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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: September 8, 2017

RECALL CAMPAIGN

Campaign	Information
2017080002 MY15-17, Model 117 (CLA-Class), 156 (GLA-Class), 205 (C-Class), 213 (E-Class) and 253 (GLC-Class) Retrofit Starting Current Limiter Fuse	269,376 affected vehicles flagged in VMI; 9,423 in dealer inventory - Initial parts quantities will be allocated to dealers; dealers do not need to order parts. - Final remedy customer notification letters will be mailed early September 2017.
2017090005 MY 2016-2017, Model 166 (GLE-Class), 292 (GLE-Coupe) ECU Software Update	12,322 affected vehicles flagged in VMI; 450 in dealer inventory - Parts are not required as the repair is software-based; software is available. Do not submit warranty claims. - Customer notification letters are scheduled to be mailed on September 15, 2017.

Please refer to the respective *Recall Campaign* 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 8/29-9/4	BACKORDER RECOVERY
A 000 982 95 10	CABLE CONNECTOR	5,622	SEPTEMBER 2017
A 642 140 02 75	EXHAUST GAS COOLER	1	SEPTEMBER 2017
W 639 589 01 31 00	BRACKET	139	SEPTEMBER 2017
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	1	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.





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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
Rear Trim Strip, High Sheet Chromed	A 238 740 00 00	A 238 740 00 00 28	September 14, 2017
Control Unit	A2229001017	A222900101728	September 15, 2017
	A2229001217	A222900121728	
Oil Filler Neck	A6420101911	A6420106414	September 21, 2017
Fastening Plate	A 000 810 17 11	A 000 810 17 11 28	

NATIONAL ACCOUNTS

The following part numbers are backordered with no available ETAs at this time.

Windshield Part Number

A2056708900
A2226709000
A2076700300
A2076700100
A4636750816

ETA REQUEST VOLUME

For the week of August 28th, the PAC processed 674 ETA requests - 531 emails/ 143 calls.

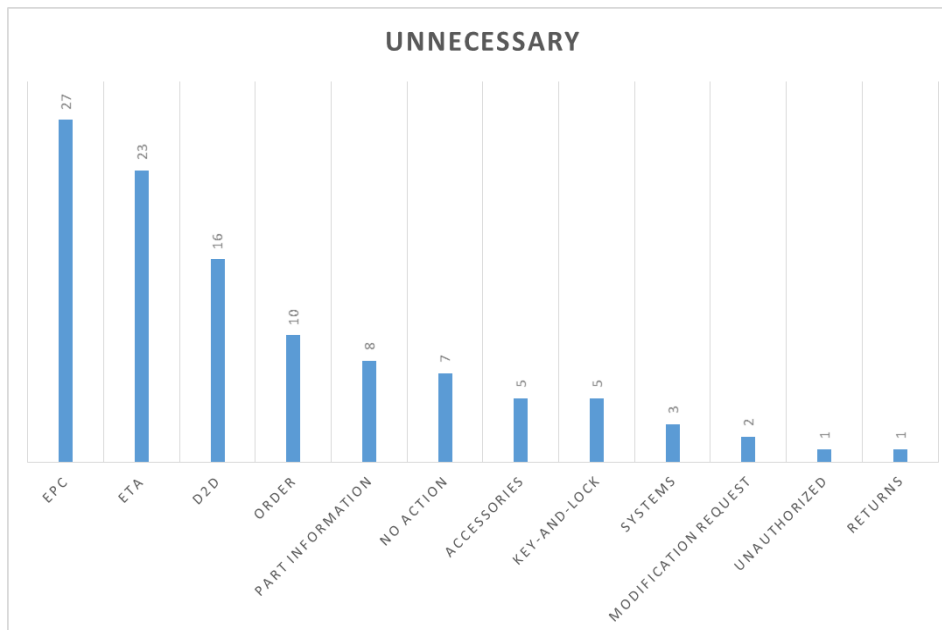
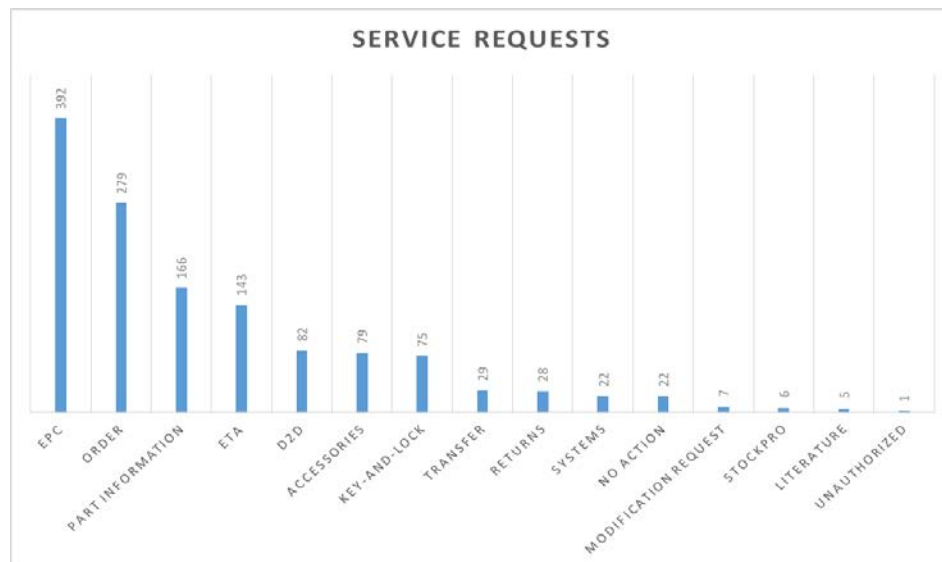




