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Parts

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

RECALL AND SERVICE CAMPAIGNS

Recall	Information
2016120004 MY2016-2017, Model 166, 292 (GLE, GLE-Coupe, GLS) OCS SCN Coding	47,797 affected vehicles flagged in VMI - Voluntary recall - No parts are needed; recoding the control unit is required - Customer notification letters will be mailed in early January 2017
2016120005 MY2017, Model 207 (E-Coupe) Replace Electric Power Steering ECU	70 affected vehicles flagged in VMI - Parts are not yet available and will likely become available in early February 2017 - Customer interim notification letters will be mailed advising of part availability - Customers may continue to drive their vehicles until parts become available
2016120006 MY2015, Model 166 (ML, GL) Replace Axle Carrier Bolts	48 affected vehicles flagged in VMI - Voluntary recall - Customer notification letters will be mailed in early February 2017; @one week after the recall launch - Customers may continue to drive their vehicles
2016120007 MY2014, Model 117 (CLA) Replace Brake Booster Vacuum Connector	10 affected vehicles flagged in VMI - Parts are not yet available - Customer interim notification letters will be mailed advising of part availability - Customers may continue to drive their vehicles until parts become available
Service	Information
2016110001 MY15-17 C-Class, GLC-Class, S-Class, S-Coupe (205, 253, 222, 217) Check Relays in Rear Fuse and Relay Module	23,832 affected vehicles flagged in VMI - Necessary parts are available and may be ordered as required.
2016110004 MY16-17 C-Class, GLC-Class, E-Class (205, 253, 213) Vehicles Calibrate Audio Control Panel	15,250 affected vehicles flagged in VMI - No parts are required.





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Service	Information
2016090006 Model 204 (C-Class), MY 2008-2009 Replace Driver-Side and Passenger-Side Airbag	• 654 affected vehicles flagged in VMI • Parts are available and can be ordered on the affected vehicles in dealer inventory • Replacement rate is 100%

TAKATA RECALL

The National Highway Traffic Safety Administration (NHTSA) recently defined strict completion rate percentages and timelines for manufacturers affected by the Takata recall. While MBUSA generally has higher than average recall completion rates, the Takata recall, based on the volume and age of affected vehicles, has additional challenges compared to other recalls.

MBUSA is currently pursuing and developing different ways to raise awareness of the Takata recall to affected customers and will share these to dealers as we roll them out in the coming months.

- As an initial step to provide all dealers with the ability to identify vehicles in their AOI that are affected by the Takata recall where recall parts are available, and where customers can be contacted directly by the dealer, we have created individual dealer reports posted through NetStar that will provide the name, address, and phone number (if available). These reports are based on customer zip code matched to dealer AOI. Since the launched recall (2016090001-Replace driver airbag on 203/171) includes older vehicles (MY05 – MY08), matching customer zip code to dealer AOI provides the most accurate information. We realize that there may be customers that already have a relationship with a dealer that differs from the report. However we believe this impact will be minimal.
- As a permanent solution starting in February, the customer's address and phone number (if available), will be visible within the Campaign tab in NetStar by Campaign Number, and will be based on the 39-month rule. The individual reports will no longer be sent once this feature is active.

Please refer to the *Increasing Takata Recall Completion Rates and Identifying Vehicles in NetStar Affected by the Takata Recall* NCA dated January 6, 2017 for additional information.





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RETURNS

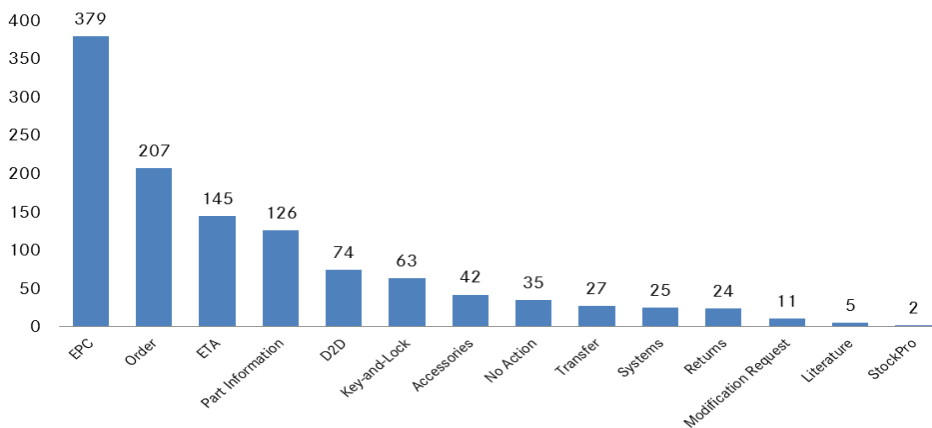
The following part numbers should no longer be installed and any existing stock on hand must be returned to your facing PDC via **Special Return**, use Item Category **SCM Authorized Part Return**; include a copy of the NCA as your authorization to return these parts. This special return will not affect 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.

RETURNS			
Part	Part Number to be Returned	New Part Number	Return Deadline
Water Pump	A278 200 07 01	Correct part number must be specified in VeDoc	January 26, 2017
Fuel Hose	A 274 070 01 81	A 274 070 35 00	
Brake Pad	A 000 420 8300	A 000 420 8300 28	January 27, 2017
Current Limiter	A2469069600	A2469067901	

PAC SERVICE REQUEST VOLUME

For the week of December 26th, the PAC received **1,165** service requests (Passenger Cars – 1,114; Sprinter – 51).

