



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 23, 2017

MEMORIAL DAY HOLIDAY – MAY 29

In observance of the Memorial Day holiday, the entire MBUSA organization will be closed.

TRANSPORTATION SCHEDULE

Please be advised that the PDCs will be closed in observance of Memorial Day. Delivery schedules to dealers will be performed as follows:

Dedicated Delivery Service

Orders processed on Monday, May 29, will not be shipped until Tuesday, May 30 and will be delivered Wednesday, May 31

Less Than Truck load Service

- Please note that FedEx LTL will be closed Monday, May 29 in observance of Memorial Day
- Pickups starting Friday, May 26, will not move until Tuesday, May 30

If you have any questions or concerns, please notify Parts Transportation Supervisor, Deborah Mackenzie Email: Deborah.Mackenzie@mbusa.com or (770) 705 – 2049.

RECALL CAMPAIGN

Recall	Information
MY16-17, Model 172 (SLK/SLC-Class) Update ESP Software	• 5,818 affected vehicles flagged in VMI • 539 affected vehicles in dealer inventory • The software will be available for a recall launch on May 26, 2017 • Customer notification letters will be mailed on June 2, 2017





newschannel update

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 5/16-23	BACKORDER RECOVERY
A 204 720 17 63 9D88	DOOR PANELING	7	UNKNOWN
A 204 870 97 58	PUSH-BUTTON SWITCH	52	UNKNOWN

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.**

ETA REQUEST VOLUME

For the week of May 15th, the PAC processed **765** ETA requests (606 emails, 159 calls).

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





newschannel update

PAC Service Request Volume

For the week of **May 15th**, the PAC received **1,588** service requests (Passenger Cars – 1,499; Sprinter – 89); 138 (9%) unnecessary calls.

