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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 29, 2016

## BACKORDERS

Due to report modifications, backorder information is not available.

## CONSTRAINED PARTS

Listed below is the weekly list of top constrained parts. Please use the backorder recovery date as your ETA.

<b>CONSTRAINED PARTS</b>			
<b>PART NUMBER</b>	<b>PART DESCRIPTION</b>	<b>QTY RCVD 4/1-4/26</b>	<b>BACKORDER RECOVERY</b>
A 212 680 12 93	TS MOULDING	26	OCTOBER 2016
A 220 330 01 85	RS COLLAR	3	OCTOBER 2016
A 463 890 54 08	COVERING	4	OCTOBER 2016
A 274 090 17 29 28	INTAKE LINE	6	MAY 2016
A 156 141 08 01	INTAKE MANIFOLD	9	OCTOBER 2016
A 273 010 01 27	OIL PAN	28	OCTOBER 2016
A 901 880 02 85	RADIATOR GRILLE	28	OCTOBER 2016
B6 6 03 1466	TWIN-SPOKE WHEEL STYLE IV	2	OCTOBER 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 May 2, 2016 for additional information.

## PROGRAMS AND PRODUCT UPDATES

### Required Special Tool Release, 166 Chassis

The release and automatic delivery of the Required Special Tools is in progress.

Please refer to the *Required Special Tool Release, 166 Chassis* NCA dated April 29, 2016 for additional information.





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## PROGRAMS AND PRODUCT UPDATES (continued)

### 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.

### CollisionLink Coaching Program

- The QEC is in the process of scheduling dealer visits for dealers enrolled in the coaching program.
- Transactions for both the training fees and the 10% cashback payments will appear on the May 1<sup>st</sup> Miscellaneous billing sheet. The first installments will be debited from the dealer accounts while 10% cashback on all converted parts since April 1<sup>st</sup> will be credited to dealer accounts.

### CollisionLink / Parts Trader Integration

OE Connection (OEC) is currently in the process of rolling out integration between Parts Trader and the CollisionLink platform. This will enable a dealer who subscribes to both tools to receive and process bids submitted via the Parts Trader portal in CollisionLink. A subscriber will be able to take full advantage of any Parts Marketing Allowance (PMA) funds in the process.

OEC will be contacting all CollisionLink dealers between now and May 11th via email to invite them to activate the integration and participate in a launch webinar. The webinar will cover the work flow process and other support resources.

Please refer to the *CollisionLink/Parts Trader Integration* NCA dated April 29, 2016 for additional information.

### TouchPoint AMP Templates

Wholesale TouchPoint AMP templates/campaigns are now available for RepairLink and Remanufactured Wholesale Parts.

Please refer to the *New! TouchPoint AMP Templates (RepairLink and Remanufactured Wholesale Parts)* NCA dated April 29, 2016 for additional information.

### National Accounts

- 2016 M-B Points Plus® Challenge has launched; promotion period is May 1 – June 30, 2016.
- Due to favorable market conditions, a lower cost price for several bulk products was achieved and will be effective May 1<sup>st</sup>.

Please refer to the respective National Accounts NCAs for additional information.





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## TIP OF THE WEEK: TRP Required Documentation

Theft-Relevant Parts (TRPs) are parts that may be required to steal a vehicle and/or to give a vehicle a new identity. It is the dealer's responsibility to verify the required documentation before accepting any order for, or delivering, a TRP. This precaution is necessary to safeguard our customers' valuable properties and minimize your liability exposure. Failure to adhere to these requirements can expose you, your employees and your dealership to criminal or civil liability in cases of theft or fraud. For these reasons, it is absolutely essential that all personnel adhere to the following documentation process.

### A. TRP Documentation for the Vehicle Owner

When an order for a TRP is placed by the vehicle owner, the following documents must be presented:

- The original of the vehicle registration, title or any ownership document, which would be accepted by a Dept. of Motor Vehicles to issue a title.
- The original of the vehicle owner's government issued driver/operator license or passport. (For verification purposes only; do not photo copy or retain documents.)

### B. TRP documentation for the Authorized Representative of the Vehicle Owner

When an order for a TRP is placed by an authorized representative of the vehicle owner, the following documents must be presented:

- The original of the vehicle registration, title or any ownership document, which would be accepted by a state motor vehicle agency to issue a title.
- The original of the authorized representative's government issued driver/operator license with photo or passport.
- An original document authorizing the representative to act on behalf of the vehicle owner.
- Original or photocopy of the vehicle owner's government issued driver/operator license with photo or passport. (For verification purposes only; do not photo copy or retain document.)

An authorized representative may be:

1. A private citizen or family member acting on behalf of the owner
2. Independent workshop acting on behalf of their customer
3. An employee acting on behalf of their employer
4. A government official acting on behalf of their agency or department
5. An association member acting on behalf of their association.

An authorization letter must come from someone authorized by the company, agency or association to act on its behalf, and include a copy of their personal identification.





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## TIP OF THE WEEK: TRP Required Documentation (continued)

### Theft-Relevant Parts Documentation and Record Keeping

#### C. TRP Documentation for Dealership Employees

When an order for a TRP is placed by a dealership employee for the purpose of repairing a dealer owned vehicle presented for service, or completing the key set for unsold vehicles (new or used), the following documentation must be presented:

- A valid Repair Order authorized by the vehicle General Manager or Sales Manager, with the TRP clearly noted.
- A legibly completed TRP form signed by the requesting employee and delivering employee.
- Personnel identification of dealer employee does not need to be presented.

#### D. TRP Documentation for Independent Service Provider (ISP) Participating in the Secure Data Release Model (SDRM) Registry

Theft-relevant parts as a matter of policy should only be installed at authorized Mercedes-Benz or Freightliner workshops, certain exceptions apply (see Section 3C of the TRP policy dated March 6, 2015). When an order for a TRP is placed by an Independent Service Provider (ISP), the following documentation must be presented:

- Email authorization document that is received after the request is submitted through [www.startekinfo.com](http://www.startekinfo.com)
- VSP Registry Positive ID Authorization Form D-1 (acts as an authorization letter)
- Copy of the vehicle registration, title or any ownership document, which would be accepted by a Dept. of Motor Vehicles to issue a title
- Original or photocopy of the ISP government issued driver/operator license with photo or passport. (For verification purposes only; do not photo copy or retain document.)
- A valid repair order with the TRP repair clearly noted.

For more information on the SDRM registry and how to become a Vehicle Security Professional (VSP), please visit [www.nastf.org](http://www.nastf.org) → Locksmith/Vehicle Security Information.

Please refer to the TRP Policy dated March 6, 2015 for additional requirements; policy can be found on the PAC website, *Programs & Policy* → TRP.

