



# newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: February 19, 2016

## RECALL CAMPAIGN ANNOUNCEMENT

Recall	Information
<b>Takata Driver Airbags</b> <b>Model Years 2007-2014</b> <b>Mercedes-Benz and Freightliner</b> <b>Sprinter 2500 and 3500</b>	<ul style="list-style-type: none"><li>• 100,192 affected M-B and Freightliner Sprinter vehicles</li><li>• Once final VIN list is received from DAG, all included vehicles will be flagged in VMI as "Pending"</li><li>• Recall notification submitted to the NHTSA.</li><li>• No retail hold is involved since no new vehicles with the subject drive airbags are in dealer inventory.</li><li>• An interim letter will be mailed within the prescribed timeframe to the owners, notifying them of the pending recall. They will receive a second letter when replacement airbags become available.</li><li>• Daimler is working with Takata and NHTSA, within the guidelines of the NHTSA Coordinated Remedy Program to secure parts for the recall repair. We do not have any information to share when those parts will become available.</li><li>• Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.</li><li>• Customer inquiries should be referred to the CAC, (800) FOR-MERCEdes (800-367-6372).</li><li>• Media inquiries (journalists only) should be referred to our Corporate Communications Department at (770) 705-2009.</li></ul>

Please refer to the *New Recall Campaign Announcement Mercedes-Benz and Freightliner Sprinter 2500 and 3500* NCA dated February 11, 2016 for additional information.



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## BACKORDER INFORMATION

Backorders			
Material	Material Description	ETA Week of	ETA Quantity
A 005 990 98 12	SCREW	2/15/2016	3
A 447 890 00 00	MUD FLAP	2/22/2016	4
A 447 890 01 00	MUD FLAP	2/22/2016	4
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

## PROGRAMS AND PRODUCT UPDATES

### Sprinter WORKER Materials

Please be advised that 2 new Sprinter WORKER materials are available on Sprinter SalesLink. Check out the Test Drive and MSRP emails now, and let your Sprinter and Van customers and prospects know about this all new Sprinter model.

Contact your SSLAR at (800) 617-3002 with any questions regarding this new model.

Please refer to the *New Sprinter WORKER Materials Available on Sprinter SalesLink NCA* dated February 19, 2016 for additional information.

### Labor Reimbursement (Upfitted Vehicles)

**Per the Policy Manual: Labor Reimbursement > Guidelines** - The labor time allowances established in ASRA are based on the actual time required to perform the labor operation under normal workshop conditions, with average technician's efficiency, using recommended procedures (WIS instructions), special tools and genuine Commercial Vans parts. Time required for preparing the vehicle, obtaining the tools and other necessary materials to complete the job as well as a personal allowance are also included. Time allowances do not include time necessary to remove and reinstall special equipment other than Commercial Vans options and accessories. In the event that removal and installation of components installed by an approved Upfitter are required to perform a warrantable Commercial Vans repair, the associated labor costs are billable using Non-Time.

Comments regarding a particular time allowance can be submitted using the Time Guide Error & Omissions Report form, which is available in CV TekInfo under Feedback and Quality and is submitted electronically.

Please refer to the *Reminder - Labor Reimbursement (Upfitted Vehicles) NCA* dated February 12, 2016.



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## 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)

The PAC content is grouped by topics. Please review “subject” tab for overview and associated documents, links, forms.

Sprinter Website Buckets		
News	Programs & Policy	Resources
<ul style="list-style-type: none"> <li>• NCAs</li> <li>• Quick Alerts (hot info pop up)</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>– PAC/PDC 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>– C-Code Listing</li> <li>– Comm Block Definitions</li> <li>– PGW Claims, Returns &amp; Credits</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• TRP</li> <li>• Parts Order and Return Policy</li> <li>• D2D</li> <li>• Keys &amp; Locks</li> <li>• WebParts</li> <li>• HazMat</li> <li>• Reman Core &amp; Parts</li> <li>• MBUSA Oil Program</li> <li>• PAC Protocols</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>– 2016 Baumuster</li> <li>– VIN Chart</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>• Stock Check Request Form</li> <li>• D2D Oversized Shipment Form</li> <li>• Dealer Return Slip - Form 14060</li> <li>• Accessories Specification Request</li> <li>• Part Specification Request</li> <li>• Debit, Credit Request/Inquiry Form</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>• TRP Policy Acknowledge Form</li> <li>• SP Comm Block 5 &amp; Order Upgrade Request</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>
Dealer Reporting	Contact Us	Parts Logistics
<ul style="list-style-type: none"> <li>• Dealer Call Volume Reporting (under development)</li> </ul>	<ul style="list-style-type: none"> <li>• PAC Contact Info and Org Chart</li> </ul>	<ul style="list-style-type: none"> <li>• CAC Overview and Org Chart</li> </ul>

As of February 12, 2016