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PAC Service Request Volume

For the week of **August 28th**, the PAC received **1,336** service requests (Passenger Cars – 1,270; Sprinter – 66); 108 (8%) unnecessary calls.





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PROGRAMS AND PRODUCT UPDATES

PGW Update

Actions are underway to improve your buying experience through our PGW glass program. We have encountered a number of different startup challenges since the expansion of the program. Below you will find an accounting of the issues and their respective status update. We will continue to keep you updated on our progress until all issues have been resolved.

Issue	Description	Status	Estimated Completion
Outbound orders from Paragon to PGW	In some cases orders placed in Paragon were not transferring to PGW. This issue started to occur when the side glass was introduced into the PGW program	Data recovery efforts were implemented between MBUSA & PGW to rectify the problem. At this time we are not experiencing this issue any longer. If you do experience this issue please report it to our Parts Assistance Center.	9/5/17 (Complete)
Part Identification	Not all PGW stocked parts are identified as such in Paragon.	Material Master maintenance will be completed monthly to ensure all parts for PGW are correctly set up and noted in the sales text box.	9/8/17
Constrained Parts Management	There is limited information provided around supply constrained, PGW parts	Reviewing recovery plan for constrained parts weekly with a PGW task force. Will determine how to include PGW parts with existing constrained parts communications.	9/15/17
Customer Support	In order to provide the dealers with accurate information PGW requires additional system resources	PGW will receive system training and access to Paragon to improve their ability to answer questions around ETAs, open orders, and backorders.	9/18/17
Inventory Reconciliation	Inventory in Paragon is not matching the inventory count at PGW.	Working through an open issue with current reconciliation process, developing a replacement solution.	09/25/17
Inventory Visibility	In some cases inventory is showing in multiple PDC's. Inventory that is on the PGW program should only be showing in US03.	Inventory showing at PDC's will be transferred to PGW. An order error introduced a small amount of new inventory to be delivered to PDC's.	10/02/17





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PROGRAMS AND PRODUCT UPDATES (continued)

Advanced StockPro Coaching

Starting October 2017, Parts Logistics will launch Advanced StockPro Coaching. This 1-day course will provide hands on examples and system experiences to help your dealership personnel better understand StockPro and increase efficiency while using the system.

Please refer to the Advanced StockPro Coaching NCA dated September 8, 2017 for program details and schedule.

Classic Call Center Operating Hours

Effective Monday, September 18th, the operating hours for the dealer call center will be 10:00 am (EST) to 6:00 pm (EST) or 7:00 am (PST) to 3:00 pm (PST); (866) MB-CLASSIC (1-866-662-5277) or classicparts@mbusa.com.

Please refer to *Classic Call Center Operating Hours* NCA dated September 8, 2017 for additional information.

B-Class Electric Drive Battery Certification

Customers are required to maintain the battery certification annually up to 8 years or 100,000 miles at an authorized Mercedes-Benz center. This certification is performed at no cost to the customer; covered by MBUSA. Please refer to StarTekInfo for service details (Operator Manuals → select model year of vehicle → search B-Class).

Please refer to the *B-Class Electric Drive Battery Certification* NCA dated September 8, 2017 for additional information.

RepairLink Part Additions

Over 3,000 additional parts have been added to the RepairLink PMA program.

Please refer to the *RepairLink PMA* List adds 3,000 parts NCA dated September 8, 2017 for additional information.

Accessories Offerings

- New exclusive and AMG collection items are now available via the Lifestyle Collection website.
- Pre-orders for complete cold weather wheel and tire assemblies start on September 11th and will run through to September 30th. The pre-order includes a variety of assemblies that cover 19 model lines; cold weather wheel and tire assemblies come mounted and balanced, so installation is quick and easy. Purchases of these packages will count towards CPPP and Net Accessory purchases.

Please refer to the respective *Accessories* NCAs dated September 8, 2017 for complete program offerings.

Learning Link Downtimes

2 planned production downtimes are scheduled for September 6 (Learning Link) and 16 (Learning Link & DPMS). Please email mercedes-benz_academy@mbusa.com with any questions.

Please refer to *Planned Production Downtimes* in September NCA dated September 1, 2017 for additional information.

