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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: December 15, 2017

RECALL CAMPAIGN UPDATE: 201711011 AND 201711013 (Retail Hold)

As previously communicated, SCM has pushed out orders for each dealer with open recall campaign status. Please submit any requests for parts not received for open campaign vehicles to PACMailbox@mbusa.com. Pending status vehicles are not included at this time.

IMPORTANT RECALL CAMPAIGN INFORMATION UPDATE **Please review important recall campaign information below**

CAN RENTAL CAR VEHICLES BE REPAIRED?

Rental car vehicles were included in the population initially identified for this recall. Parts were allocated to dealers accordingly to account for these vehicles. These vehicles are currently flagged in VMI as "OPEN" and are therefore eligible for repair.

DOES A TECHNICIAN NEED TO REPLACE THE STEERING WHEEL BOLT?

The steering wheel bolt is not required to be replaced as per the repair instructions provided by DAG. Warranty and audit teams are aware of this deviation from past WIS instructions and the audit occurrences relating to it. As a result, we are advised that DAG is working to modify the work instructions in WIS to be consistent with the current recall work instructions.

CAN MBUSA CHANGE THE STATUS OF A PARTICULAR VIN FROM "PENDING" TO "OPEN"?

MBUSA will no longer entertain requests to switch particular VINs from "pending" status to "open". Only vehicles with an "open" recall flag in VMI may have the recall performed. Customer safety is too important for us to risk any adverse inference that we are somehow influencing repair priority.

THE VEHICLE'S STEERING COLUMN MODULE IS DIFFERENT FROM THE BULLETIN, IS IT AFFECTED?

There have been instances where dealers are noticing there are differences in the steering column modules portrayed in the campaign bulletin versus the actual steering column module installed in the vehicle. Specifically, there have been instances where vehicles only featured 2 support bands, versus steering column modules with 3 support bands. It should be noted that vehicles with steering column modules with 2 support bands are to be included in the recall campaign for repair.





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DOES A DEALER NEED TO ORDER PARTS?

Parts required were pushed to each dealer based on affected dealer vehicle inventory (as of beginning of November) as well as based on customer vehicles sold. Although specific regions experienced some delays due to various issues, parts are not required to be ordered by the dealers. As parts become more readily available and more waves of the recall are launched, this process is subject to change. Dealers are encouraged to use "Dealer to Dealer" parts purchasing to account for vehicles that may have shifted AOI. Parts for all vehicles have been allocated to the dealer network. Additional parts requests can be handled by a request to the PAC by a dealer's AOM. Please be prepared to provide the VIN of each vehicle and check VMI for an "Open" recall flag prior to contacting PAC.

I HAVE A 207/204/X204 WE WOULD LIKE TO REPAIR, CAN I GET PARTS?

Recalls have only been launched for the models indicated in the NCUs. AOMs should refer to the specific NCU's pertaining to the VIN of interest for more details on the specific models. Specifically, E-Class Coupes (207), C-Class (204), and GLK-Class (X204) vehicles initially identified cannot be repaired at this time.

WHEN WILL REMAINING VEHICLES AFFECTED BY THIS RECALL BE LAUNCHED?

This particular recall will have several waves as parts become available from DAG. As we do not have the official notification from DAG, we have no information on which vehicles will be launched next.

Please refer to the latest campaign update dated December 13, 2017 for additional campaign 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.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 12/5-12/12	BACKORDER RECOVERY
A 222 420 02 72	BOND BRAKE DISC	1,235	FEBRUARY 2018
A 222 900 29 15	CONTROL UNIT COMPL TUNER DIGITAL	38	DECEMBER 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.





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RETURNS

The following part numbers should no longer be installed and any existing stock on hand must be returned to your facing PDC via **Special Return**, use Item Category **SCM Authorized Part Return**; include a copy of the NCA as your authorization to return these parts. This special return will not affect your return allowance and will not be accepted after the specified date. Substitution link were entered into Paragon. Please place orders to replenish your inventory, as needed.

