



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: February 12, 2016

President's Day, February 15th

In observance of the President's Day holiday, please be advised that the MBUSA organization will be closed on February 15th. The PAC will be open from 10:00 am – 6:00 pm with limited staff. The PDCs will have a 3:00 pm local cut-off time for VORs.

RECALL CAMPAIGN ANNOUNCEMENT

Recall	Information
Takata Driver Airbags Model Years 2007-2014 Mercedes-Benz and Freightliner Sprinter 2500 and 3500	<ul style="list-style-type: none"> • 100,192 affected M-B and Freightliner Sprinter vehicles • Once final VIN list is received from DAG, all included vehicles will be flagged in VMI as "Pending" • Recall notification submitted to the NHTSA. • No retail hold is involved since no new vehicles with the subject drive airbags are in dealer inventory. • 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. • 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. • 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. • Customer inquiries should be referred to the CAC, (800) FOR-MERCedes (800-367-6372). • Media inquiries (journalists only) should be referred to our Corporate Communications Department at (770) 705-2009.

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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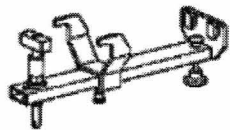

BACKORDER INFORMATION

Backorders				
Material	Material Description	ETA Week of	ETA Quantity	
A 001 821 67 60	RESISTOR	2/15/2016	4	
A 005 990 98 12	SCREW	2/22/2016	3	
A 906 003 37 99	ELECTRIC CABLE	2/15/2016	1	
A 906 470 18 15	NOX REDUCING AGENT TANK	2/15/2016	15	
A 906 470 58 64 28	ADDITIVE LINE	2/15/2016	3	
A 906 817 10 16 5337	COMPANY SIGN	2/22/2016	75	
B6 6 56 0808 28	REAR VIEW CAMERA	2/15/2016	10	

PROGRAMS AND PRODUCT UPDATES

Required Special Tool Release, Chassis 447

The release and automatic delivery of the required special tools are in process. See below offerings:

REQUIRED TOOLS - ONE UNIT WILL BE AUTOMATICALLY SHIPPED TO EACH DEALER				
Tool Number	Picture	Description	Tool Group	Validity
W447 589 00 62 00		Holding device for fixing the engine from below.	01 / 27	Chassis: 447
W639 589 02 63 00		Undipping device for removing the control cable for the parking brake.	42	Chassis: 447



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PROGRAMS AND PRODUCT UPDATES (continued)

OPTIONAL TOOLS	THESE ARE AVAILABLE FOR PURCHASE BY THE DEALER AS NEEDED			
Tool Number	Picture	Description	Tool Group	Validity
W/639 589 00 63 00		Clamping plates (2 pcs.) for tensioning device 210 589 00 31 00 or 203 589 01 31 00.	32	Chassis: 447

Please refer to the Required Special Tool Release, Sprinter/Metris, Chassis 447 NCA dated February 12, 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.

