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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: August 11, 2017

SERVICE CAMPAIGNS

Service Campaign	Information
2017020001 MY17, Model 166, 292 (GLE-Class, GLE-Coupe Class) Check Expansion Reservoir, replace if necessary	2,273 affected vehicles flagged in VMI - Parts are available and can be ordered as necessary
2017020019 MY17, Model 166 (GLS-Class) Replace Threaded Connection for Rear Axle Camber Adjustment	11 affected vehicles flagged in VMI - Parts are available and can be ordered as necessary

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

PART NUMBER	PART DESCRIPTION	QTY RCVD 8/8-8/15	BACKORDER RECOVERY
A 204 720 17 63 9D88	DOOR PANELING	28	NOVEMBER 2017
A 000 905 64 07	BATTERY SENSOR	44	AUGUST 2017
A 642 140 02 75	EXHAUST GAS COOLER	2	SEPTEMBER 2017
A 230 470 35 01	FUEL TANK	7	OCTOBER 2017
A 203 464 01 18*	CONTACT SPIRAL	5	UNKNOWN
W 639 589 01 31 00	BRACKET	3	SEPTEMBER 2017
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	28	NOVEMBER 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.

Inquiries for SP cases should be emailed to 171-SpecialProcurement@mbusa.com.





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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
Side Spoiler	A 190 885 69 00	A 190 885 69 00 28	August 17, 2017
Sealing Frame	A 213 750 26 00	A 213 750 52 00	August 24, 2017
Air Suspension Strut	A2133200100	A2133200902	August 25, 2017
	A2133200200	A2133201002	
	A2133200700	A213320070028	
	A2133200800	S213320080028	
	A2533207900	A253320790028	
	A2533208000	A253320800028	
Door Lock	A 447 730 09 02	A 447 730 09 02 28	August 31, 2017
Moulding	A20569082062B77	A20569058022B12	September 1, 2017

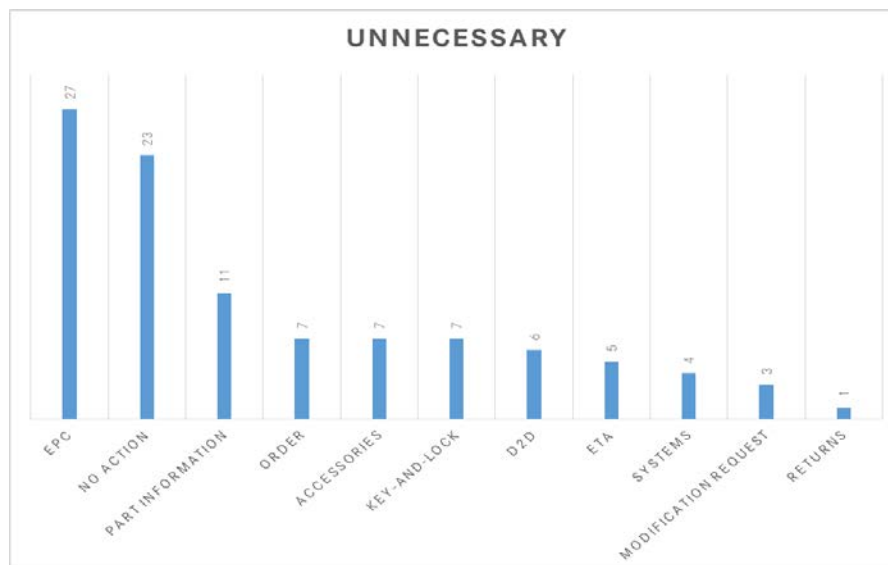
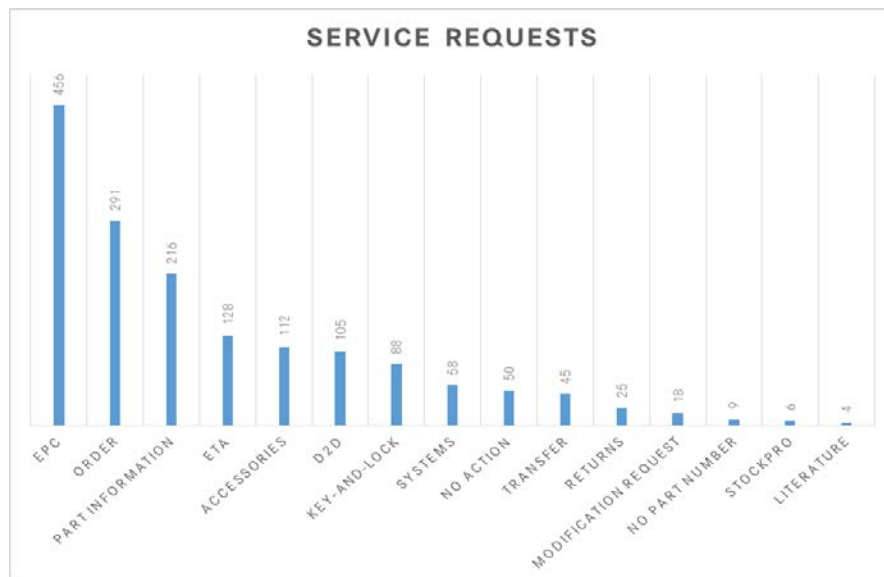




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PAC Service Request Volume

For the week of **July 31st**, the PAC received **1,611** service requests (Passenger Cars – 1,515; Sprinter – 96); 101 (6%) unnecessary calls.





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PROGRAMS AND PRODUCT UPDATES

PARDAT Orders

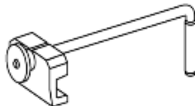
In case of system issues, please email your pardat.txt files to the PAC mailbox for manual uploading – PACMailbox@mbusa.com. We will email the Paragon number upon completion of order.

PGW Glass Returns

Please be reminded that all glass should be returned to PGW and not the PDCs. Please call PGW at (800) 758-0811 to schedule your return.

Required Special Tool Release – 117, 156, 176 and 246 with Code 4U7 or B03

Counterholder Positive Cable on Battery Clamp

REQUIRED TOOLS - ONE UNIT WILL BE AUTOMATICALLY SHIPPED TO EACH DEALER				
Tool Number	Picture	Description	Tool Group	Validity
W246 589 00 40 00		Purpose: Counterholder for assembly or disassembly of positive line on battery clamp (plus).	54	Chassis: 117, 156, 176, 246 w/code 4U7 (Start/stop voltage dip protector) w/code B03 (ECO start/stop function)

Please refer to the respective NCA dated August 11, 2017 for additional information.

Warranty Webinar – August 23 & 24 (MBUSA and smart)

Topic(s): NetStar 5 Parts Disposition Application
Audit Common Findings
Best Practices
Open Discussion

- o August 23 - Central and Northeast Region Dealers / 11:30 – 12:30 p.m. EST
- o August 24 - Southern and Western Region Dealers / 1:30 – 2:30 p.m. EST

PC / Visual = <https://mbusawarranty.adobeconnect.com/august2017/>

Phone / Audio = 1-888-394-8197 / Participant Access Code: 460 843 3934

Please refer to the *Warranty Webinar – August 2017* NCA dated August 11, 2017 for additional information.

