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Parts

## newschannel update

|                                                                                |                                |
|--------------------------------------------------------------------------------|--------------------------------|
| TO: Parts Managers and Parts Advisors<br>Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update                                                        | DATE: January 13, 2017         |

### HOLIDAY: MARTIN LUTHER KING, JR – January 16

MBUSA will be closed in observance of the Martin Luther King, Jr. holiday on Monday, January 16<sup>th</sup>. The PAC will be open with limited staff from 10:00 am – 6:00 pm EST. The PDCs will have a 3:00 pm cut-off time for VORs.

### 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                                    |                  |





# 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.

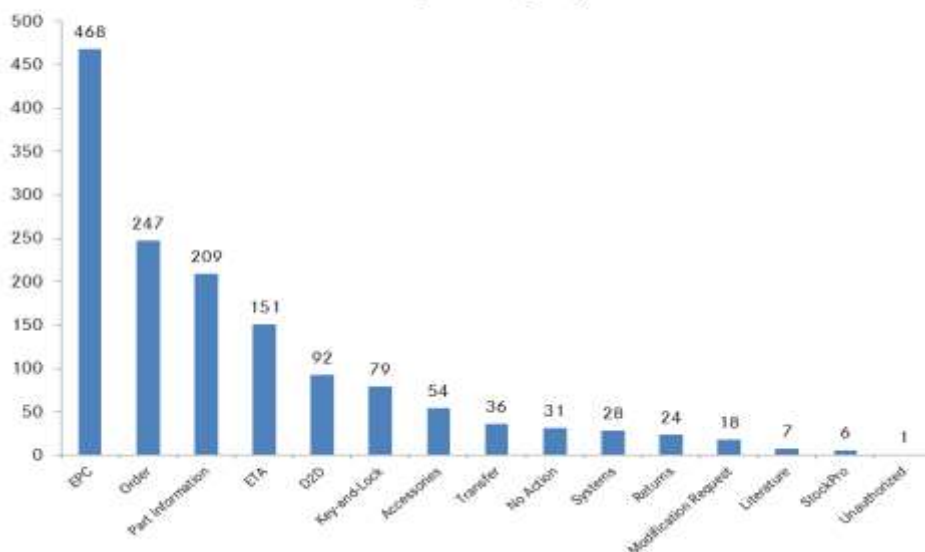
| <b>CONSTRAINED PARTS</b> |                         | <b>QTY RCVD</b> |                           |
|--------------------------|-------------------------|-----------------|---------------------------|
| <b>PART NUMBER</b>       | <b>PART DESCRIPTION</b> | <b>1/3-1/10</b> | <b>BACKORDER RECOVERY</b> |
| A 000 420 81 00 64       | TS DISK BRAKE PAD       | 537             | FEBRUARY 2017             |
| A 212 910 66 10 8S40     | FRONT SEAT CUSHION      | 1               | JULY 2017                 |
| A 212 910 66 10 9D88     | FRONT SEAT CUSHION      | 2               | JANUARY 2017              |
| A 222 420 02 72 39       | BOND BRAKE DISC         | 66              | JANUARY 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.

## PAC SERVICE REQUEST VOLUME

For the week of January 2<sup>nd</sup>, the PAC received **1,451** service requests (Passenger Cars – 1,362; Sprinter – 89).

**PAC Service Request Volume**  
**Week of January 2, 2017**



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





## newschannel update

### PROGRAMS AND PRODUCT UPDATES

#### **Required Special Tool Release – smart 453ed**

The release and automatic deliver of required tools is now in progress.

Please refer to the *Required Special Tool Release, smart Vehicle only, Chassis 453ed* dated January 9, 2017 for additional information.

#### **2017 KPI Calendar: MBUSA and smart**

The Quarter/Month/PIP lock date process occurs on the 1<sup>st</sup> Saturday on or after the 9<sup>th</sup> of the month following the period end. This allows ample time for any claims with repair dates for that Quarter/Month/PIP period to be submitted, processed and paid. The following calendars have been developed to support identification of important KPI dates:

- KPI Quarterly/Monthly and PIP Lock Dates
- Cost per VIN 90 Days – Rolling 60/90 Day Build and Month Drop

Please refer to the *2017 KPI Calendar* NCA dated January 13, 2017 for the calendars and additional program information.

