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Parts

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 5, 2017

RECALL CAMPAIGNS WITH RETAIL HOLD

Recall	Information
MY17, Model 205, 253. 222 (C-Class, GLC-Class, S-Class) Mix Ratio Front Seatbelt Pretensioners	12,743 affected vehicles flagged in VMI 3,166 affected vehicles in dealer inventory - Parts are currently unavailable; an update will be communicated when parts are available
- Loaner and demo vehicles may continue to be driven, but must be retailed until repaired. - The sale or lease of any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired is a violation of Federal law.	

See the respective *Recall Campaign* NCAS for additional information.

CONSTRAINED PARTS

Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD 4/25-5/2	BACKORDER RECOVERY
A 218 330 22 00	CROSS MEMBER	11	UNKNOWN
A 274 090 17 29 28	INTAKE LINE	288	MAY 2017

SP cases for additional CVP slot allocations for repairs involving constrained parts are still eligible for submission. Please remember to list "CVP Allocation Request" in the comment field when submitting a Special Procurement case for additional CVP slot allocations. **Inquiries for SP cases should be emailed to 171-SpecialProcurement@mbusa.com.**





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ETA REQUEST VOLUME

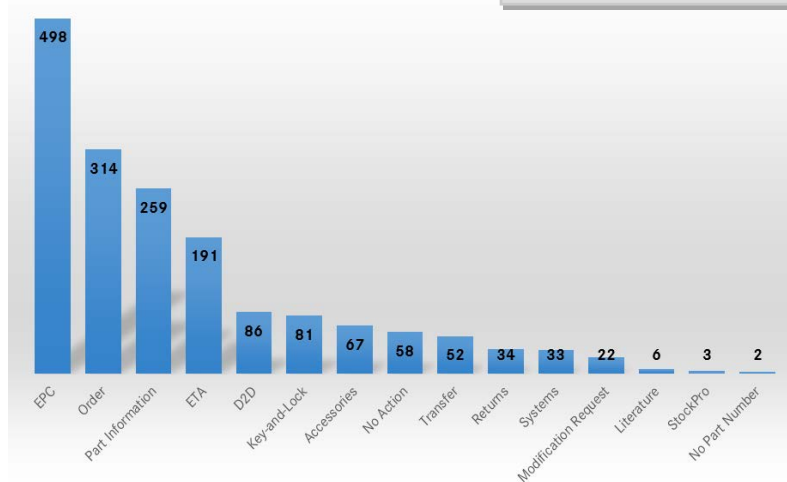
For the week of April 24th, the PAC processed **936** ETA requests (745 emails, 191 calls).

Please be reminded that ETA requests are to be submitted in Paragon.

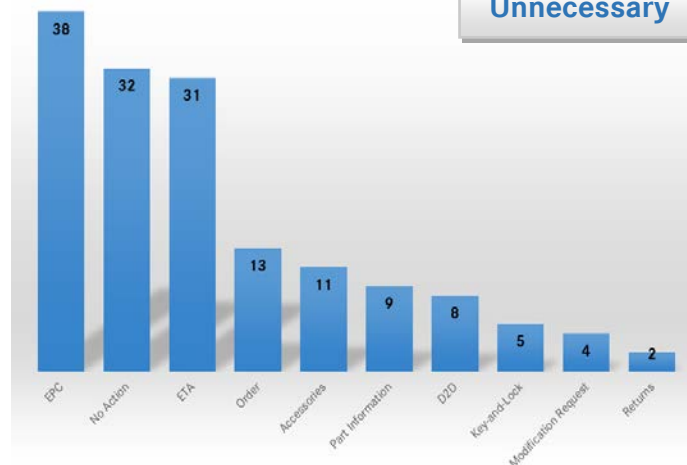
PAC Service Request Volume

For the week of **April 24th**, the PAC received **1,706** service requests (Passenger Cars – 1,628; Sprinter –78); 153 (9%) unnecessary calls.

Service Requests



Unnecessary





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PROGRAMS AND PRODUCT UPDATES

