



MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

Parts

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 12, 2017

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 5/2-5/9	BACKORDER RECOVERY
A 000 420 90 00	TS DISK BRAKE PAD	85	UNKNOWN
A 002 990 45 54	BIHEXAGONAL NUT	1,006	MAY 2017
A 211 320 54 38 80	AIR SUSPENSION STRUT	37	MAY 2017
A 274 090 17 29 28	INTAKE LINE	377	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.**

CANCELLATION OF SPECIAL PROCUREMENT CASES

In an effort to maintain data integrity and to allocate resources where they are truly needed, the Special Procurement team kindly requests that all open Special Procurement cases be reviewed to confirm that the part is still needed. If the part is no longer needed, please submit a cancellation request to the Special Procurement mailbox at 171-specialprocurement@mbusa.com.

Please refer to the *Cancellation of Special Procurement Cases* NCA dated May 12, 2017 for additional information.

ETA REQUEST VOLUME

For the week of May 1st, the PAC processed **886** ETA requests (725 emails, 161 calls).

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



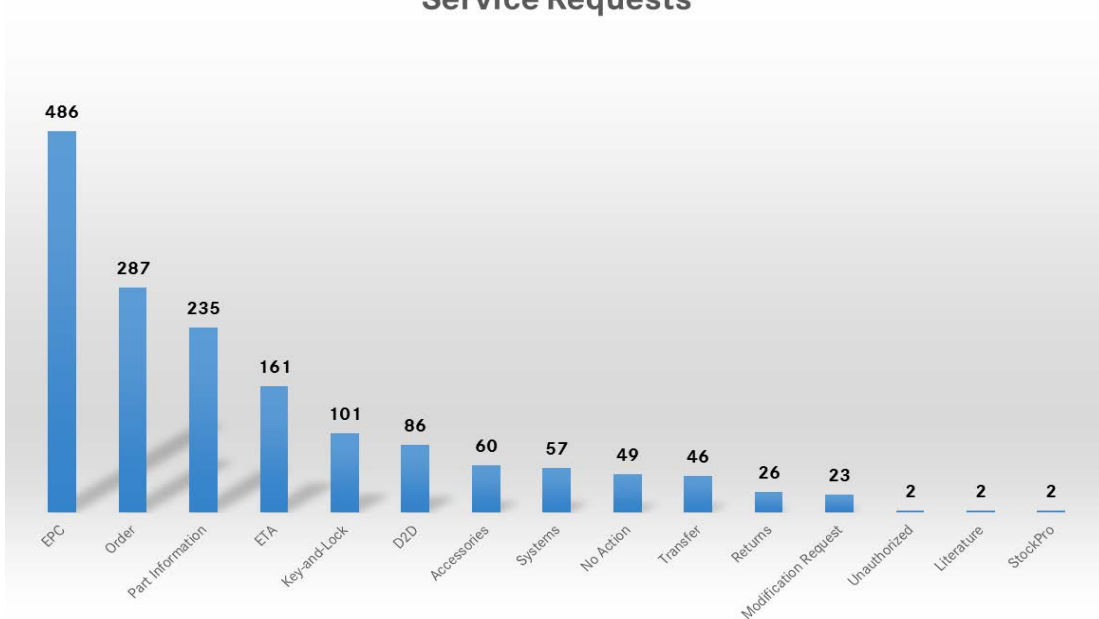


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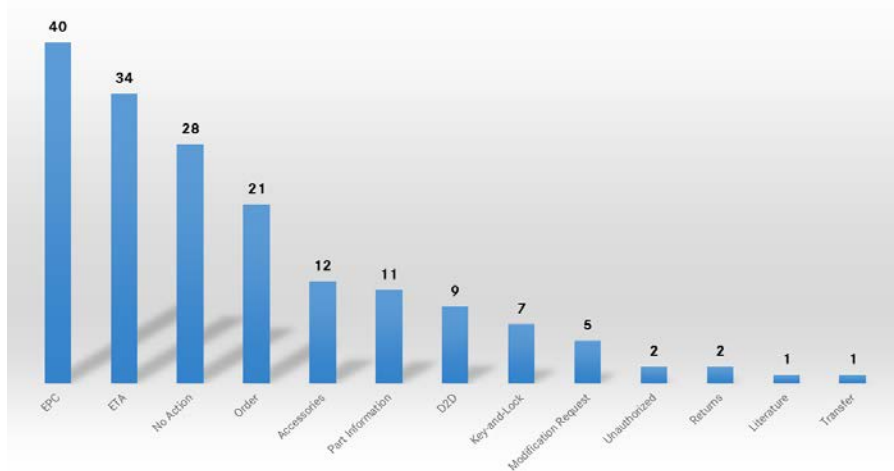
PAC Service Request Volume

For the week of **May 1st**, the PAC received **1,623** service requests (Passenger Cars –1,532; Sprinter –91); 173 (11%) unnecessary calls.

Service Requests



Unnecessary





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PROGRAMS AND PRODUCT UPDATES

Warranty Policy Update (Mercedes-Benz/smart)

Please review the below Warranty Manual Policy clarifications (shown in blue font).

General Coverage → Guidelines: [AdBlue](#) is included as an example of fluids which are not covered except when necessary as a component of a warrantable repair.

Dealer Goodwill Policy – The following statement in the Policy section has been further clarified.

[Goodwill offers are limited to the current market value of the vehicle at the time that the defect occurred for which MBUSA would be liable.](#)

In addition, the following sub-bullet point has been added in the Requirements section.

- Goodwill policy adjustments are NOT to be offered or provided if:
 - o [Beyond the current market value of the vehicle at the time that the damage occurred](#)

