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Parts

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TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 23, 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

Recall	Information
2017060004 MY 2013-2016, Model 463 Replace Steering Coupling	10,830 affected vehicles flagged in VMI 300 affected vehicles in dealer inventory - Parts are available and can be ordered as necessary - Customer interim letters were mailed in May 2017; final remedy notification will be mailed on June 30, 2017.

Please refer to the respective Recall Campaign NCA for additional information.

Verifying Open or Pending Campaigns Prior to Retailing Vehicles

Please be reminded that the MBUSA Pre-Delivery Inspection (PDI) requirements include two separate Instructions for dealers to verify that all open campaigns are completed prior to retail delivery to a customer. These separate instructions are included to account for any campaigns that are issued after a vehicle first arrives at a dealer: First check prior to PDI, Service Re-check prior to retail.

- Prior to performing the Pre-Delivery Inspection (PDI) as outlined in the PDI form, Mercedes-Benz Dealers must always verify that all recall/service campaigns have been performed.





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Verifying Open or Pending Campaigns Prior to Retailing Vehicles (continued)

500. PRIOR TO PDI

501. Verify that all recall / service campaigns have been performed

☒ ok ☐ not ok

info

- Dealers must perform the PDI SERVICE RECHECK within 3 days of delivery, which includes verification that all recall and service campaigns have been performed (see full details in ePDI or PDI paper copy in StarTekInfo).

587. Service Recheck

725. Verify that all recall/service campaigns have been performed

☐ ok ☐ not ok

info

- It is a violation of Federal Law (49 CFR 573.11 - Prohibition on sale or lease of new defective and noncompliant motor vehicles and items of replacement equipment) for an Authorized Mercedes-Benz dealer to sell or lease any new vehicle in dealer inventory subject to an open or pending recall campaign that has not had the authorized remedy performed. Violation of this requirement by a dealer could result in a civil penalty imposed by NHTSA of up to \$40,000 per vehicle.

Please refer to *Verifying Open or Pending Campaigns are Completed Prior to Retaining a Vehicle* NCA dated June 14, 2017 for additional information.

PDI Service Re-Check

Please be reminded that the PDI Service Re-Check must be performed within 3 days of vehicle delivery. Among other items listed, the Re-Check includes a verification that all Recall and Service campaigns have been performed by the dealer.

Dealers are reminded to submit claims for the Re-Check through RAPS and under Damage Code 21410.

In addition, always check VMI for open or pending campaigns prior to vehicle delivery.

Please refer to the *Reminder - Always Perform PDI Service Re-Check prior to new vehicle delivery* NCA dated June 14, 2017 for additional information.





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July 4th/Independence Day Holiday Schedule (July 3-4, 2017)

In observance of the Independence holiday, please be advised that the entire MBUSA organization (including the PAC and PDCs) will be closed on July 3-4, 2017.

Delivery schedule is as follows:

Dedicated Delivery Service

- Orders processed Monday, July 3rd and Tuesday, July 4th will not ship until Wednesday, July 5th and delivered on Thursday, July 6th.

Less than Truck Load Service

- FedEx LTL will be closed on Tuesday, July 4th.
- Pick-ups from Monday, July 3rd will not move until Wednesday, July 5th.

StockPro Dealer Proposals

- There will be no StockPro proposals on Tuesday, July 4th.
- Proposals from Friday, June 30th and Monday, July 3rd will not be shipped until Wednesday, July 5th and will be delivered Thursday, July 6th.

Please refer to the *Independence Day, July 4th Ordering/Shipping Schedule* NCA dated June 16, 2017 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	BACKORDER RECOVERY
		6/13-20	
A 166 817 74 00	MERCEDES STAR	67	UNKNOWN
A 205 628 19 00	FASTENING PLATE	84	UNKNOWN
A 211 889 01 95 27	INTERMEDIATE LAYER	253	JUNE 2017
W 639 589 01 31 00	BRACKET	1	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.

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
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	

