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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 22, 2016

SERVICE CAMPAIGN

Service Campaign	Information
2016030010 Model 205 C-Class (AMG), MY 2015-2016 Retrofit Two Stop Plugs at Right Spare Wheel Well	1,418 affected vehicles flagged in VMI - Dealers may order parts as required; replacement rate is 100%. - No customer letter will be mailed.

Please refer to the *Recall Campaign 2016030010 Model 205 C-Class (AMG), MY2015 – 2016 Retrofit Two Stop Plugs at Right Spare Wheel Well* NCA dated April 22, 2016 for additional information.

BACKORDERS

Due to report modifications, backorder information is not available.

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	





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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 4/12-4/19	BACKORDER RECOVERY
A 212 680 12 93	TS MOULDING	220	OCTOBER 2016
A 272 140 24 01	INTAKE MANIFOLD	277	JUNE 2016
A 463 890 54 08	COVERING	19	OCTOBER 2016
A 000 991 58 32	BLIND RIVET WITH PAN HEAD	145	JULY 2016
A 274 090 17 29 28	INTAKE LINE	9	OCTOBER 2016
A 156 141 08 01	INTAKE MANIFOLD	9	OCTOBER 2016
A 273 010 01 27	OIL PAN	12	APRIL 2016
A 221 870 59 95 80	Exch. Comand Head Unit 7012 for W221	10	OCTOBER 2016
B6 6 03 1466	TWIN-SPOKE WHEEL STYLE IV	10	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 25, 2016 for additional information.

PROGRAMS AND PRODUCT UPDATES

CAC New Business Hours

In an effort to continue improving their level of service, the Customer Care department within the CAC will alter their business hours to best support customers. Effective April 18, the Customer Care department business hours are 9:00 am – 9:00 pm EST, Monday – Friday. The Roadside Assistance department is not impacted and will remain open 24 hours/7 days a week.

Please refer to the *New Business Hours – Effective 4/18/16* NCA dated April 22, 2016 for additional information.

Wholesale Business Guide

The 2016 Wholesale Business Guide is a "how-to" reference and intended to help broaden your perspective on business opportunities, and expand the use of existing resources that can help establish a profitable and professionally fulfilling wholesale parts operation. You can download a copy of the guide from NetStar.

Please refer to the *Updated Wholesale Business Guide* NCA dated April 22, 2016 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

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.

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.

TouchPoint AMP - Mother's Day and May Service Templates

New campaign/templates are available for Mother's Day service campaign with dealer-specific offers.

Please refer to the *New! TouchPoint AMP Service (Mother's Day & May Service Specials)* NCA dated April 22, 2016 for additional information.

