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Parts

# newschannel update

|                                                                                |                                |
|--------------------------------------------------------------------------------|--------------------------------|
| TO: Parts Managers and Parts Advisors<br>Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update                                                        | DATE: February 19, 2016        |

## RECALL CAMPAIGN WITH STOP-SALE ORDER

| Recall                                                                                                                                        | Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2016020006</b><br><b>Stop-Sale Order</b><br><b>Fixed Glass Panel –</b><br><b>Panoramic Sunroof, Model</b><br><b>205 (C-Class), MY 2016</b> | <ul style="list-style-type: none"><li>• 53 MY16 vehicles are affected and a stop sale is required.</li><li>• Any of the 53 affected new vehicles in dealer inventory must be held, and not retailed, until further instructions are provided. Loan and demonstrator vehicles may continue to be driven but must not be retailed.</li><li>• It is a violation of Federal law for a dealer to sell or lease any of the 53 MY2016 C-Class vehicles covered by this notification in dealer inventory until the vehicle has been repaired.</li><li>• Your facing AOM will forward a VIN list of potentially affected vehicles that are in your dealership. Potentially affected vehicles will be identified in VMI as a “Pending” recall on Monday, February 22, 2016.</li></ul> |

Please refer to the *Recall Campaign 2016020006 with Stop-Sale Order – Fixed Glass Panel – Panoramic Sunroof, Model 205 (C-Class), MY 2016* NCA dated February 19, 2016 for additional information.

## SERVICE CAMPAIGN

| Recall                                                                                                                                                              | Information                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2016010010</b><br><b>Model 117 (CLA), Model</b><br><b>Year 2015</b><br><b>Check Air Ducts Under</b><br><b>Instrument Panel, Retrofit,</b><br><b>if necessary</b> | <ul style="list-style-type: none"><li>• 47 affected vehicles flagged in VMI.</li><li>• Dealers may order parts as required; replacement rate is 100%.</li><li>• Voluntary customer care initiative; no customer letter will be mailed.</li></ul> |

Please refer to the *Service Campaign 2016010010, Model 117 (CLA), Model Year 2015. Check Air Ducts Under Instrument Panel, Retrofit if Necessary* NCA dated February 19, 2016 for additional information.





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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.

| Part          | Part Number to be Returned                               | New Part Number | Return Deadline   |
|---------------|----------------------------------------------------------|-----------------|-------------------|
| Oil Separator | A270 010 54 01                                           | A270 010 42 03  | February 25, 2016 |
| Purge Valve   | A2054761336<br>A2054701024<br>A2054701124<br>A2054701324 | A2054708701     | March 3, 2016     |

## BACKORDERS

| PART BACKORDERS    |                           |             |              |
|--------------------|---------------------------|-------------|--------------|
| Material           | Material Description      | ETA Week of | ETA Quantity |
| A 000 420 44 00    | BRAKE LINING              | 2/22/2016   | 14           |
| A 000 420 50 00    | TS DISK BRAKE PAD         | 2/22/2016   | 42           |
| A 002 986 42 71    | CLEANING AGENT            | 2/22/2016   | 7            |
| A 005 990 98 12    | SCREW                     | 2/15/2016   | 3            |
| A 012 997 85 45    | SEAL RING                 | 2/29/2016   | 1,072        |
| A 014 154 04 02 83 | REMAN ALTERNATOR          | 3/14/2016   | 9            |
| A 021 545 01 26    | CONTACT BUSHING           | 3/28/2016   | 433          |
| A 021 997 59 45    | O-RING                    | 2/22/2016   | 139          |
| A 156 885 09 25    | TRIM BUMPER               | 2/22/2016   | 36           |
| A 166 320 50 66    | AIR SUSPENSION STRUT      | 2/22/2016   | 100          |
| A 166 690 06 75    | STEP                      | 2/22/2016   | 42           |
| A 205 584 15 05    | INSTRUCTION MANUAL        | 2/22/2016   | 202          |
| A 205 670 80 00    | WINDSHIELD                | 2/22/2016   | 15           |
| A 205 793 03 88    | REAR SPOILER ATTACHMENT   | 2/22/2016   | 22           |
| A 205 820 44 00    | ELECTRICAL WIRING HARNESS | 2/22/2016   | 23           |
| A 211 470 03 00    | TS FUEL TANK SYSTEM       | 2/22/2016   | 2            |





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| PART BACKORDERS      |                       |             |              |
|----------------------|-----------------------|-------------|--------------|
| Material             | Material Description  | ETA Week of | ETA Quantity |
| A 211 470 41 02      | FUEL TANK             | 2/22/2016   | 108          |
| A 212 320 31 38      | AIR SUSPENSION STRUT  | 2/22/2016   | 3            |
| A 218 320 65 13      | AIR SUSPENSION STRUT  | 2/22/2016   | 1            |
| A 218 320 66 13      | AIR SUSPENSION STRUT  | 2/22/2016   | 3            |
| A 220 490 61 20 80   | EXHAUST LINE          | 2/22/2016   | 39           |
| A 220 540 05 17      | SENDER UNIT           | 2/25/2016   | 83           |
| A 221 720 08 18      | CRANK OPERATED WINDOW | 2/25/2016   | 28           |
| A 253 680 49 01 9G33 | MAT                   | 2/22/2016   | 187          |
| A 253 814 00 00      | STORAGE TRAY          | 2/22/2016   | 111          |
| A 447 890 00 00      | MUD FLAP              | 2/22/2016   | 4            |
| A 447 890 01 00      | MUD FLAP              | 2/22/2016   | 4            |
| A 453 401 01 01      | TIRE VALVE            | 2/22/2016   | 13           |
| A 453 420 01 00      | BRAKE DISK            | 2/22/2016   | 8            |
| A 453 740 53 00      | CLOSING HANDLE        | 2/29/2016   | 2            |
| A 453 751 17 00 9696 | COVER, RELEASE        | 2/22/2016   | 1            |
| A 453 998 00 08      | BULB                  | 2/29/2016   | 2            |
| A 906 241 15 13      | ENGINE SUPPORT        | 2/22/2016   | 6            |
| A 906 325 15 44      | ELASTOMER BUFFER      | 2/22/2016   | 10           |
| A 906 470 58 64 28   | ADDITIVE LINE         | 2/22/2016   | 60           |
| A 906 670 63 00      | WINDSHIELD            | 4/4/2016    | 4            |
| BQ 4 82 0116         | KNOB,AUDIO 30         | 2/22/2016   | 30           |