SalesLink

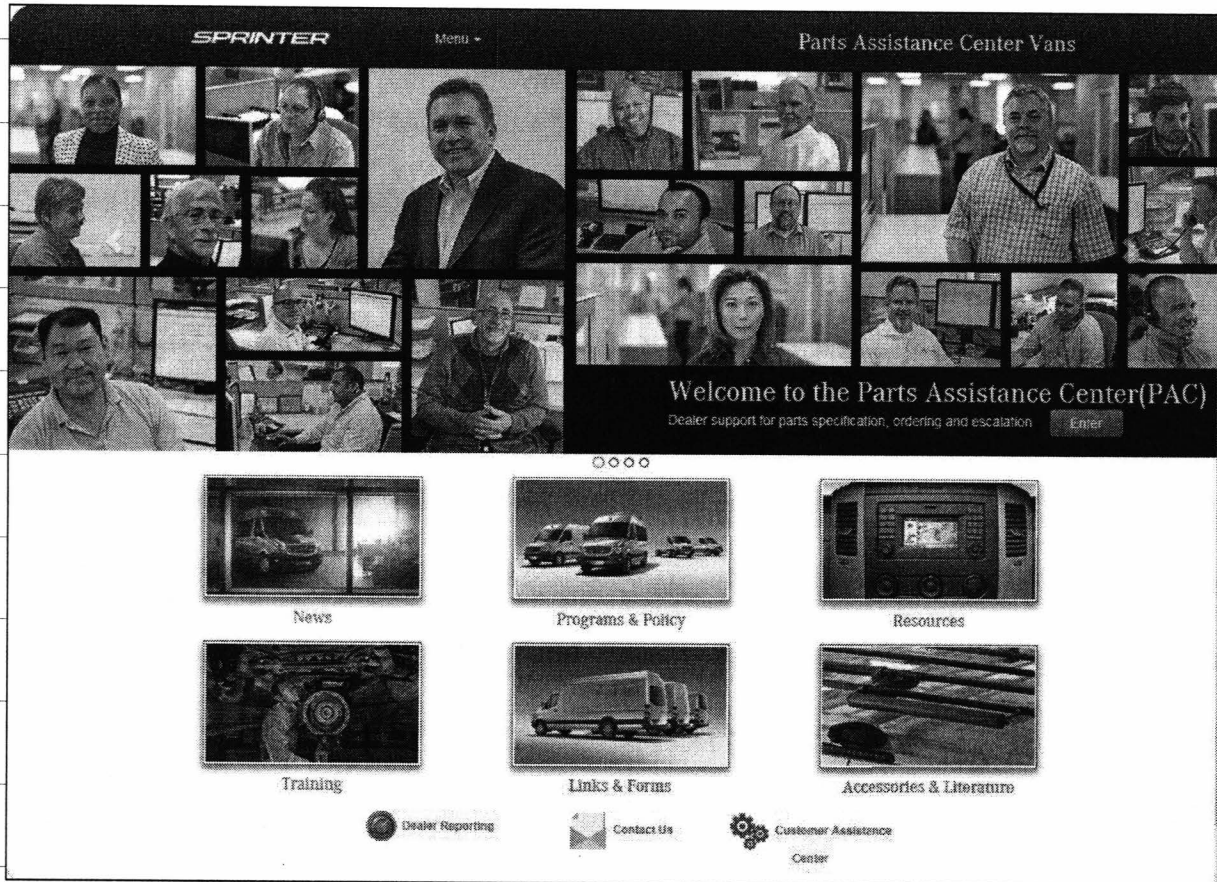
Please visit the Sprinter SalesLink to review new campaign offers.

Inquiries regarding the programs should be directed to your SSLAR, (800) 617-3002.



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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"> • NCAs • Quick Alerts (hot info pop up) • General Parts Information <ul style="list-style-type: none"> • PDC Info <ul style="list-style-type: none"> – PDC Cutoff Times – PAC/PDC Holiday Schedule – Will Call Information • Parts Information <ul style="list-style-type: none"> – Fast Moving Parts List – C-Code Listing – Comm Block Definitions – PGW Claims, Returns & Credits 	<ul style="list-style-type: none"> • TRP • Parts Order and Return Policy • D2D • Keys & Locks • WebParts • HazMat • Reman Core & Parts • MBUSA Oil Program • PAC Protocols 	<ul style="list-style-type: none"> • Paragon 2.0 User Guides • EPC • VeDoc • Technical <ul style="list-style-type: none"> • Vehicle Information <ul style="list-style-type: none"> – 2016 Baumuster – VIN Chart • Special Procurement
Training	Links & Forms	Accessories & Literature
<ul style="list-style-type: none"> • Webinar Presentations • Link to L&P website 	<p>Forms</p> <ul style="list-style-type: none"> • MBUSA5020 • Stock Check Request Form • D2D Oversized Shipment Form • Dealer Return Slip - Form 14060 • Accessories Specification Request • Part Specification Request • Debit, Credit Request/Inquiry Form • Extended Length Seat Belt Request • Today Sure Form • Empty Cage - Return to PDC sign • Sheet Metal Claims • TRP Policy Acknowledge Form • SP Comm Block 5 & Order Upgrade Request <p>Links (external websites)</p>	<ul style="list-style-type: none"> • Accessories <ul style="list-style-type: none"> – Region Contacts – ODUS link • Literature Updates <ul style="list-style-type: none"> – Return Process
Dealer Reporting	Contact Us	Parts Logistics
<ul style="list-style-type: none"> • Dealer Call Volume Reporting (under development) 	<ul style="list-style-type: none"> • PAC Contact Info and Org Chart 	<ul style="list-style-type: none"> • CAC Overview and Org Chart

As of February 12, 2016

