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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: July 28, 2017

RECALL CAMPAIGN UPDATES

Recall Updates	Information
Retail Hold 2017050023 Passenger 2017050024 Driver 2017050025 Driver & Passenger MY 2017, Models 205, 222, 253 (C-Class, GLC-Class, S-Class) Seat Belt Pre-tensioner Igniter	2,250 affected vehicles in dealer inventory flagged in VMI - Vehicles may not be retailed until the recall is completed - Parts are available and can be ordered as needed only for dealer inventory vehicles
2017050027 MY 2017, Model 213 (E-Class) Replace Driver Knee Bag	597 affected vehicles flagged in VMI; 106 in dealer inventory - Vehicles may not be retailed until the recall is completed - Parts are available and can be ordered as needed
2017060001 MY 2017, Models 117, 156, 213 (CLA-Class, GLA-Class, E-Class) Replace Passenger Bag	948 affected vehicles flagged in VMI; 177 in dealer inventory - Vehicles may not be retailed until the recall is completed - Parts are available and can be ordered as necessary
2017050018 Window Bag (R) 2017050019 Window Bag (L) 2017050020 Window Bag (L & R) MY 2017, Model 117, 156 (CLA-Class, GLA-Class) Replace Window Bag - Left, Right or Both	232 affected vehicles flagged in VMI; 23 in dealer inventory - Vehicles may not be retailed until the recall is completed - Parts are available and can be ordered as necessary

Please refer to the respective Recall Campaign NCA 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 7/18-7/25	BACKORDER RECOVERY
A 204 720 17 63 9D88	DOOR PANELING	4	UNKNOWN
A 129 800 08 74	LOCK	1	UNKNOWN
A 212 240 04 18	ENGINE MOUNTING	556	AUGUST 2017
W 639 589 01 31 00	BRACKET	11	AUGUST 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.

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
Side Spoiler	A 190 885 69 00	A 190 885 69 00 28	August 17, 2017

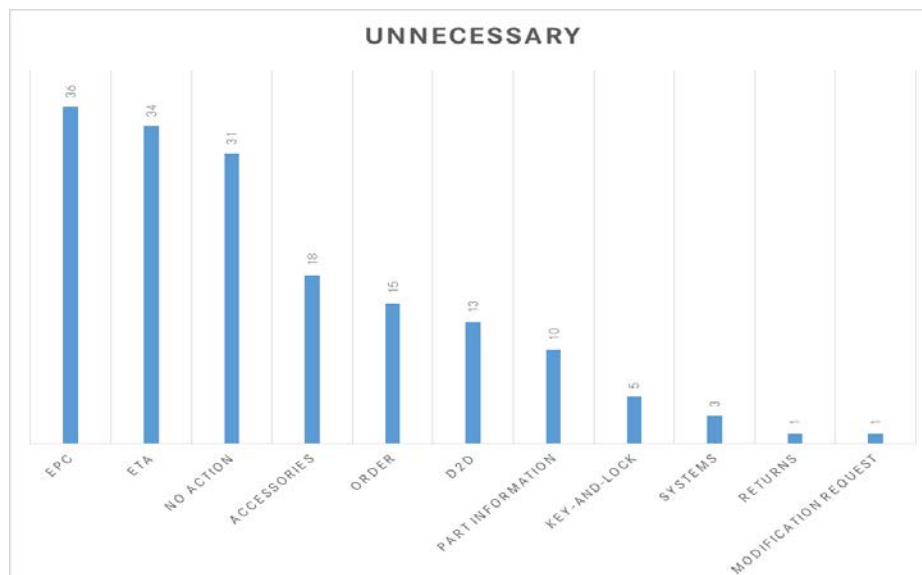
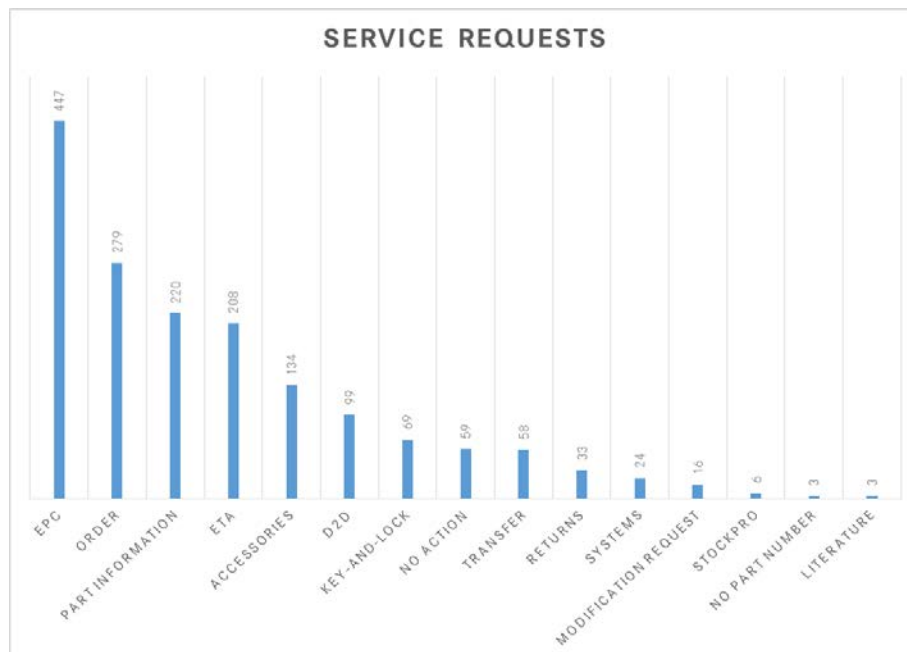




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PAC Service Request Volume

For the week of **July 17th**, the PAC received **1,658** service requests (Passenger Cars – 1,575; Sprinter – 83); 167 (10%) unnecessary calls.