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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<br>2/10 - 2/17 | BACKORDER RECOVERY |
| A 212 680 12 93   | TS Moulding      | 5                       | July 2016          |
| A 221 330 02 85   | Boot             | 57                      | July 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 February 19, 2016 for additional information.

## PROGRAMS AND PRODUCT UPDATES

### CollisionLink Coaching Program

The enrollment process for the CollisionLink Coaching program will launch via NetStar on February 22<sup>nd</sup>. Dealers will be able to enroll until March 31<sup>st</sup>. Please note that this program has a capacity of 100 dealers.

Please refer to the *CollisionLink Coach Program Launch \*\*Early Enrollment\*\** NCA dated February 19, 2016 for additional information.

### TRP Key Brochure

The key brochure, TRP-0515-MB-BROCH - \$0.36/each, is available to assist dealers with explaining the Theft-Related Parts Policy to customers as it relates to keys. The part is in stock and available to order in Paragon.





# newschannel update

## Tip of the Week: PAC Website Overview



The bucket list provides an overview for your ease in navigating the PAC website. Please be reminded that topic related items are grouped in the same tab.

### PAC Website Buckets

1. News
2. Programs & Policy
3. Resources
4. Training
5. Links & Forms
6. Accessories & Literature
7. Performance (under development)
8. Contact Us
9. Customer Assistance Center





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## Tip of the Week: PAC Website Overview (continued)

Grouped by topics, please review “subject” tab for overview and associated documents, links, forms.

### PAC Website Buckets

| News                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Programs & Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Resources                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• NCAs</li><li>• General Parts Information<ul style="list-style-type: none"><li>• PDC Info<ul style="list-style-type: none"><li>– PDC Cutoff Times</li><li>– Holiday Schedule</li><li>– Will Call Information</li></ul></li><li>• Parts Information<ul style="list-style-type: none"><li>– Fast Moving Parts List</li><li>– Comm. Block Definitions</li><li>– C-Code Listing</li></ul></li><li>• Vehicle Information<ul style="list-style-type: none"><li>– Chassis</li></ul></li></ul></li></ul> | <ul style="list-style-type: none"><li>• TRP</li><li>• CVP</li><li>• D2D</li><li>• Keys &amp; Locks</li><li>• WebParts</li><li>• HazMat</li><li>• Reman Core &amp; Parts</li><li>• PAC Protocols</li><li>• Parts Order and Return Policy</li><li>• Stock Pro</li><li>• National Accounts Program</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>• Paragon 2.0 User Guides</li><li>• EPC</li><li>• VeDoc</li><li>• Technical<ul style="list-style-type: none"><li>– Vehicle Information<ul style="list-style-type: none"><li>• VIN Charts</li></ul></li></ul></li><li>• Special Procurement</li></ul> |
| Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Links & Forms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Accessories & Literature                                                                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"><li>• Webinar Presentations</li><li>• Link to L&amp;P website</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>Forms</p> <ul style="list-style-type: none"><li>• MBUSA5020</li><li>• Core Media Retrieval Form</li><li>• Stock Check Request Form</li><li>• TRP Policy Acknowledgement Form</li><li>• D2D Oversized Shipment Form</li><li>• Debit, Credit Request/Inquiry Form</li><li>• Mobil Oil – Invalid Dealer Code</li><li>• Mobil Oil – Not Invoiced</li><li>• Mobil Oil – Wrong Invoice</li><li>• Dealer Return Slip – Form 14000</li><li>• Accessories Specification Request</li><li>• Part Specification Request</li><li>• Extended Length Seat Belt Request</li><li>• Today Sure Form</li><li>• Empty Cage – Return to PDC sign</li><li>• Sheet Metal Claims</li><li>• SP Comm. Block 5 &amp; Order Upgrade Request</li><li>• Competitive Pricing Feedback</li><li>• VIN Tag Replacement Form</li></ul> <p>Links (external websites)</p> | <ul style="list-style-type: none"><li>• Accessories<ul style="list-style-type: none"><li>– Region Contacts</li><li>– ODUS link</li></ul></li><li>• Literature Updates<ul style="list-style-type: none"><li>– Return Process</li></ul></li></ul>                                            |
| Performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Contact Us                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Customer Assistance Center                                                                                                                                                                                                                                                                 |
| Dealer Call Volume Reporting (under development)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | PAC Department Information & Org Chart                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CAC Overview & Org Chart                                                                                                                                                                                                                                                                   |

As of February 8, 2016

