

newschannel update

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

RECALL WITH STOP-SALE ORDER CAMPAIGN

Recall Campaign	Information
2016030006 Model 906, Model Years 2015-2016 Tire Load Label	2,278 affected vehicles flagged in VMI - VIN-specific replacement labels are required and are available to be ordered by the dealer from the Robbinsville PDC after the label has been verified on the vehicle. - Customer letters will be mailed the week of April 11, 2016.

Please refer to the *Recall Campaign 2016030006 with Stop-Sale Order, Tire Load Label, Model 906, Model Years 2015 - 2016* NCA dated April 8, 2016 for additional information.

BACKORDER INFORMATION

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

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar

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.



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TIP OF THE WEEK: D2D Discrepancies

Please be reminded of the following for the D2D program:

The D2D program automatically facilitates parts transactions between dealerships when the PDCs do not have stock of an applicable item. Hazmat, National Accounts and large bulky items are excluded from the D2D Program.

- Participating dealers are solicited for parts that go onto back order and have 700 demand hits or less.
- Parts Department personnel will be notified automatically via a Paragon pop-up or email notification for all order solicitations.
- Orders may be accepted or rejected depending upon the inventory status of the part
- Order must be responded to within 90 minutes up to 1PM local time, and 60 minutes after 1PM
- FedEx priority Overnight shipping label will be provided through Paragon
- Invoicing will be transacted in Paragon. All orders will be debited and credited at dealer net pricing
- The program application is offered at no cost to dealers

How discrepancies are resolved:

- Damaged parts are the responsibility of the shipping dealer and should be returned to the shipping dealer
- Mis-picks are the responsibility of the shipping dealer and should be returned to the shipping dealer
- Freight charges are the responsibility of the shipping dealer
- After arrangements have been made between dealers for the return of the part, MBUSA will process the debit and credit in the Paragon system. The receiving dealer must fill out the "Debit, Credit Request / Inquiry Form" located on the PAC website (under the "Links & Forms" tab) and include shipping and receiving dealer detail along with picture of the damaged part.