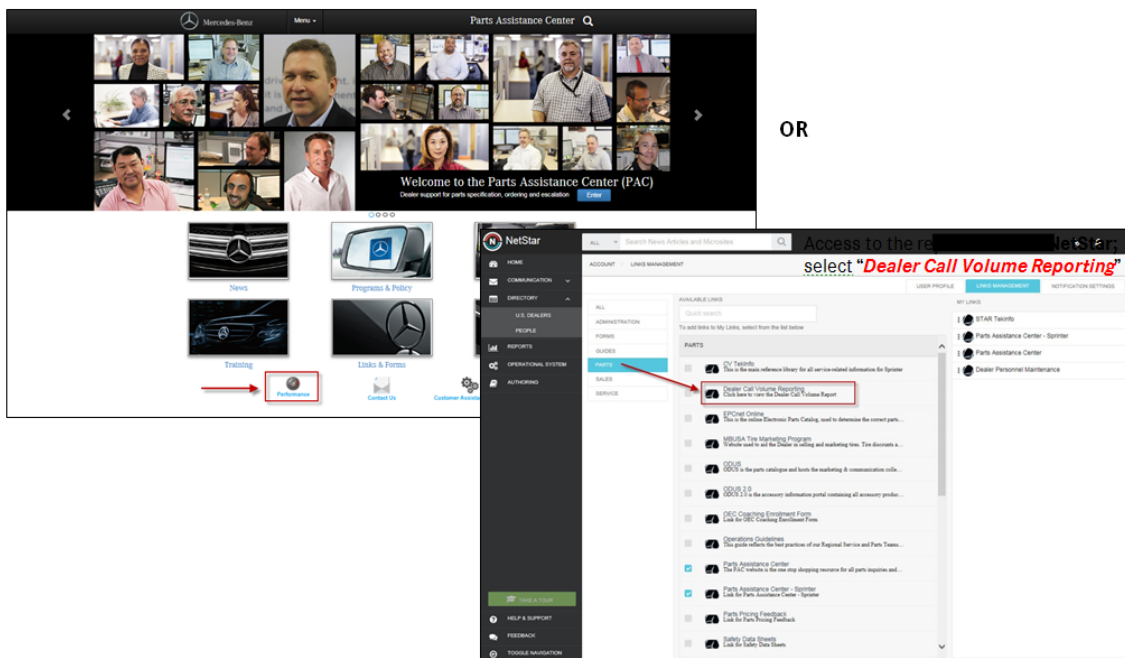
Dealer Call Volume Reporting

As previewed at the National Parts & Service Managers Meeting in Phoenix, we are pleased to announce the official launch of the **Dealer Call Volume Reporting** tool. Designed to provide a call history overview, the report will detail the following dealer activities:

1. Number of calls and call types
2. Number of calls compared to total parts purchased
3. Call volume status compared to the entire dealer network
4. Individual Parts personnel call history

The link is now active on the PAC website (under *Performance*) as well as in NetStar (under *Links Management* → *Parts* tab).

Access to the report is via the **PAC website**; select "**Performance**"



We believe this tool will afford the Parts Assistance Center team as well as the dealer network the opportunity to review spikes and implement remediation resources for a more efficient experience.

Please refer to the *Dealer Call Volume Reporting* NCA dated April 14, 2017 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Theft-Relevants Parts Policy

Please be advised that Section 7 of TRP policy (Policy Audits) has been updated to be more consistent with our intent of the policy. The revised policy is posted in NetStar as well as on the PAC website (*Programs & Policy* tab).

Glass Returns

Please be reminded all glass returns must be coordinated with PGW and not returned to the PDC. Please call (800) 758-0811 to coordinate your respective return.

Tire Newsletter Correction

The monthly In-Roads newsletter has been re-issued to include revised National Dealer Tire offer; slated to expire May 31, 2017 to all customers.

Please refer to the above referenced NCA dated April 28, 2017 for additional information.

Required Special Tool Release

Please be advised that the release and automatic delivery of the Required Special Tools – Engine and Transmission Passenger Vehicle is in process.

Please refer to the *Required Special Tool Release – Engine and Transmission Passenger Vehicle* NCA dated May 5, 2017 for complete tool listing.

Revised Logic Assigning Vehicles in Campaign Tab

The logic for how vehicles affected by a recall will be assigned to a dealer AOI for look-up on the Campaign tab in NetStar. The new logic, in effect as of May 7, 2017, will consider the following based on the 39-month rule:

- If any service (Warranty/CPO/ELW/PPM or Customer Pay) has been performed within the last 39 months, that servicing dealer is used.
- If no service record is found, vehicle is assigned to Dealer AOI based on last known customer address.
- If no service record nor customer address is found, vehicle is assigned to the original retailing dealer.
- If no service record, customer address nor retailing dealer is found, vehicle is assigned to the original wholesaling dealer.

Please refer to the *Revised Logic Assigning Vehicles in Campaign Tab in NetStar* NCA dated May 5, 2017 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

RSE Kit Errors

Please be advised that there is an error in the additional parts listing in ODUS 2.0 for the Factory Retrofit Rear Seat Entertainment (RSE) Kits. Affected RSE part numbers: A000 820 6303, A166 870 0696 9116, A166 870 0696 1148 and A166 870 0696 7376. The color codes listed for the additional parts needed to install the RSE kits may be incorrect and need to be verified for each individual part number listed in the additional parts group.

Please refer to the *ODUS 2.0, GLS, GLE and GLE Coupe Rear Seat Entertainment – Factory Retrofit* NCA dated May 4, 2017 for additional information.

M-B HVAC Cleaner Campaign

A wholesale and retail awareness marketing campaign for the M-B HVAC Cleaner (Part No BQ1830002) has been launched. Benefits for the dealership:

- A service product with additional profit opportunity
- Huge cross-sell potential for cabin air filters
- No expensive application tool necessary
- Wholesale business opportunities

Please refer to the *M-B HVAC Cleaner Campaign* NCA dated May 5, 2017 for additional marketing plan details.

Accessories

- The customer service communications email address is now cs@lifestylecollection-mbusa.com.
- As of May 1, 2017, all users must be assigned access to bill Lifestyle Collection purchases in their GEMS role.
- New merchandise is available to stock your boutique.
- NTG4.5 Navigation Map Update is now available; Part #BQ6460361.

Please refer to the respective *Accessories* NCA for additional information.

