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newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: December 1, 2017

RECALL CAMPAIGNS

Recall Campaign	Information
2017110011 – RETAIL HOLD MY 2014-2018, Models 117, 156, and 242ed (CLA-Class, GLA-Class, B-Class electric) Install Steering Column Module Ground	• 12,820 affected vehicles are flagged in VMI; 7,258 in dealer inventory • Remedy parts are only available for vehicles flagged in VMI as “OPEN”. All other vehicles affected by the recall will continue to remain flagged in VMI as “PENDING” • Loaner and demo vehicles may continue to be driven but must not be retailed until repaired. Loaner and demonstrator vehicles will be launched in the second phase of the recall, ETA January 2018. • Customer interim notification letters were mailed during November 2017. Final customer notification letters will be mailed when remedy parts are available for the second phase of the recall, approximately one week after the recall launch to the dealers, ETA January 2018.
2017110013 – RETAIL HOLD MY 2015-2018, Models 205, 253 (C-Class, GLC-Class) SCM Ground	• 12,883 affected vehicles are flagged in VMI; 8,264 in dealer inventory • Remedy parts are only available for vehicles flagged in VMI as “OPEN”. All other vehicles affected by the recall will continue to remain flagged in VMI as “PENDING” • Loaner and demo vehicles may continue to be driven but must not be retailed until repaired. Loaner and demonstrator vehicles will be launched in the second phase of the recall, ETA January 2018. • Customer interim notification letters were mailed during November 2017. Final customer notification letters will be mailed when remedy parts are available for the second phase of the recall, approximately one week after the recall launch to the dealers, ETA January 2018.
2017110012 MY 2016-2017, Model 463 (G-Class) ESP Software Update	• 8,043 affected vehicles flagged in VMI • Parts are not required; repair is software-based Customer letters are scheduled to be mailed December 6, 2017.





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Recall Campaign	Information
Initial Notification MY 2016-2017, Models 166, 292 (GLE-Class, GLE-Coupe Class) Rework Bulkhead Insulation	3,560 affected vehicles flagged in VMI; 64 in dealer inventory - Parts are currently unavailable; add'l communications will be provided once parts are available. - Customer interim letters are scheduled to be mailed in late November 2017, early December 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.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 11/21-28	BACKORDER RECOVERY
A 166 817 75 00	MERCEDES STAR	3	UNKNOWN
A 166 890 00 00	DRIVE SPINDLE	575	DECEMBER 2017
A 222 420 02 72	BOND BRAKE DISC	22	FEBRUARY 2018
A 222 900 29 15	CONTROL UNIT COMPL TUNER DIGITAL	9	DECEMBER 2017
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	2	FEBRUARY 2018
A 207 670 06 00	WINDSHIELD (PGW)	6	DECEMBER 2017
A 207 670 26 00	WINDSHIELD (PGW)	1	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.

BRAKE PADS

The following brake pads are currently constrained due to vendor production capacity: A000420810064, A0004208200, A000420830028.

In order to service customers who are most affected by the unavailability, only VOR orders will be fulfilled through the duration of the constraint. Effective immediately, the normal ordering process is in effect and the comm block has been removed. Additionally, each order line will have a line maximum of one and the part will be VIN required. These parts will also be removed from SP case submission and StockPro.

Measures will be taken if abuse starts to happen, including delays in future fulfillment. We are anticipating the delays to continue until May 2018, but they could last until 2019.

Please refer to the *Special Procurement* NCA dated November 29, 2017 for additional information.





