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Parts

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

RECALL CAMPAIGN

Recall Campaign	Information
2016030004 Model 253 (GLC-Class), Model Year 2016 Rework Electrical Wiring Harness at Steering Column	• 888 affected vehicles flagged in VMI • Dealers may order parts as required; replacement rate is 100%. • Owner notifications will be mailed April 22, 2016. • Customer may continue to drive their vehicles until the recall is completed.

Please refer to the *Recall Campaign 2016030004 – Model 253 (GLC-Class), Model Year 2016, Rework Electrical Wiring Harness at Steering Column* NCA dated April 15, 2016 for additional information.

SERVICE CAMPAIGN

Service Campaign	Information
2016030009 Model 205 (C-Class), Model Year 2016 Correct Torque of Transmission Mount Cross Bar Bolts	• 13,995 affected vehicles flagged in VMI • No parts are required as this is a check and correct. • No customer letter will be mailed.
2016030011 Model 292, Model Year 2016 Replace Suspension Strut Electrical Harnesses	• 34 affected vehicles flagged in VMI • Dealer may order parts as required; replacement rate is 100%. • No customer letter will be mailed.

Please refer to the respective Recall and Service Campaign NCAs for additional information.

BACKORDERS

Due to report modifications, backorder information is not available.





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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
Coolant Pump	A 000 500 18 00	A 000 500 31 00	April 29, 2016
TS Disk Brake Pad	A4474200120	A447420012028	

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 4/5-4/12	BACKORDER RECOVERY
A 212 680 12 93	TS MOULDING	54	OCTOBER 2016
A 272 140 24 01	INTAKE MANIFOLD	75	JUNE 2016
A 463 890 54 08	COVERING	9	OCTOBER 2016
A 274 090 17 29 28	INTAKE LINE	29	OCTOBER 2016
A 156 141 08 01	INTAKE MANIFOLD	8	OCTOBER 2016
A 273 010 01 27	OIL PAN	15	APRIL 2016
A 221 870 59 95 80	Exch. Comand Head Unit 7012 for W221	54	OCTOBER 2016
B6 6 03 1466	TWIN-SPOKE WHEEL STYLE IV	1	JUNE 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 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 April 15, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES

2016 Regional Parts & Service Forums

The 1-day Parts & Service Forum meeting will be held in 9 cities between May and June (9:30 am – 4:00 pm); each venue is within driving distance for most dealerships with a region. You are welcome to attend the location that is most convenient for you.

Monday, May 23	San Francisco	Hotel Shattuck Plaza
Tuesday, May 24	Los Angeles	Hilton Los Angeles Airport Hotel
Wednesday, May 25	Chicago	Renaissance Blackstone Chicago
Thursday, May 26	Dallas	The Ritz-Carlton, Dallas
Tuesday, June 14	Boston	The Westin Copley Place
Wednesday, June 15	NY/NJ	The Teaneck Marriott at Glenpointe
Thursday, June 16	Washington D.C.	The Westfields Marriott Washington Dulles
Monday, June 20	Orlando	The Hyatt Regency Orlando International Airport
Friday, June 24	Atlanta	The St. Regis Atlanta

Please register as soon as possible and prior to the respective RSVP date.

Please refer to the *Invitation – 2016 Regional Parts & Service Forums* NCA dated April 15, 2016 for additional information.

Update - smart Service Contract Packages

As of April 12, 2016, smart ELW is available for purchase in Florida.

Please refer to the *Update! smart Service Contracts Packages* NCA dated April 15, 2016 for additional information.

Required Special Tool Release

Special tool release and automatic delivery of the latest Alignment Specification Data CD, Part Number w000 588 02 22 00 (Version V3.01) is in process. Please note that the alignment disc will no longer be received via the XENTRY kit software update but shipped through the standard MBUSA dealer parts delivery network. The disc has been assigned a Special Tool part number and is now included in the Special Tool database.

Please refer to the *Required Special Tool Release, Alignment Specification Data CD p/n w000 588 02 22 00 (Version v3.01)* NCA for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

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.

CollisionLink Coaching Program

Enrollment for the CollisionLink coaching program will expire soon. Please contact your PSM or AOM immediately if you are undecided so that you can review available incentives.

Please refer to the *3 days remaining to enroll on CollisionLink Coaching program* NCA dated April 15, 2016 for additional information.

Accessories

- 19” wheels for the C-Class coupe are now available.
- TouchPoint AMP Accessories Triggers for multiple models are now 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.

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

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

