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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: January 20, 2017

TAKATA RECALL – PHASE 2

- As with Phase I, Phase 2 includes only passenger-side airbags. No additional driver-side airbags have been added.
- MY12, MY09, MY08 vehicles in certain zones are being added.
- Only C, GLK, E-Coupe/Cabrio and SLS are involved in Phase 2.
- Newly added are MY12 C-Class and MY12 E-Coupe/Cabrio (passenger-side airbags)
- 103,406 vehicles are flagged in VMI as “Pending”; Zone A – 85,415, Zone B – 11,126, Zone C – 6,865
- Parts availability has not been confirmed; Daimler AG is working closely with Takata, NHTSA and other suppliers to finalize the recall remedy plan.
- Interim owner letter will be mailed Q1 2017 to notify customers of pending recall.

Please refer to *Takata Recall – Phase 2 Notification Passenger-side Airbag – Expanded Model Years MY 2008-2012 (Zone Specific), Model 204, X204, 207, 197 (C-Class, C-Class Coupe, GLK-Class, E-Class Coupe/Cabrio, SLS-Class) NCA* dated January 19, 2017 for additional recall information.

SERVICE CAMPAIGN

Service Campaign	Information
2016110007 MY17 E-Class (213) Teach-In Headlamp Control Unit	<ul style="list-style-type: none"> • 3,866 affected vehicles flagged in VMI • No parts are required.
2017010001 MY12-13 C-Class (204) Perform Coding in Transmission Control Unit	<ul style="list-style-type: none"> • 3,062 affected vehicles flagged in VMI • No parts are required.

Please refer to the respective Service Campaign NCAs for additional information.

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.





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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	
Steering Shaft	A 203 460 33 00 80	A 203 460 33 00 84	February 9, 2017
Tank Filler Recess	A253630100228	A2536305302	February 10, 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.

<u>CONSTRAINED PARTS</u>		QTY RCVD	BACKORDER RECOVERY
PART NUMBER	PART DESCRIPTION	1/10-1/17	
A 000 420 81 00 64	TS DISK BRAKE PAD	161	FEBRUARY 2017
A 007 420 81 20	DISK BRAKE PAD	175	JULY 2017
A 156 540 02 07	ELECTRICAL WIRING HARNESS	5	JULY 2017
A 204 420 15 84	FOOT PARKING BRAKE	380	JULY 2017
A 205 820 05 02	LOUDSPEAKER	60	JULY 2017
A 213 885 00 03	IMPACT ABSORBER	33	JULY 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.

BACKORDERS – Batteries

The following batteries are in backorder status and efforts for recovery are in place.

N000000004039	A0009823308	A0045418601
A0009822108	A0009823208	A2305410001
A0045418601	A0009823108	A0009827808
A0055411001	A0009828108	

Please refer to the *MBUSA Batteries Update* NCA dated January 20, 2017 for additional information.



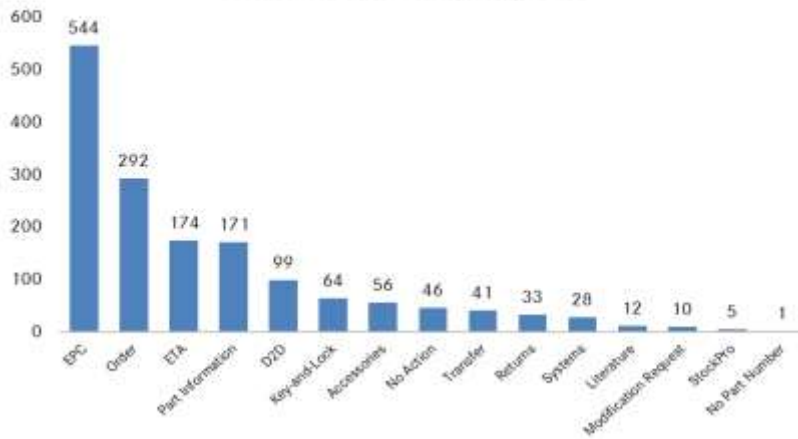


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PAC SERVICE REQUEST VOLUME

For the week of January 9th, the PAC received **1,576** service requests (Passenger Cars – 1,500; Sprinter – 76).

**PAC Service Request Volume
Week of January 9, 2017**



*The chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty – MBUSA/smart

- **EVA** - An EVA Pilot Environment is available from January 23 – February 17; accessible through NetStar 5 → Links. You will be able to navigate and become more familiar with the EVA claim processing system and all the facets of claim entry/coverage experienced on your day-to-day role.
- **VMI and WSG Online** – The following enhancements are available via the Service link as of January 23: VMI, WSG Online and Take a Tour.

Please refer to the above referenced *Warranty* NCAs dated January 20, 2017 for additional information.

M-B Certified Collision Program

Updates to the current M-B Certified Collision Program are in place, effective immediately: Program Materials, Collision Program Logos and Change in Base Course Requirement.

Please refer to the *Updates to the Mercedes-Benz Certified Collision Program* NCA dated January 20, 2017 for additional information.

PPI Scorecard

The Tire and Battery Parts Purchase Incentive (PPI) scorecards are back on NetStar and functional for all PPI categories. There will only be 1 battery target per dealer.

Please refer to the *PPI Scorecard Live on NetStar!* NCA dated January 20, 2017 for additional information.





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PAC Website Enhancements

We are pleased to announce the implementation of the following PAC website enhancements:

1. **Sitemap:** Quickly navigate through website tabs via sitemap links
2. **Search:** Query specific topics for review



We believe these features will enhance your browsing experience.

Please contact Marsha Pettway (PAC) with questions on these new features, (201) 573-2209 or Marsha.Pettway@mbusa.com.





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Tip of the Week: How to Look Up Engine Part Numbers

Using the EPC, enter the complete VIN number in the system.

1. Click on the data card icon
2. Click on the engine number in the data card or the word "engine"
3. The result will be the engine number