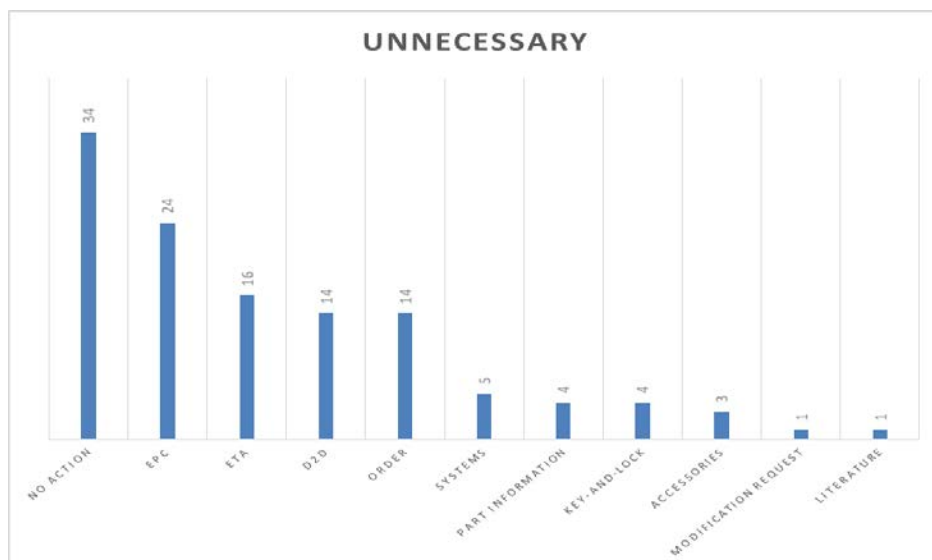
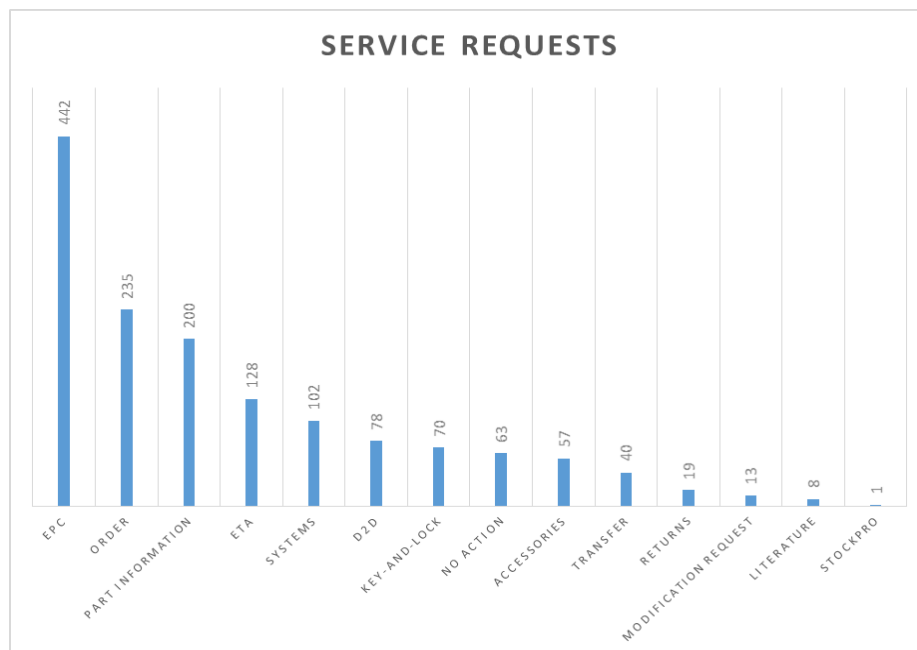




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PAC Service Request Volume

For the week of **June 12th**, the PAC received **1,456** service requests (Passenger Cars – 1,404; Sprinter – 52); 120 (8%) unnecessary calls.





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PROGRAMS AND PRODUCT UPDATES

Equipment Release, 463 (G-Class) - Rotary Lift Adapter

The G-Wagon lift adapter is now available for pre-ordering; October delivery. Please contact Bosch by July 14th to place your order, (888) 458-4040; or log in to the MBUSA SSEP online catalog to place your pre-order.

Inquiries should be emailed to mbtoolsandequipment@mbusa.com.

Please refer to the *Equipment Release, Pre-order available 463 chassis G-wagon Rotary Lift Adapter* NCA dated June 23, 2017 for additional information.

EVA Error Code 099

Error code "099 – Claim entered more than once" will be non-confirmable effective June 26th. Should you have a legitimate need to manually re-enter a claim, you will need to open a WSG case so that your scenario can be reviewed.

Please refer to the *EVA Error Code 099 – Claim entered more than once* NCA dated June 23, 2017 for additional information.

DSD Inspect Program Launch

DSD Inspect on AutoPoint's original MP1 code base will launch on July 17, 2017 with the following enhancements:

- Vehicle Master Inquiry (VMI) access to automatically include open campaigns and recalls to the inspection list
- MB-branded OwnerCare with videos, imagery and copy provided by the MBUSA Marketing team
- Ongoing Consulting from AutoPoint's professional training team to ensure your team is optimizing the program (a \$500 monthly value at no additional fee)
- RetentionPoint integrates with DSD Inspect, allowing dealers to easily follow up with customers on declined services, a \$399 monthly value. Available only for dealers using MBUSA's Engage program.

Webinars will be held for dealers currently not enrolled:

Date	Time	Webinar Link	Dial-In Information
Tuesday, July 11	1 – 2p EST	https://mbusa.zoom.us/j/850443428	Dial-in: 408-638-0968 Webinar ID: 850-443-428
Thursday, July 13	1 – 2p EST	https://mbusa.zoom.us/j/718384859	Dial-in: 646-558-8656 Webinar ID: 718-384-859

Please refer to the *DSD Inspect Launch Announcement* NCA dated June 23, 2017 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

CollisionLink Reimbursements

- The PMA and performance coaching reimbursement credits for June will include transactions from 05/24/2017-06/20/2017 due to the MBUSA misc. billing process and the July 4th holiday.
- The PMA and performance coaching credits for July will include transactions from 06/21/2017-07/23/2017 and will return to the normal schedule thereafter.
- Despite this scheduling change, dealers will still see reimbursement reports in CollisionLink that include transactions from 5/24 – 6/23 and 6/24 – 7/23 for the respective month. This will cause discrepancies between what dealers receive on their parts statements versus what they will see in the CollisionLink reporting.

Please refer to the *June & July PMS and Coaching Reimbursements* NCA dated June 23, 2017 for additional information.

