00	A 000 500 31 00	April 29, 2016
TS Disk Brake Pad	A4474200120	A447420012028	

BACKORDERS

Due to report modifications, backorder information is not available this week.





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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 3/29-4/5	BACKORDER RECOVERY
A 212 680 12 93	TS MOULDING	181	SEPTEMBER 2016
A 272 140 24 01	INTAKE MANIFOLD	255	MAY 2016
A 463 890 54 08	COVERING	22	SEPTEMBER 2016
A 107 470 08 93	VALVE,FUEL SYSTEM FLOW	61	SEPTEMBER 2016
A 204 720 20 79	RAIL	109	APRIL 2016
A 221 870 59 95 80	Exch. Comand Head Unit 7012 for W221	16	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 11, 2016 for additional information.

PROGRAMS AND PRODUCT UPDATES

Backorder Escalation Process

Special Procurement will now publish an expected backorder recovery date in the “Exception Report” in Paragon for *Top Constrained Parts*. Please use this expected backorder recovery date as your ETA. This information will be displayed in the “Special Procurement Text” field in the Exception Report and updated weekly. In order to maximize the effectiveness of our escalation process, these top constrained parts will be excluded from the current Special Procurement escalation process, effective April 18th. The information regarding Top Constrained Parts will also continue to be communicated via the NCU titled “Weekly Top Constrained Parts.”

Please refer to the New SP Guidelines NCA dated April 8, 2016 for additional information.





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Warranty Webinar: MBUSA and smart

The topic of this month's webinar is "Fireside Chat" (Open Q&A Session)

April 20 Central and Northeast Region; 11:30 am – 12:30 pm EST
April 21 Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity: PC/Visual: <https://mbusawarranty.adobeconnect.com/april2016/>
Phone: (888) 394-8197; Participant Code: 460 843 3934

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

MBUSA Tire Program

April Price Update

The new price drop from Pirelli is now effective in our systems. Please update your systems accordingly.

Part Number BQ8401859
DNET \$501; Wholesale \$566.10; MSRP \$631.00

April Rebate Claim Submission

The April Instant Tire Rebate was recently launched. All claims must be submitted by May 9, 2016 online via www.mbusatire.com.

A web banner is available for dealer personalization on the same website – go to the 2nd image in the carousel and click "Learn More". The pop-up will provide you with all of the available documents.

Please refer to the respective *MBUSA Tire Program* NCA for additional information.

Accessories

Accessories Newsletter

A comprehensive overview of recent and future Accessory updates, the newsletter is available in ODUS (Marketing and Communications → Accessories Newsletter).

TouchPoint AMP Accessories Triggers

New automatic TouchPoint AMP Accessories Automated Trigger templates for multiple models are available for email and direct mail. This activity targets recent M-B vehicle purchasers.

Triggers are now model specific and once a dealer enrolls, communications will be automatically sent to customers 30 days after purchase.

Please refer to the respective *Accessories* NCAs for additional information.





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TRAINING

Dealer Training Policies

Please review the dealer training policies for all dealership employees who are attending training courses or programs. Visit learn.mbusa.com for more details.

2017 smart fortwo coupe and cabrio Virtual Instructor Led Training

Course Code: X0017F-US.SSB
Recommended Job Codes: 203, 204, 206, 214, 281, 291, 314, 924

April 12: 10 am and 2 pm EST

MY17 Facelifts and S-Cabriolet Introduction Virtual Instructor Led Training

Course Code: X0018F-US.SSB
Recommended Job Codes: 203, 204, 206, 211, 212, 214, 220, 225, 226, 230, 236, 281, 291, 314

April 14: 10 am and 2 pm EST

April 15: 10 am and 2 pm EST

Please refer to the respective Mercedes-Benz Academy NCAs for additional information.

