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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: September 15, 2017

RECALL CAMPAIGN

Campaign	Information
2017080009 MY16, Model 453 (smart) Parking Brake	5,061 affected vehicles flagged in VMI; 214 in dealer inventory - Parts are available and can be ordered as necessary. - Customer notification letters are scheduled to be mailed on September 20, 2017.

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
		9/5-12	
A 000 982 95 10	CABLE CONNECTOR	1,584	SEPTEMBER 2017
A 204 720 17 63 9D88	DOOR PANELING	13	NOVEMBER 2017
A 210 490 36 21	EXHAUST PIPE	10	UNKNOWN

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.

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
Fastening Plate	A 000 810 17 11	A 000 810 17 11 28	September 21, 2017
Electrohydraulic Control Unit	A 220 270 27 06 80	A 220 270 27 06 84	October 5, 2017

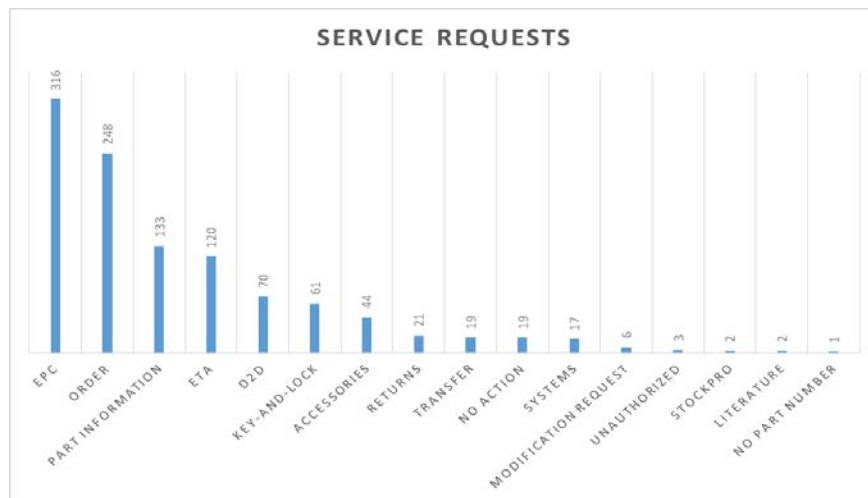




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PAC Service Request Volume

For the week of **September 4th**, the PAC received **1,082** service requests (Passenger Cars – 1,035; Sprinter – 47); 97 (9%) unnecessary calls.



*Low volume due to Labor Day holiday, September 4th.

ETA REQUEST VOLUME

For the week of September 4th, the PAC processed 676 ETA requests - 556 emails/ 120 calls.





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NATIONAL ACCOUNT 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

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

Windshield Part Number

A2056708900
A2226709000
A2076700300
A2076700100
A4636750816





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PROGRAMS AND PRODUCT UPDATES

Carlisle Parts Manager Survey

The annual Parts Manager survey is launched and will close on October 6, 2017. This study is to determine your satisfaction with the products and support provided to your Parts operations. Your feedback is extremely important and the survey will only take approximately 30 minutes to complete.

Please refer to the *2017 Carlisle Parts Manager Survey* NCA dated September 12, 2017 for additional information.

Required Special Tool Release, 205 Chassis, NAT3 Transmission & All Cars

Required tools will be automatically shipped to each dealer.

Please refer to the respective *Required Special Tool Release* NCA for additional information.

Warranty Webinar – MBUSA/smart

Topics to be covered: New Claim Appeal/Review Buttons in EVA, Vehicle Status Updates (VMI), Best Practices

September 20	Central and Northeast Region	11:30 am – 12:30 pm EST
September 21	Southern and Western Region	1:30 – 2:30 pm EST

Connectivity: <https://mbusawarranty.adobeconnect.com/august2017/>
Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – September 2017* NCA for additional information.

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.





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PROGRAMS AND PRODUCT UPDATES (continued)

Accessories Updates

- Dealer Editable Gift Certificates are now available for the Sales and Service departments to drive customer use in the dealership boutique.
- MBU/Tailgate, Fall and Breast Cancer Awareness Planograms are now available under Dealer Resources – Visual Merchandising Guides.
- Dealer of the Month - Up to 30% off select boutique merchandise for dealers only.