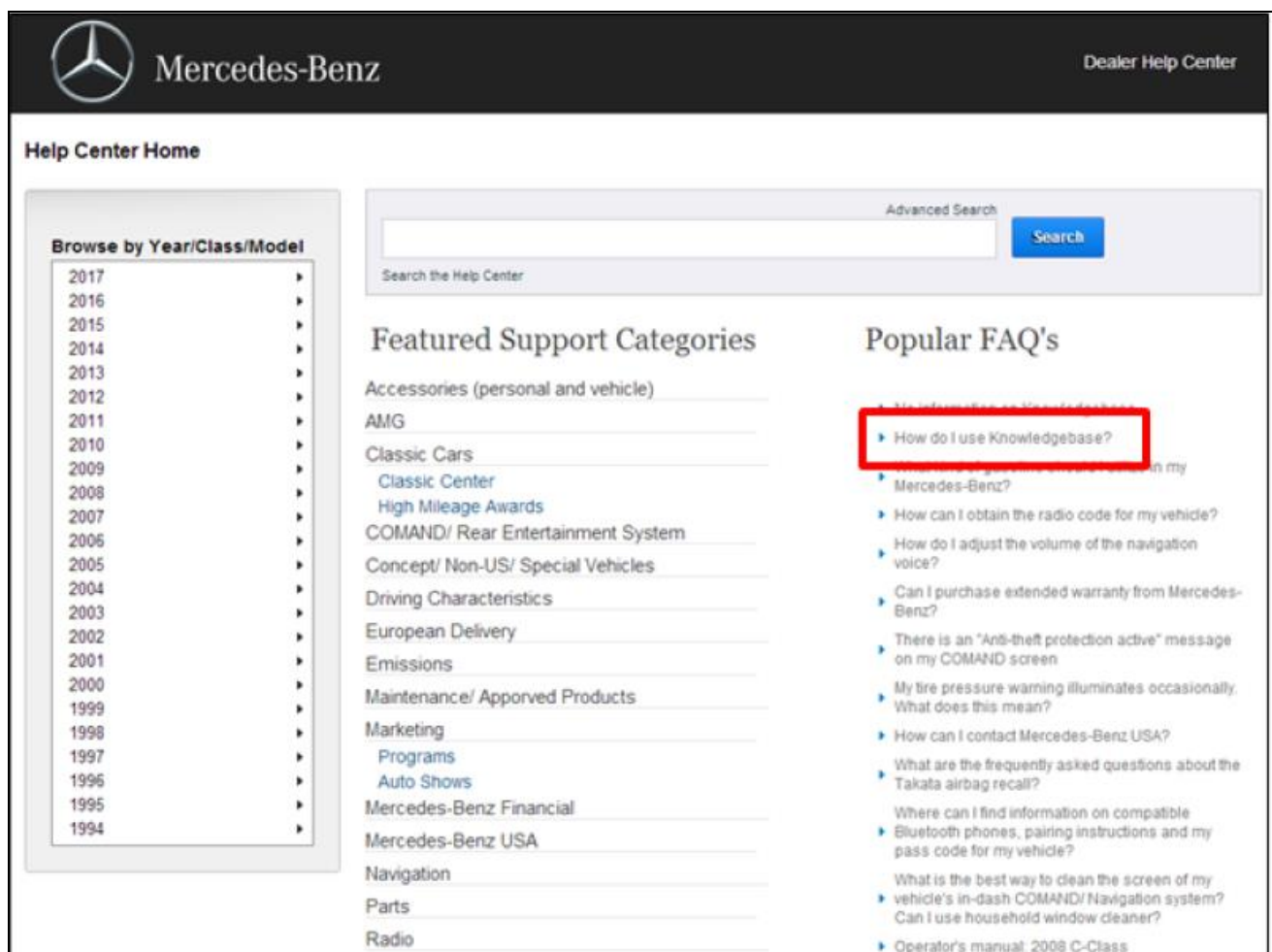




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VEHICLE KNOWLEDGEBASE

The CAC is actively updating the database with a few remaining updates to be performed. A step-by-step guide on how to use Knowledgebase is available under the Popular FAQs (see below image).



Please refer to the above referenced NCA for additional information.





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TRAINING

The following eLearning courses are available to increase awareness of new and exciting M-B products and processes as well as assist in professional growth and development.

Note: with the exception of “The Best of Mercedes-Benz Leadership Academy Phase 1,” these eLearning courses will be required as part of 2nd Quarter 2016 re-certification for the job codes listed below. Phase 1 will be required as a pre-requisite for anyone attending “Mercedes-Benz Leadership Academy 2” at West Point.

The Best of Mercedes-Benz Leadership Academy 1 Course Code: X0001E-US.SMD Summary: This eLearning is an overview of the principles and skills taught in the MBLA Phase I face-to-face session. The concepts presented in this course are intended to enrich and cultivate leadership skills that will ultimately create positive change for all individuals at each dealership. Required for anyone attending Leadership Academy 2 who did not attend Leadership Academy 1.	Delivering the Best with the Delivery App Course Code: X0003E-US.SSC Summary: This eLearning demonstrates proper use of the Mercedes-Benz Delivery App and provides learners with best practices for using the app in order to deliver an excellent customer experience. Required for the following job codes: 203, 204, 206, 211, 212, 214, 236, 281, 291, 314
2017 C-Coupe Lite Course Code: X0022E-US.SSA Summary: This “lite” course takes less than 10 minutes to complete and will provide you with a basic overview of the exciting and unique features of the all-new redesigned C-Class Coupe. It’s a great place to familiarize yourself with the latest edition of this popular model. Required for the following job codes: 120, 150, 170, 171, 185, 195, 220, 225, 226, 230, 280, 502, 532, 561, 562, 570, 592, 593, 594, 628, 737, 832, 892	2017 C-Coupe: Engage Your Senses Course Code: X00041E-US.SSB Summary: This eLearning course will introduce you to the all-new 2017 C-Class Coupe and show you exactly why it is the best coupe in its class. You will see how it embodies a thrilling new design, delivers agile sportiness, and offers more modern luxury than any of its competitors. Required for the following job codes: 203, 204, 206, 211, 212, 214, 236, 281, 291, 314
2017 E-Class Lite Course Code: X0023E-US.SSA Summary: The new 10th generation E-Class is truly a Masterpiece of Intelligence, offering amazing technology, incredible value, unrivaled comfort, modern luxury, and unparalleled safety. During this 10-minute eLearning, you will receive a brief overview of what makes the E-Class a Masterpiece of Intelligence. Required for the following job codes: 120, 150, 170, 171, 185, 195, 220, 225, 226, 230, 280, 502, 532, 561, 562, 570, 592, 593, 594, 628, 737, 832, 892	2017 E-Class: Masterpiece of Intelligence Course Code: S0373E-US.SSB Summary: During this in-depth 60 minute eLearning course, you will learn all about what makes the E-Class a Masterpiece of Intelligence including its sophisticated exterior design, best-in-class interior, powerful and efficient performance, and next-generation driver assistance systems. Required for the following job codes: 203, 204, 206, 211, 212, 214, 236, 281, 291, 314

Please refer to the *Updated eLearning Course Catalog* NCA dated April 2016 for additional information.