Part	Part Number to be Returned	New Part Number	Return Deadline
Clamp	A0004901241	A000490124128	December 14, 2017
Seal	A 190 693 02 00	A 190 693 08 00	January 4, 2018
Plugs	A 037 545 6528	A 037 545 65 28 28	
	A 038 545 12 28	A 038 545 12 28 28	

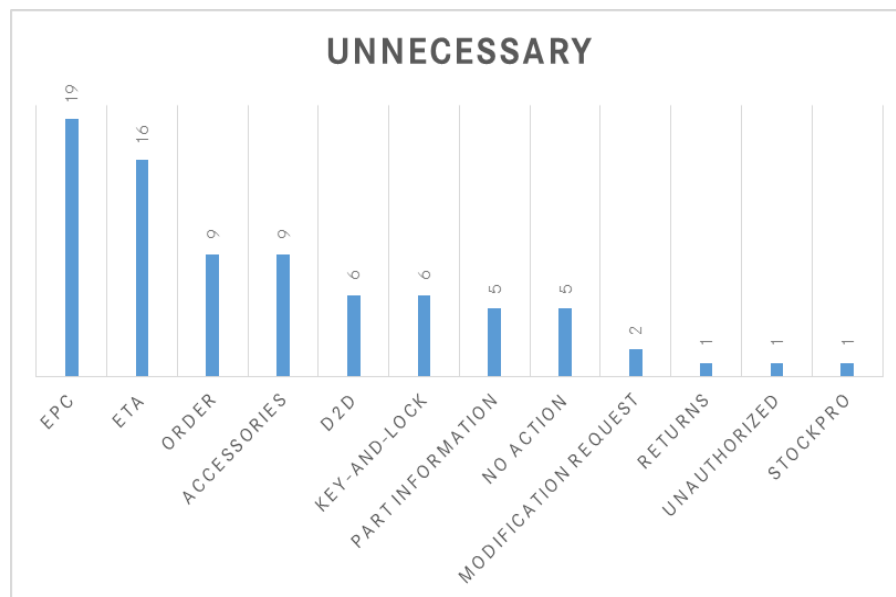
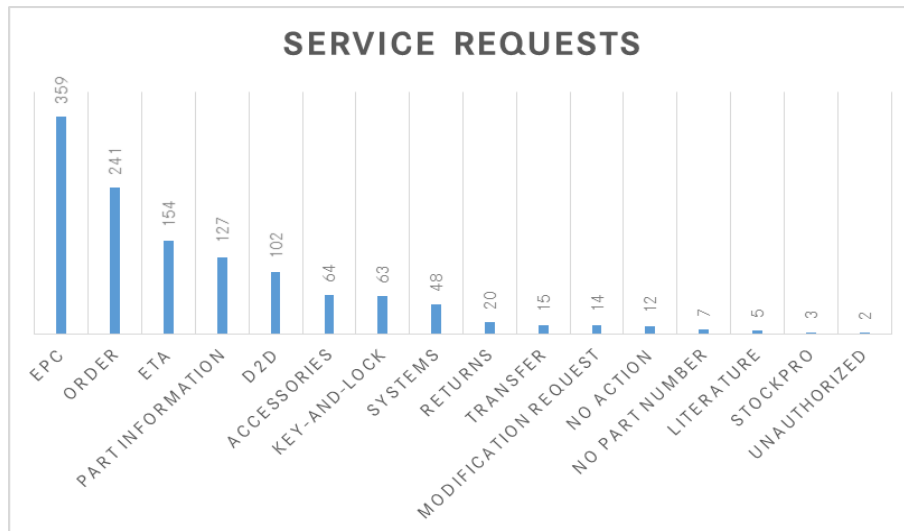




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PAC Service Request Volume

For the week of **December 4th**, the PAC received **1,236** service requests (Passenger Cars – 1,183; Sprinter – 53); 80 (6%) unnecessary calls.



ETA REQUEST VOLUME

For the week of December 4th, the PAC processed 949 ETA requests – 795 emails/ 154 calls.





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PROGRAMS AND PRODUCT UPDATES

National Accounts Invoicing Issues

Due to duplicate invoice issues in November, credits were not properly applied by the PPI tool. This resulted in multiple PPI (rebate) credits for oil, tire, battery and wear and tear rebates on December 6th. This error inflated or, in some cases, doubled/tripled the credits.

The issue has been corrected and the appropriate adjustments to the unit sales will be made with resolution to be completed by December 18th.

Please refer to the *12/6 National Accounts Invoicing Issues* NCA dated December 6, 2017 NCA for additional information.

YEAR-END HOLIDAY SCHEDULE

Listed below is the year-end schedule for the PAC and PDCs:

Date	PAC and PDC Schedule
December 22, 2017	10:00 am – 6:00 pm EST; 3:00 pm cut-off time for VOR orders
<i>December 25, 2017</i>	<i>Closed</i>
December 29, 2017	10:00 am – 6:00 pm EST; 3:00 pm cut-off time for VOR orders
<i>January 1, 2018</i>	<i>Closed</i>

Please refer to the ***Christmas and New Year's Ordering/Shipping Schedule*** NCA dated December 4, 2017 for the complete Parts Transportation delivery schedule.

Please be advised that this is the last Weekly Parts Update for 2017.

