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TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: August 18, 2017

SERVICE CAMPAIGNS

Service Campaign	Information
2017020001 MY16, Model 166, 292 (GLE-Class, GLE-Coupe Class) Check Expansion Reservoir, replace if necessary	<ul style="list-style-type: none">2,273 affected vehicles flagged in VMIParts 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	7	NOVEMBER 2017
A 212 240 06 18	ENGINE SUPPORT	81	SEPTEMBER 2017
A 203 464 01 18*	CONTACT SPIRAL	1	UNKNOWN
W 639 589 01 31 00	BRACKET	18	SEPTEMBER 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.

*This part requires answers to the following questions **in addition to** a pdf copy of the diagnostic report for release from GLC:

- 1- Since when is the vehicle in the workshop?
- 2- Is it still in the workshop?
- 3- Is the vehicle in a not roadworthy condition due to the missing part?
- 4- Does the end customer currently have a courtesy vehicle / loaner car?
- 5- Does the end customer threaten to revoke the car (buy back situation)?
- 6- Does the Vehicle falls under Consumer Protection Local Law?
- 7- Are there any additional remarks you would like to include?
- 8- Is Supersession/Alternative/Recondition availability checked?
- 9- Which model and year?
- 10- Customer is (VIP/ VVIP/ Government/ Ministry/Royal family/Fleet/OTC/etc.)?
- 11- What is the VIN number?
- 12- Is the existing part from the vehicle "repairable"?
- 13- Have you tried repair kit A 002 542 86 18?





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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
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

ETA REQUEST VOLUME

For the week of August 7th, the PAC processed 673 ETA requests.

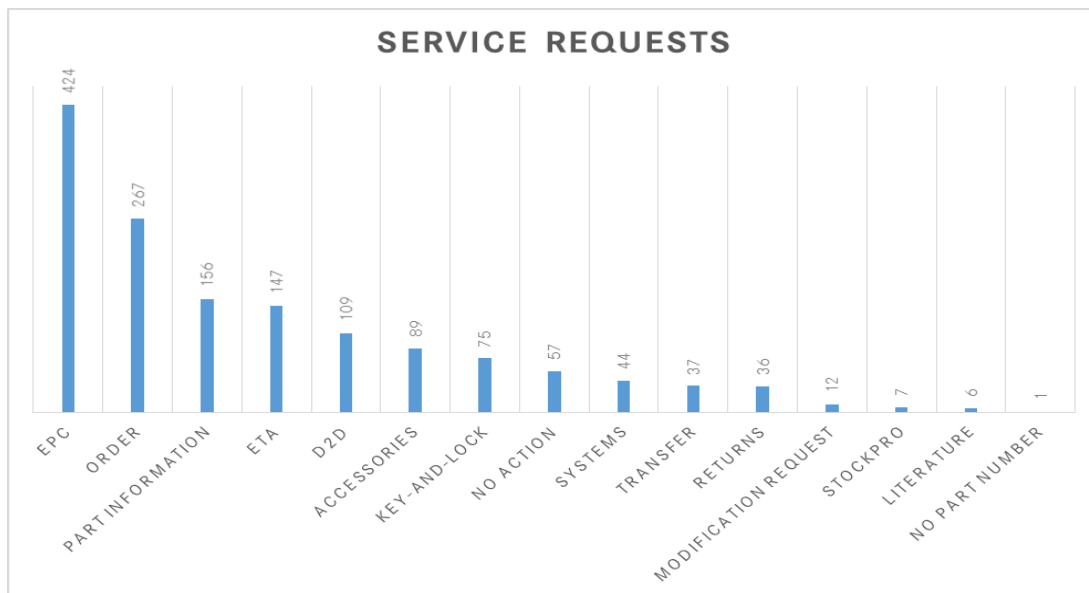
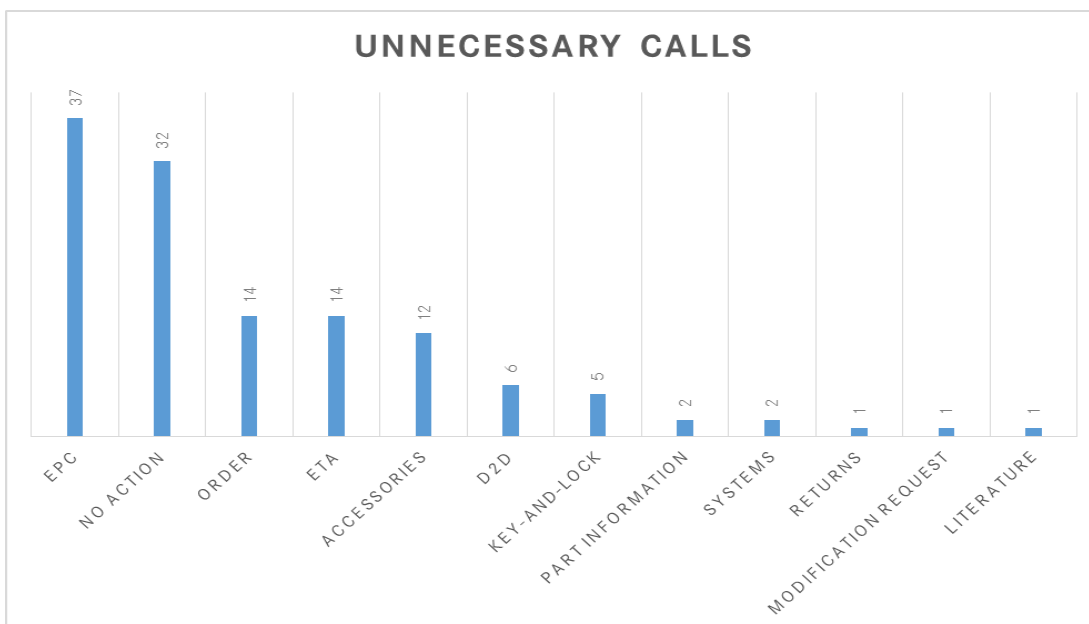




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PAC Service Request Volume

For the week of **August 7th**, the PAC received **1,467** service requests (Passenger Cars – 1,392; Sprinter – 75); 127 (9%) 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.

Labor Day (September 4th) Ordering/Shipping Schedule

Please be advised that the entire MBUSA organization, including the PAC and PDCs, will be closed to observe the Labor Day holiday.

Delivery schedule for Monday, September 4th will be as follows:

DDS:

Orders will not be shipped until Tuesday, September 5th and will be delivered Wednesday, September 6th.

Less than Truck Load Service:

FedEx LTL will be closed.

Pick-ups starting Friday, September 1st will not move until Tuesday September 5th.

Please contact the Parts Transportation Supervisor, Deborah Mackenzie with any questions, (770) 705-2049 or Deborah.Mackenzie@mbusa.com

