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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: June 2, 2017

TEXAS PDC UPDATE

The transition of the operations to the new Texas PDC was successful. Key and Lock date for transition will be June 24th with facing dealer shipments sent via FedEx during this time.

Please direct any inquiries for this transition to Deborah Mackenzie (Deborah.Mackenzie@mbusa.com) or Jamie Obiofuma (Jamie.Obiofuma@mbusa.com).

Please refer to *New Texas PDC – Keys and Locks* NCA dated May 26, 2017 for additional information.

RECALL CAMPAIGNS with RETAIL HOLD

Recall	Information
2017050013 MY16-17, Model 166 (GLE, GL, GLS-Class), 292 (GLE Coupe-Class), 207 (E Coupe-Class) Electric Power Steering Connector	58,323 affected vehicles flagged in VMI; retailed vehicles are flagged as “Pending” - See Recall bulletin in StarTekInfo under Recall Campaign 2017050012 - Customer notification letters will be mailed on May 26, 2017
2017050014 MY17, Model 213 (E-Class) Rework Roof Spoiler	411 affected vehicles flagged in VMI 84 affected vehicles in dealer inventory - Parts are available and can be ordered as necessary - Customer notification letters to be mailed in June 2017
2017050016 MY16-17, Model 205 (C-Class) Replace Electric Power Steering Rack	3 affected vehicles flagged in VMI 1 affected vehicle in dealer inventory - Parts are available and may be ordered as needed - Customer notification letters to be mailed on June 2, 2017
2017050017 MY16, Model 253 (smart) Install Headlamp Cap	2,220 affected vehicles flagged in VMI; retailed vehicles are flagged as “Pending” - Interim customer notification letters to be mailed in May 2017





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Recall	Information
2017050021 UPDATE MY15–17, Model 117 (CLA-Class), 156 (GLA-Class), 205 (C-Class), 213 (E-Class) and 253 (GLC-Class) Starting Current Limiter	• 307,629 affected vehicles flagged in VMI • The affected vehicles in dealer inventory can be repaired. These vehicles are flagged in VMI as “Open”. See the Recall bulletin posted in StarTekinfo under recall campaign 2017020021. • A repair kit is under development for affected retailed vehicles for an approximate July 2017 launch. Retailed vehicles are flagged in VMI as “Pending”. • Interim customer notification letters were mailed in late March/early April 2017. A second letter will be mailed in July to notify the customer that the recall parts become available.

RECALL CAMPAIGNS

Recall	Information
2017050012 MY 2017 213 (E-Class Sedan) Replace Front Passenger and Driver Kneebag	• 81 affected vehicles flagged in VMI • 18 affected vehicles in dealer inventory • Parts are available and may be ordered • Customer letters will be mailed on June 9, 2017
2017050028 MY15-17, Model 172 (SLK, SLC-Class) Update ESP Software	• 5,850 affected vehicles flagged in VMI • 446 affected vehicles in dealer inventory • No parts are required; repair is software-based • Customer notification letters to be mailed June 2, 2017

Recall Campaign Process Clarification

To minimize delays in having warranty claims approved and processed for the subject recall campaign, Dealers must follow the following sequence of steps below:

- (1) Have the available replacement parts on-hand
- (2) Contact their respective AOM or VCA to have the campaign opened
- (3) Open the RO and conduct Repair

If the correct sequence above is not followed, claims may be denied. Please ensure that you have verified that the campaign is open prior to opening the RO. Dealers must NOT change repair dates on claims.





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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 5/23-30	BACKORDER RECOVERY
A 000 420 82 00	TS DISK BRAKE PAD	183	JUNE 2017
A 203 464 01 18*	CONTACT SPIRAL	2	UNKNOWN
A 218 330 22 00	CROSS MEMBER	27	JUNE 2017
A 281 180 02 10	OIL FILTER	51	JUNE 2017

*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?

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
Geared Motor Window Lift	A2139060502	A213906050228	June 16, 2017
	A2139060602	A213906060228	

ETA REQUEST VOLUME

For the week of May 22nd, the PAC processed **867** ETA requests (696 emails, 171 calls).

Please be reminded that ETA requests are to be submitted in Paragon.