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PROGRAMS AND PRODUCT UPDATES

Webinar – Genuine PartProtection

Genuine PartProtection - a customizable point-of-sale **Extended Coverage Plan** that empowers dealers to offer additional 2-year/Unlimited miles of coverage to the basic MB part warranty on most mechanical, electrical, and electronic parts, as well as Lifetime Battery Warranties and Lifetime Brake Warranties.

The webinars are scheduled as follows:

August 8 or August 10 at 1:30 pm EST

Link to join the webinar: <https://mbusa.zoom.us/j/361568572>

Or iPhone one-tap (US Toll): +14086380968,,361568572# or +16465588656,,361568572#

Or Telephone: +1 408 638 0968 (US Toll) or +1 646 558 8656 (US Toll)
Webinar ID: 361 568 572

Please refer to *Genuine PartProtection: Webinars and FAQs* NCA dated July 28, 2017 for additional information.

National Accounts Billing

We are currently experiencing data transmission issues with the National Accounts data feeds, which is only impacting dealer billing. Parts availability has not been affected. IT is aware and diligently working on a fix to this prior to month end. Please direct any questions to Cai Ramhorst at (770) 705-2989 or Cai-Marc.Ramhorst@mbusa.com.

Autoloop TouchPoint AMP Credits

AutoLoop's Touchpoint AMP services were incorrectly charged to your dealership in March, April, May, or a combination of any of these months. For those that switched to Engage and sent a cancellation notice to deactivate the TAMP services, a credit has been issued for the non-direct mail charges (software & DMS integration fees). You will find the credit amount and month listed on July's consolidated parts statement for reference.

For any questions related to this, please contact Nicholas Dixon – Nicholas.dixon@mbusa.com





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PROGRAMS AND PRODUCT UPDATES (continued)

Parts Purchase Incentive – Tires Update

The “lag time” for Tire PPI purchases has been shortened to 1 business day for times as opposed to 2 days. This gives you an extra day to order tires and have counted for your month’s PPI.

Please see the *MBUSA Parts Purchase Incentive – Tires Update* NCA dated July 25, 2017 for additional information.

Accessories

- **Accessories in Certified Collision Shops** – As a sponsoring dealer, you can receive additional revenue by selling genuine M-B and Lifestyle Accessories to Certified Collision shops who can upsell to customers. Each collision center will have access to ODUS 2.0 as well as the Lifestyle Collection website. We will send the marketing materials for these accessories so that the collision centers can showcase them and help push sales.
- **All-Season Floor Mats** – Due to safety concerns related to pedal operation, MBUSA does not offer all-season floor mats for M/GLE-Class, GL/GLS-Class, CLA-Class and GLA-Class. All-Season Floor Mat Trays are offered for these vehicles. Please visit ODUS to review available product.
- **Illuminated Star, Product Documentation Correction** – The illuminated star control units listed in ODUS 2.0 are not required to complete the illuminated star installation; these product listing will be removed from ODUS 2.0. A wiring harness and the illuminated star trim piece are the only parts required to install the illuminated star for passenger vehicles currently in production.
- **Merchandising Tools Price Reduction** – Starting August 1, select merchandise with price reductions will be available via Lifestyle Collection website → Dealer Exclusives → Merchandising Tools.
- **Merchandise Offerings** – Maybach and new merchandise are now available on the Lifestyle Collection website.

Please refer to the respective *Accessories* NCA for additional program information.





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Reminders:

PAC Reminders

Authorized Callers/ Dealer Roster

- Please ensure that all active Parts personnel are included on your roster. The PAC cannot modify the dealer roster; the System Administrator at each dealership is responsible for updating the roster in NetStar under the *Dealer Personnel Maintenance* tab.

Core Returns

- Core return inquiries should be emailed to **core-return-inquiries@mbusa.com**. This inbox is monitored daily with a reply delivered within a week of submission.

Credits and Debits

- Requests for debits/credits are to be submitted via the **Debit, Credit Request/Inquiry form on the PAC website**. Inquiries for your submissions should be emailed to **Parts_Credits_Debits@mbusa.com**.

Accessories and Part Specification Requests

- To efficiently expedite requests, all specification requests should be submitted via either the "Accessories Specification Request Form" or "Parts Specification Request Form" on the PAC website (*Forms & Links* tab).

D2D - HazMat Parts

- Parts classified as HazMat cannot be shipped D2D. These part types are only available for pick-up at your facing PDC as will-call.

Literature (Returns/Credits)

- Literature part numbers are searchable in Paragon as well as available in StarTekInfo. Please replace the spaces in the part numbers in StarTekInfo with dashes when placing order in Paragon.
- Literature orders placed by 2:00 pm Eastern will ship the same day; orders received after 2:00 pm Eastern will ship the next business day.
- Short shipments and credit requests are to be handled directly with RRD. Please do not enter credit requests in Paragon.
- Returns are to be initiated by the dealer directly with RRD (email: MBUSA@rrd.com). Please contact RRD to coordinate a pre-paid return. Credit will be issued once the returned material is confirmed by RRD.

National Accounts

- Dealer Tire, Batteries, Oil Program, Fluids: Contact person - David Wheat, David.Wheat@mbusa.com or (770) 705-3714.

Stock Checks

- Please include pictures of the part (side by side) in question as well as the label and box.

Special Tools

- Inquiries are to be emailed to **mbtoolsandequipment@mbusa.com**.

StockPro

- Inquiries/issues with the StockPro program should be emailed to **StockPro@mbusa.com**.