**PAC Service Request Volume
Week of December 26, 2016**



*Week of December 26, 2016 included 1 holiday and 1 limited schedule work day.

**The above chart does not include emails or faxes.





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PROGRAMS AND PRODUCT UPDATES

EVA Training: M-B and smart

NetStar warranty claims application will be replaced by EVA on February 20, 2017. Dealer warranty administrators and bookers are encouraged to attend a webinar session to become familiar with the new system.

- Connectivity: PC / Visual = <https://mbusawarranty.adobeconnect.com/evatraining/>
Phone / Audio = 1-888-394-8197 / Participant Access Code: 460 843 3934
- Attend session(s) based on your regional office as shown in the below schedule:

REGION(s)	DATE	TIME
Central and Northeast	Tuesday, January 17th	10 a.m. - 12 noon Eastern Standard Time (EST)
	Tuesday, January 24th	
	Tuesday, January 31st	
	Tuesday, February 7th	
Southern and Western	Thursday, January 19th	2 p.m. - 4 p.m. Eastern Standard Time (EST)
	Thursday, January 26th	
	Thursday, February 2nd	
	Thursday, February 9th	

Please refer to the *EVA (Claims Processing System) Training Schedule* NCA dated January 6, 2017 for additional information.

CollisionLink – Pricing Discrepancies

The tool appears to have not been corrected updated and is incorrectly stating prices, specifically DNET, for a number of select parts. Until the repair is in place, please check the DNET of parts in CollisionLink against those in Paragon.

Please refer to the *Pricing discrepancies in CollisionLink* NCA dated January 6, 2017 for additional information.

CollisionLink/RepairLink: OEC Coaching Program Enrollment

The enrollment form is now live on NetStar 5.

Please refer to the *2017 OEC Coaching Program Enrollment Form Now Live* NCA dated January 6, 2017 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Lifestyle Accessories

- **Return Instructions**

In order to receive credit, items must be returned in resalable condition – unused, clean and in original packaging (if possible). The updated return instruction will be available on the website as well as on the back of your packing slip.

- **New Merchandise**

New styles have been added to the fall/winter collection. Visit the Parts tab on NetStar to view the online collections: Mercedes-Benz Lifestyle Accessories → “The Collection Online” link

Please refer to the *Update to Return Instructions for Lifestyle Accessories, New Merchandise* NCA dated January 6, 2017 for additional information.





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NetStar 5: Dealer Personnel Maintenance

As a result of the transition to NetStar 5, outlined below are the steps to access the Dealer Personnel Maintenance tab.

Please remember that inquiries into the PAC must be made by an authorized dealer part personnel team member.

NetStar 5

Step 1: Click link and tabs will populate for your respective actions. Select **"Administration"**.

The screenshot displays the NetStar 5 web application interface. On the left, a dark sidebar contains navigation options: HOME, COMMUNICATION, DIRECTORY, REPORTS, and AUTHORIZING. Below these is a green 'TAKE A TOUR' button and links for HELP & SUPPORT, FEEDBACK, and TOGGLE NAVIGATION. The main content area is titled 'ACCOUNT / LINKS MANAGEMENT'. A red arrow labeled '2' points to the 'ADMINISTRATION' tab in the left sidebar, with the text 'Click "Administration" tab' below it. The main content area shows a list of 'AVAILABLE LINKS' under the 'SALES' category, including items like '2015 TSD Training Registration', 'Auto Show / Event Display Rental', 'C3 Remarketing Program', 'CARFAX', 'CEP - Administration and Reporting', 'CEP - Customer Experience Program Survey Tool', 'Certificate Program', 'Competitor Information', 'Courtesy Vehicle Program', 'Customized Delivery (Prior to MY08)', 'DE1', 'DE1 - Freightliner', 'Dealer Ordering Guide', and 'Dealer Ordering Guide - FTL'. On the right, a 'MY LINKS' section shows 'STAR Tekinfo', 'Parts Assistance Center - Sprinter', and 'Parts Assistance Center'. In the top right corner, a red box highlights a 'Click link' button, with a red arrow labeled '1' pointing to it and the text 'Click link' below it.





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NetStar 5: Dealer Personnel Maintenance (continued)

Step 2: Select “Administration” for access to dealer roster listing

The screenshot displays the NetStar 5 web application interface. On the left is a dark sidebar with navigation options: HOME, COMMUNICATION, DIRECTORY, REPORTS, and AUTHORIZING. Below these are links for TAKE A TOUR, HELP & SUPPORT, FEEDBACK, and TOGGLE NAVIGATION. The main content area is titled 'ACCOUNT / LINKS MANAGEMENT'. It features a 'LINKS MANAGEMENT' tab and a list of 'AVAILABLE LINKS'. The 'ADMINISTRATION' category is expanded, showing a list of links. The 'Dealer Personnel Maintenance' link is checked and highlighted with a red arrow. A red text box with an arrow points to this link, stating 'Select "Administration" to enter roster listing'. On the right, the 'MY LINKS' section shows a list of links including STAR Tekinfo, Parts Assistance Center - Sprinter, Parts Assistance Center, and Dealer Personnel Maintenance.