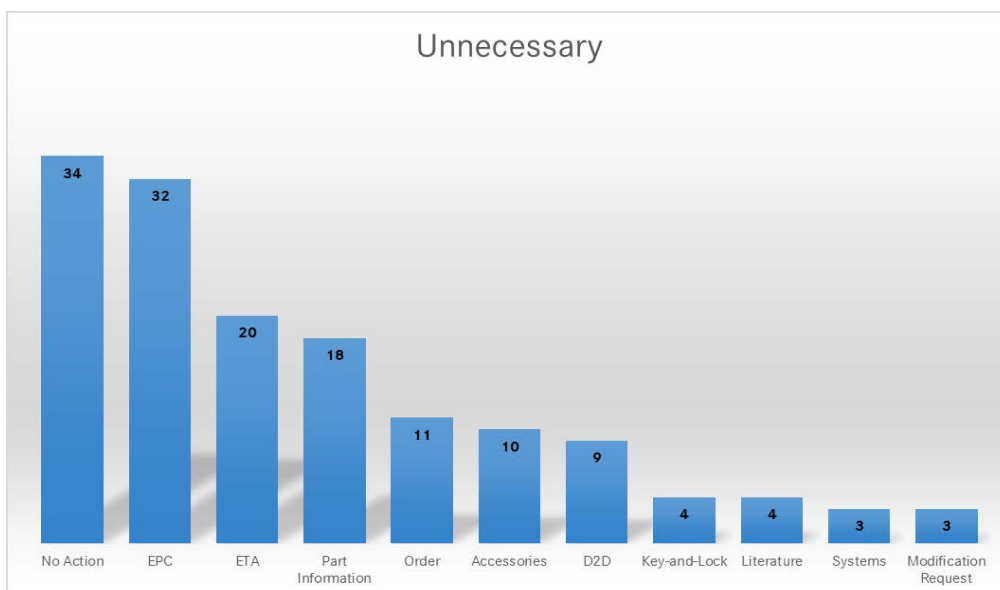
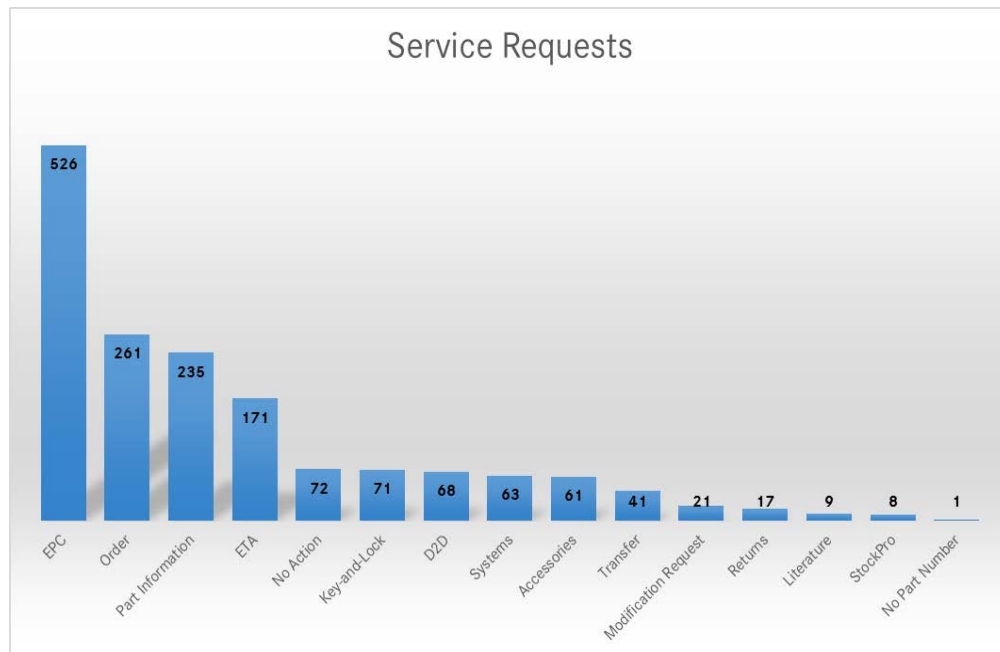




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PAC Service Request Volume

For the week of **May 22nd**, the PAC received **1,625** service requests (Passenger Cars – 1,555; Sprinter – 70); 148 (9%) unnecessary calls.





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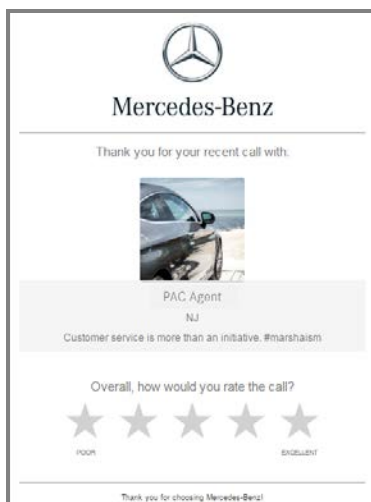
PROGRAMS AND PRODUCT UPDATES

Stella Survey

Survey tool to solicit feedback from our customers and business partners. The PAC will launch the initial phase of the survey tool on June 12th and allow you, our business partner, an opportunity to provide feedback on your interaction with the our team.



The survey currently has only one question and should take less than 30 seconds to complete. We will limit surveying to 1 per Part personnel per day so that over-surveying does not interfere with your business and deter your participation.



The survey will allow:

- The dealer to provide details on their interactions with the PAC team members
- The dealer to reward agents directly for positive interactions
- The PAC team member view their performance and implement improvements, where applicable

We are excited about this new tool and it's benefits for our staff and the dealer network.

Please refer to the *Stella Survey* NCA dated June 2, 2017 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

RepairLink – June Brake Promotion

All brake pads and brake discs in the Parts Discount Program will receive a 10% discount – Marketing Codes 1PV415 and 1PV425.

500 new parts were added to the PMA program as of June 2nd; almost 2,500 total parts in program.

Please refer to the *RepairLink – June Brake Promotion and PMA Program Additions* NCA for additional program information.

National Accounts Updates

Oil Program Update

A0009898301USB6
A0019893701USA6

- Full pallet discounts on select part numbers will continue as a permanent part of the M-B wholesale program for 2017
- Part numbers removed from the previous list will be valid until June 9, 2017
- Pallet rebates for excluded part numbers must be processed by June 9, 2017 to receive credit
- \$25 rebate for eligible wholesale tires sold through their Parts department from June 1 – 30, 2017
- Claims must be submit on the Tire Program website by July 7, 2017

Tire Program

Please refer to the respective *National Accounts* NCAs for additional program offerings.

Accessories Updates

Navigation Map Update MY USB Sticks NTG5 STAR 1 v8.0 and NTG5 STAR2 v10.0

- USB Map Updates will be mailed to the Parts Manager
- The USB stick map updates cannot be used on different platforms
- Delivery is expected by June 15th
- No returns will be accepted for end-of-life USBs

New Merchandise

- New merchandise for your boutique is available via the Mercedes-Benz Lifestyle Accessories: “The Collection Online” link

Please refer to the respective *Accessories* NCAs for additional program offerings.