Spare Parts and OTC Parts Warranty – The following revision has been made to the Guideline section in the OTC claim requirement table (formerly VIN with dealer repair / Non-Brand Vehicle)

[Part Only Claim – sale to Non-MB Workshop](#) [MUST EQUAL WDB00001 000000111](#)

Please refer to the *Policy Clarifications* NCA dated May 12, 2017 for additional information.

PGW Update

- All glass will now come from PGW. All glass (side, rear, etc.) is currently being transferred from the PDCs to PGW to free up room in the PDCs. You may still see stock in the PDCs as we continue to have glass transferred to PGW, but please ignore.
- All orders for tempered parts that transferred in from the PDC's are being shipped directly to the dealers from Chillicothe. Orders received in Chillicothe after 3 pm eastern will ship the following day. If your orders are in Paragon by noon Eastern it would help ensure the Customer Service Team can get the order to Chillicothe by 3 pm eastern.
- All returns should go back to PGW and not the Carol Stream PDC.
- Prior credit balances will be handled through MBUSA and PGW.
- PGW will also be implementing an audit on some glass to check for breakage and will need to remove the blue euro-packaging. If your dealership receives "naked" glass please be aware that this may be one of the audited pieces and not a secondhand or used product.

Please refer to the *PGW Glass Update* NCA dated April 28, 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).

Please contact Marvin Sims (Marvins.Sims@mbusa.com) or Keith Luther (Keith.Luther@mbusa.com) for any questions regarding the TRP policy.

Electrical Specification Requests

Please be reminded that Parts and Accessories specification requests should be submitted via the form on the "Forms" tab on the PAC website.

So that the PAC team can efficiently assist you with electrical specifications, please provide the following:

Electrical:	Component designations from Star Wiring
Control Units:	Component designations of the control unit itself
Harnesses:	Component designations of the "to" and "from" point that the harness connects
Connectors & Pins:	Connector "number" or "letter" from Star Wiring; for example, ME Control Unit Component N3/10, Connector "F", Pin #21

Accessories Updates

- The LED Logo Project Point-of-Sale is now available; Part Number ACC-16-LOGOPROJ, DNET Price - \$100.00
- Several Lifestyle Collection offerings are available for your boutique.