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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
Control Unit	A20590001208Q96	A20590052238Q96	December 4, 2017
	A20590010209051	A20590061239051	
Sealing Frame	A 205 750 33 00	A 205 750 58 00	December 7, 2017
Rear Axle Shaft	A2113500302	A211350030228	
Seal Ring	A2213530059	A0009979108	
Electronic Hydraulic Control Unit	A 220 270 29 06 80	A 220 270 29 06 84	
Sealing Frame Tank	A2387504600	A2387506000	December 8, 2017
Clamp	A0004901241	A000490124128	December 14, 2017

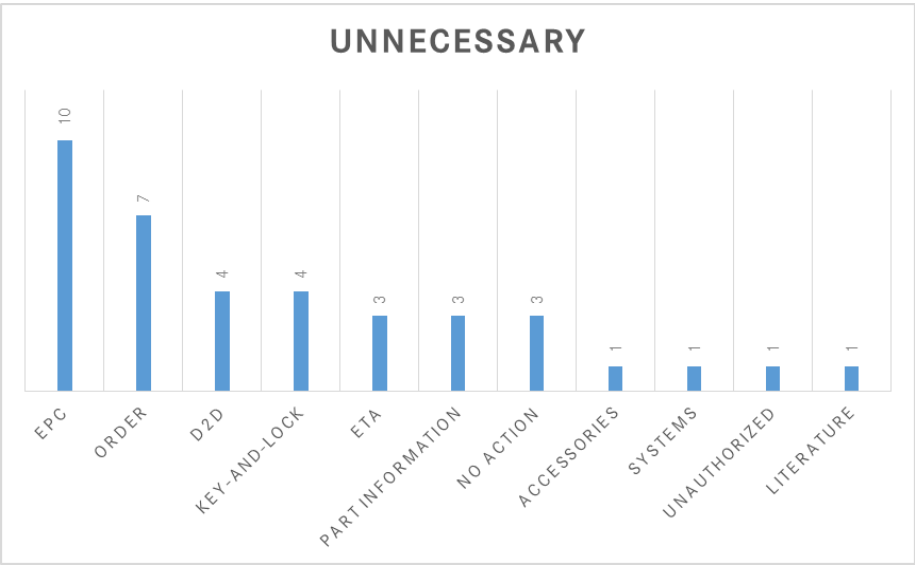
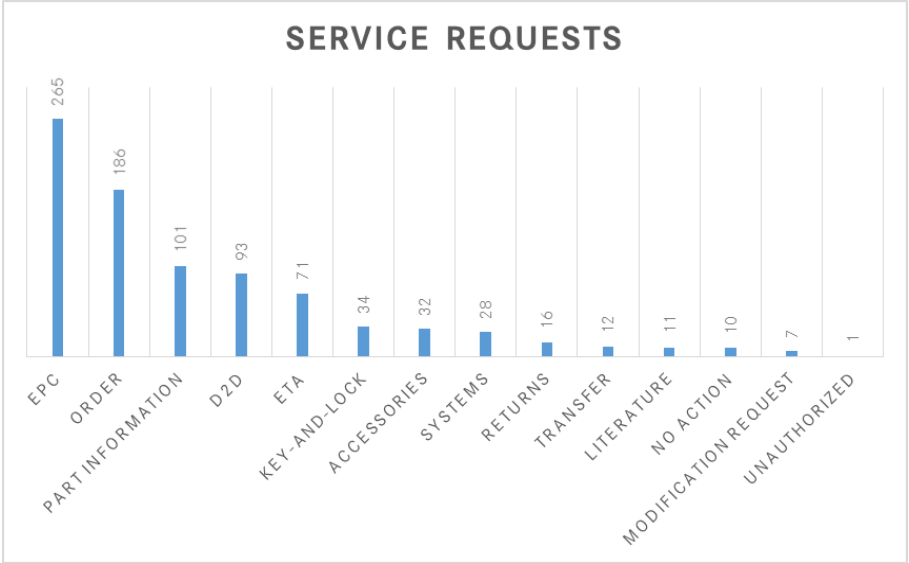




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PAC Service Request Volume

For the week of **November 20th**, the PAC received **867** service requests (Passenger Cars –829; Sprinter – 38); 38 (4%) unnecessary calls.



