



MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

Parts

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 9, 2017

RECALL CAMPAIGNS with RETAIL HOLD

Recall	Information
MY17, Model 253 (GLC-Class) Front Seatbelt Pretensioner Igniter 2017050023 - Passenger 2017050024 - Driver 2017050025 - Driver & Passenger	• 4,566 affected vehicles flagged in VMI • Affected vehicles can be repaired • Loaner and demonstrator vehicles may continue to be driven but not retailed until repaired • Customer interim letters to be mailed on June 23, 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.

Recall and Service Campaign Communication

Due to the increasing complexity of our recall and service campaigns, as well as ongoing system upgrades, we are continually refocusing and optimizing our processes to become more efficient and reduce any confusion when sending communications to the field. The first step in this effort is to consolidate and distribute communications from a centralized inbox to improve the tracking and managing of campaign-related emails. To assure your requests and questions are properly addressed, we have created a designated email box/address: recallbulletins@mbusa.com, effective June 5, 2017.

Please refer to the *Recall & Service Campaign Communication* NCA dated June 2, 2017 for additional information.





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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 5/30-6/6	BACKORDER RECOVERY
A 203 464 01 18*	SPRING	1	UNKNOWN
A 218 330 22 00	CROSS MEMBER	119	JUNE 2017
A 278 905 01 00	PRESSURE A TEMP. SENSOR	45	UNKNOWN

*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	
CU Compl Head Unit USA DVD Changer Navigation	A2169001701	A216900170128	June 29, 2017
Control Unit	A2219004804	A221900480428	
Reman CU Compl Head Unit DVD Changer	A221900480480	A221900480484	

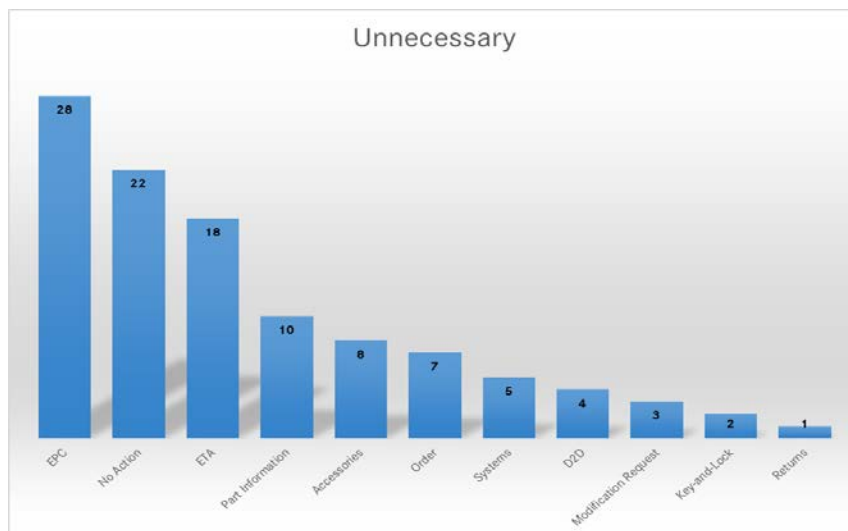
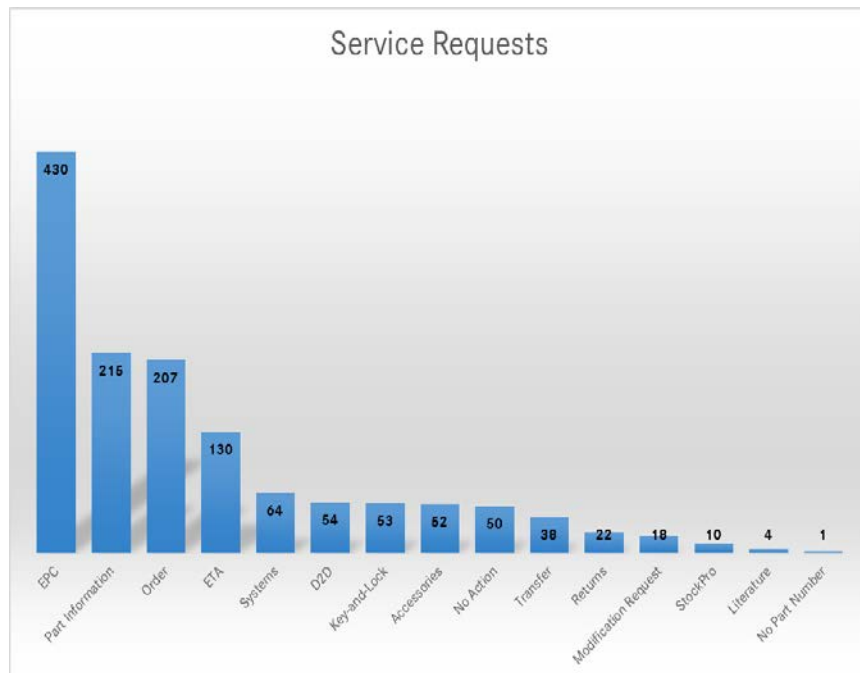




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PAC Service Request Volume

For the week of **May 29th**, the PAC received **1,348** service requests (Passenger Cars – 1,272; Sprinter – 76); 108 (8%) 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 form is titled 'Mercedes-Benz' and includes the following text: 'Thank you for your recent call with:', a photo of a car, 'PAC Agent NJ', 'Customer service is more than an initiative. #marshaism', 'Overall, how would you rate the call?', a five-star rating scale, and 'Thank you for choosing Mercedes-Benz!'.

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)

Warranty Webinar – June 2017 (MBUSA and smart)

This month's webinar will cover Kilometers/Mileage Discrepancy, Canada Vehicles, NTG/ZM Time, Repair Forecast in Xentry, Sublet Policy and Best Practices.

June 21: Central and Northeast Region/ 11:30 am – 12:30 pm EST

June 22: Southern and Western Region/ 1:30 – 2:30 pm EST

Connectivity: <https://mbusawarranty.adobeconnect.com/june2017/>

Audio: (888) 394-8197 / Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – June 2017* NCA dated June 9, 2017 for additional information.

Accessories Updates

Locally Sourced Product Guide

- MBUSA Locally Sourced Vehicle Accessory Dealer Guide now available in ODUS 2.0. Accessories include license plate frames, car covers, trailer hitch overs, valve stem caps, cargo area trays, all season floor mats and velour floor mats. This guide should be used to reference model applicability, part numbers and pricing.

Sell Sheets

- New sell sheets are now available; topics include: Style and Travel, Motorsports, Golf, Travel, Summer, Style

Templates in Engage

- Father's Day Accessories templates are live in the on-demand gallery.

MY2017-18 Genuine Mercedes-Benz Flip Book

- This year's flip book includes product information for both MY 2017 and 2018 vehicles. A digital copy is available for download in ODUS.
- Part Number ACC-16-FLIPBOOK, \$5.00/each

Please refer to the respective *Accessories* NCA for additional product offerings.