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TIP OF THE WEEK: Dealer-to-Dealer (D2D) Orders

The D2D program automatically facilitates parts transactions between dealerships when Mercedes-Benz PDCs do not have the required stock. Dealers are able to place D2D orders directly eliminating the extra step of calling the PAC.

Note: Hazmat, National Accounts and large bulky items are excluded from the D2D program.

How to create a D2D Order:

You can check part availability in dealer network before simulating/creating orders. The “Parts Locator” will display dealers with the requested part availability.

Paragon 2.0

Home Order Reports Dealer 2 Dealer Printing Settings Help Old Paragon

Create

Parts Inquiry & Order

Import From Create Order Simulate Order Convert

Order Type: VOR Order * PD Number: 20140414135155 Shipping Cond: Assigned Carrier Option Codes: Create w/Ref, 3rd Party

Referrals Supersessions Bill of Materials-C99

Order Type	Item	Part Number	Quantity	Conf...	Avail...	Ve...	Source	ETA	VIN
VOR Order	0000...	A 163 320 03 73	1.000	0.000	0.000	0.000	D2DMBUSH...		
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			

Availability - A163320037

ETA: Source: D2DMBUSH VANCE US

National Availability

PDC	Avail	Qty
Robbinsville	0	
Carol Stream	0	
Jacksonville	0	
Fort Worth	0	
Fontana	0	

Vendor Availability

Check Availability

Qty: 0.000

Code:

Alt Part:

D2D 3.000

Parts Locator					
2 records found					
Prioritize selected Part no & Dealer					
Part Number	Avail. Qty	Dealer	Name	City	
A 163 320 03 73	1.000	51118	GLOBE MOTOR CAR CO.	FAIRFIELD	
A 163 320 03 73	1.000	22117	MERCEDES-BENZ OF CHICAGO	CHICAGO	





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TIP OF THE WEEK: Dealer-to-Dealer (D2D) Orders (continued)

Ordering the D2D part:

The Paragon system will automatically convert a VOR order line to D2D if the part is D2D eligible (not available at any of the PDCs but available within the dealer network).

- Select the order type as “ZVOR”
- Enter the part number. The quantity will default to one.

Paragon 2.0

Home Order Reports Dealer 2 Dealer Printing Settings Help Old Paragon

Create

Parts Inquiry & Order

Import From Create Order Simulate Order Convert

Order Type: VOR Order PO Number: 20140414121500 Shipping Cond: Assigned Carrier Option Codes:

VIN(0) Mileage(0) Theft Related Parts(0) Confirmed Backorders Drop Shipments Rejected

Referrals Supersessions Bill of Materials-C99

Order Type	Item	Part Number	Quantity	Conf...	Avail...	Ve...	Source	ETA	VIN
VOR Order	0000...	A 163 320 63 73	1.000	0.000	0.000	0.000	D2D/MBUSI...		
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			
	0000...		0.000	0.000	0.000	0.000			

Additional Parts Info - A1633200373 TS BEARING

Length/Width/Height: 9.000/4.700/3.800 CM Volume: 400 CCM Net Weight: 0.333 LB

VIN Required: Chassis: Mileage Required: Keycode Required: Supersession:

Stolen: Theft Related Part: Core: Return Allowed: Dropship Eligible:

Retainer: Dealer 2 Dealer: CVP: Material group:

COM Block: Shelf Life:



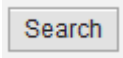


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TIP OF THE WEEK: Dealer-to-Dealer (D2D) Orders (continued)

Tracking your D2D order:

Go to the D2D tab in Paragon.

1. Enter the part number which went D2D in the “Part Number is” field.
2. Hit the “Search” button 
3. This time, go to the “Current D2D Orders” tab.
4. Now, you can see the dealer who got the solicitation for your order and also the current status of your order.
5. In the case above, you can see that, the order is in status “W-Waiting for Action”.
6. In case of emergency, you can even call the dealer via their contact information listed in the Parts Locator.

Please refer to the D2D Paragon User Guide on the PAC website for full tutorial for this process:

PAC website → *Resources* → *Parts Order* → *D2D Paragon*

