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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 22, 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 9/12-9/19	BACKORDER RECOVERY
A 204 720 17 63 8P26	DOOR PANELING	1	NOVEMBER 2017
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	2	NOVEMBER 2017
A 210 490 36 21	EXHAUST PIPE	24	UNKNOWN
A 218 470 00 94 28	FUEL DELIVERY MODULE	24	SEPTEMBER 2017
A 906 545 21 00	TS TRAILER SOCKET	3	OCTOBER 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.

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
Electrohydraulic Control Unit	A 220 270 27 06 80	A 220 270 27 06 84	October 5, 2017
Insulation Engine Hood	A2226824501	A222682450128	October 13, 2017





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NATIONAL ACCOUNTS UPDATE

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	The order transmission issue impacting the order flow between MBUSA & PGW has been corrected	Complete
Part Identification	Not all PGW stocked parts are identified as such in Paragon.	All Phase Two PGW parts are now identified along with the other material attributes in the parts inquiry screen	Complete
Constrained Parts Management	There is limited information provided around supply constrained, PGW parts	A list of constraint parts along with the recovery time for those parts will be provided to the dealers weekly, starting the week of September 18 th	Complete
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.	In-progress
Inventory Reconciliation	Inventory in Paragon is not matching the inventory count at PGW.	An inventory reconciliation process has been implemented	Complete
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.	In-progress





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PAC Service Request Volume

For the week of **September 11th**, the PAC received **1,233** service requests (Passenger Cars – 1,171; Sprinter – 62); 101 (8%) unnecessary calls.





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ETA REQUEST VOLUME

For the week of September 11th, the PAC processed 957 ETA requests - 818 emails/ 139 calls.

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.

August DDR mbrace® Chargebacks

Please be advised that minor issues occurred with our data feeds which resulted in a delay in updates to the mbrace® August reports. The August DDR chargeback has been extended 2 weeks to October 5th to allow for “no decisions” resolution. After this date, the \$150 per vehicle charge for outstanding August DDR mbrace® “no decisions” will be assessed.

Please refer to the *August DDR mbrace® Chargebacks* NCA dated September 21, 2017 for additional information.

Genuine PartProtection Lifetime and Extended Warranty

With Genuine PartProtection you will be able to offer your customers limited lifetime warranties on brakes and batteries as well as extended coverage on most mechanical, electronic, and electrical parts sold. Genuine PartProtection policies can be sold both in the service drive and through wholesale. To enroll, go to www.GenuinePartProtection.com, click Dealer Enrollment, and enter your Dealer Code to begin the quick process. Or call 888-545-6269.

Please refer to the *MBUSA Genuine PartProtection Lifetime Warranty and Extended Warranty* NCA dated September 22, 2017 for additional information.