#### **2-Year Parts Limited Warranty: M-B and smart**

Effective January 1, 2017, the M-B Vehicle Service Parts and Accessories Limited Warranty has been changed from 12 months/unlimited miles to 24 months/unlimited miles and is valid on all parts sold as of January 1<sup>st</sup>.

Please refer to the *New: 2-Year Limited Warranty* NCA dated January 13, 2017 for additional program information.

#### **Accessories Updates**

- The VPC/Marshalling Yard Sell Sheet has been launched. A tool intended to update the dealer personnel with available accessories via VPC or Marshalling Yard, the sell sheet includes an image of each accessory, ordering code, pricing and availability per model. The guide is available in ODUS under Marketing & Communication → Marshalling Yard and VPC Offerings → Sell Sheet.
- The Hub Cap Insert and Tire Valve Stem Tabletop Display have been launched and available for order via Paragon, Part Number B66588114 at a cost of \$50. Please refer to ODUS for the Wheel Hub Inserts matrix under ODUS → Marketing & Communication → Reference Guides → Matrices.

Please refer to the respective Accessories NCAs for additional program information.





## newschannel update

### PAC Website: Quick Tips

Pointers/resource information is available on PAC website → News → PAC Quick Tips

Mercedes-Benz Menu Parts Assistance Center

News Updates  
PAC Quick Tips  
Campaigns and Special Bulletins  
General Parts Information  
Dealer Sounding Board Minutes

**Special Tools**  
Questions or assistance for Special Tools should be emailed to [mbtoolsandequipment@mbusa.com](mailto:mbtoolsandequipment@mbusa.com).  
Please include your full contact information including dealer code, phone numbers and tool/equipment number, if applicable.

**NetStar 5 Access Instructions for Dealer Personnel Maintenance**  
Instructions for accessing tab in NetStar 5

**Core Returns**  
Inquiries regarding core returns should be emailed to [core-return-inquiries@mbusa.com](mailto:core-return-inquiries@mbusa.com). This inbox is monitored daily with a reply within a week of submission.

**Dealer Roster**  
The PAC team does not have access or authority to modify the dealer's roster. Personnel changes (includes system access) is performed by the System Administrator at the dealership.

**Literature - Returns, Credits and Shortages**  
Literature orders are placed in Paragon by the dealer and shipped from our vendor, R.R. Donnelley (RRD). Orders placed by 2:00 pm Eastern will ship the same day.  
Short shipments and credit requests are to be handled directly with RRD. Please do not enter credit requests via Paragon.  
Returns are to be initiated directly with RRD. Please contact RRD to coordinate a pre-paid return. Credit will be issued once the returned material is confirmed by RRD.  
RRD Contact Info: Ceil Dowd-Kozak at (212) 503-1316 or email [mbusa@rrd.com](mailto:mbusa@rrd.com)  
Do not hesitate to call the PAC with any questions, (877) 727-8762.

**Stock Check Requests**  
Please be reminded that the following must be included in all Stock Check requests:  
Pictures of all parts tags on the box  
• Picture of any casting numbers on the parts  
• Side by side picture of incorrect and correct part  
Omission of any of the above requirements might delay a response for your respective inquiry.

**Accessories and Parts Specification Requests**  
To efficiently expedite requests, all specification requests should be submitted via either the "Accessories Specification Request Form" or "Parts Specification Request Form" on the PAC website (Forms & Links tab).  
Please do not email these requests. Thank you.

**Debits and Credit Requests**  
Requests for debits/credits are to be submitted via the Debit, Credit Request/Inquiry form. Inquiries for your submissions should be emailed to [Parts\\_Credits\\_Debits@mbusa.com](mailto:Parts_Credits_Debits@mbusa.com).