ETA REQUEST VOLUME

For the week of November 20th, the PAC processed 646 ETA requests – 575 emails/ 71 calls.





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PROGRAMS AND PRODUCT UPDATES

Digital Owner's Manuals

Please be advised of the following:

- The disc is not a part that should be ordered
- Procedure is detailed below:
 - The dealer sends an e-mail to MBDiagnosis@mbusa.com with the subject line "Digital Owner's Manual" (with the part number)
 - In the mail, the dealer needs to include a screenshot of the Xentry screen with the part number of the manual in the vehicle

Radio Codes

Please call the NetStar Help Desk for assistance with acquiring radio codes, (888) 9-NETSTAR.

Parts with Core Values

Any part that has a core value associated with it (70 suffix) will have the core automatically deducted from the warranty claim in EVA. This means that EVA will automatically convert this part to a "60" suffix and also list the core with a "70" suffix. The core with the "70" suffix will be automatically deducted from the claim and you will be paid the DNET price minus the core value.

Please refer to the *Parts with Core Values* NCA dated December 1, 2017 for additional information.

CollisionLink/RepairLink Reimbursement Charges – November & December 2017

- The PMA and performance coaching reimbursement credits for November will include transactions from 10/24/2017-11/15/2017 due to the Thanksgiving Holiday.
- The PMA and performance coaching credits for December will include transactions from 11/16/2017-12/10/2017 due to the Christmas Holiday.
- The PMA credits for January 2018 will include transactions from 12/11/2017-01/23/2018 and will return to the normal schedule thereafter.

Despite this scheduling change, dealers will still see reimbursement reports in CollisionLink that are based on transactions from the normal 24th through 23rd scheduling. This will cause discrepancies between what dealers receive on their parts statements versus what they will see in the CollisionLink reporting.

Please refer to the *CollisionLink/RepairLink Reimbursement Changes – November, December* NCA dated December 1, 2017 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Unknown Customer Campaign

Conquest lists for approximately 606k customers were purchased to support this campaign and focus on “new” conquests for parts and service opportunities.

The dealership must opt-in through the Engage platform to this campaign to be able to market to these customers. Dealership will have 5 different options of offers and must choose 2. All offers are funded by the dealers.

- Complimentary Oil Change
- Complimentary Brake Pads
- Complimentary Battery, Wipers, and Detail
- Spend \$200 & Get \$100 off next service

BOGO Complimentary Service (PIN Based- Requires MercedesMe App Download for Voucher) Autopoint will send direct mail pieces only which are eligible for co-op funding. In addition to the co-op, MBUSA will cover 50% of direct mail cost. If dealers use max co-op funding and MBUSA covers 50%, then that is no cost to dealers to market these offers.

Please refer to the *Unknown Customer Campaign* NCA dated November 29, 2017 for additional information.

Tier III After-Sales Playbook Webinars

The Webinar outlines key elements of Tier III Marketing for dealers and various field teams in a simple, digestible, and actionable plan to support their Marketing Plan for their after-sales business.

Monday, December 4th, 2017- 3PM-4PM (Field Team Webinar)
Tuesday, December 5th, 2017 – 3PM-4PM (Dealer Webinar)
Thursday, December 7th, 2017 – 3PM-4PM (Dealer Webinar)
Tuesday, December 12, 2017 – 3PM-4PM (Dealer Webinar)

Announcements and Invites to these webinars will be announced via NCU, FieldCast, and individual invitation by December 1st 2017.

Please refer to the *Tier III After-Sales Playbook Webinars* NCA dated December 1, 2017 for additional information.

Termination of MBUSA Hands-Free Support Program

The Auto Konnect National Account Program for hands-free communication products has ended and the Auto Konnect and Wireless Solutions support services will terminate as of December 15, 2017

Please refer to the *Termination of MBUSA Hands-Free Support Program* NCA dated December 1, 2017 for additional information.

