



MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

Parts

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: September 29, 2017

RECALL CAMPAIGNS

Campaign	Information
2017050013 MY16-17, Models 166, 292, 207, 213 (GLE-Class, GLS-Class, GLE-Coupe Class, E-Coupe, E-Class) Electric Power Steering Connector	• 58,323 affected vehicles flagged in VMI • Parts are available and can be ordered as necessary • Customer interim notification letters were mailed May 2017; final customer notification letters will be mailed starting September 29, 2017
2017050024 MY17, Models 205, 222, 253 (C-Class, GLC-Class, S-Class) Mix Ratio Front Seatbelt Pre-tensioner (Driver)	• 2,183 affected vehicles flagged in VMI; 346 in dealer inventory • Parts are available and can be ordered as necessary • Customer notification letters are scheduled to be mailed in early October 2017
2017090002 MY 17, Model 453 (smart) Steering Knuckle	• 110 affected vehicles flagged in VMI; 20 in dealer inventory • Parts are available and can be ordered as necessary • Customer notification letters are scheduled to be mailed in early October 2017

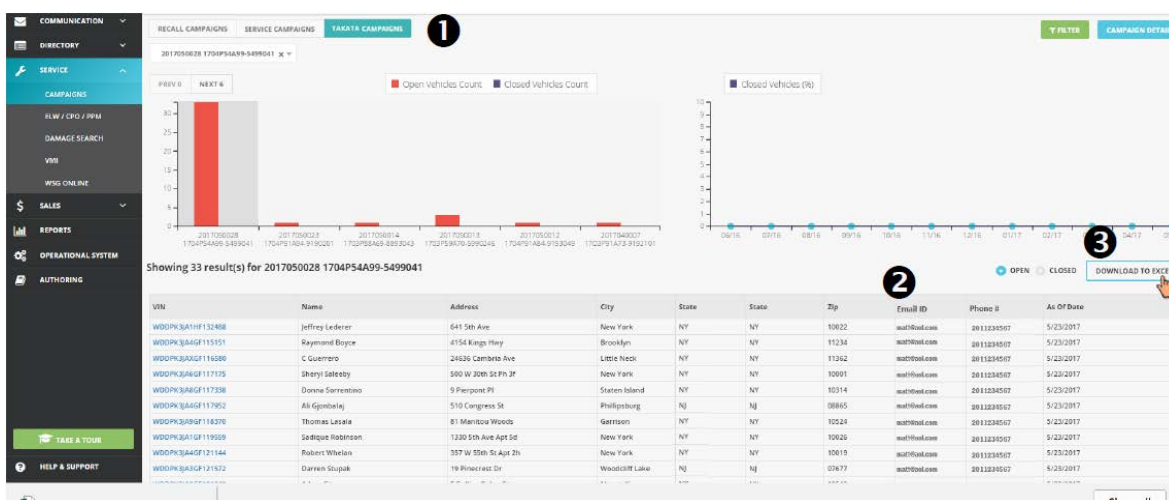




newschannel update

CAMPAIGN TAB ENHANCEMENTS IN NETSTAR

Effective September 17th, the following enhancements have been added to NetStar under the “Campaigns” tab.



① Takata Campaign Button

- The “Takata Campaign” button gives easy and quick access to a drop-down list of all Takata-related Recall Campaigns for which a given dealer has vehicles assigned to its AOI.
- The button eliminates the need to memorize or keep a list of relevant campaign numbers in order to search for and select from the drop-down list under “Recall Campaigns”. Please note that all Takata airbag campaigns will still be captured in the drop-down list under the “Recall Campaigns” button.

② Email and Phone Number Fields

- Fields provided regarding owner emails and phone numbers associated with information MBUSA obtained through campaign data sources, if available. This will help facilitate dealer-initiated outreach for these campaigns. Note: We are currently updating the owner info, including phone and email information tied to the latest owner/registration. Our goal is for the Phone and Number Fields to be able to accommodate phone and email information ahead of time to avoid waiting for a NetStar update cycle following the receipt of such info. Until then, phone and email fields are blank. We anticipate availability for phone and email information in early November.
- Please note that, as with all recall campaign-related address and contact info data, the use of such data must be restricted to recall campaign outreach and under no circumstances be used for general marketing activities.

③ Download to Excel Feature

- The “Download to Excel” feature has been expanded to now also include the new fields for email and phone number to help where a list extract in an editable format like Excel is desired.

Please refer to the *Enhancements to Campaign Tab in NetStar NCA* dated September 15/22, 2017 for additional information.





newschannel update

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 9/19-9/26	BACKORDER RECOVERY
A 204 720 17 63 9D88	DOOR PANELING	1	NOVEMBER 2017
A 205 670 89 00	WINDSHIELD (PGW)	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
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

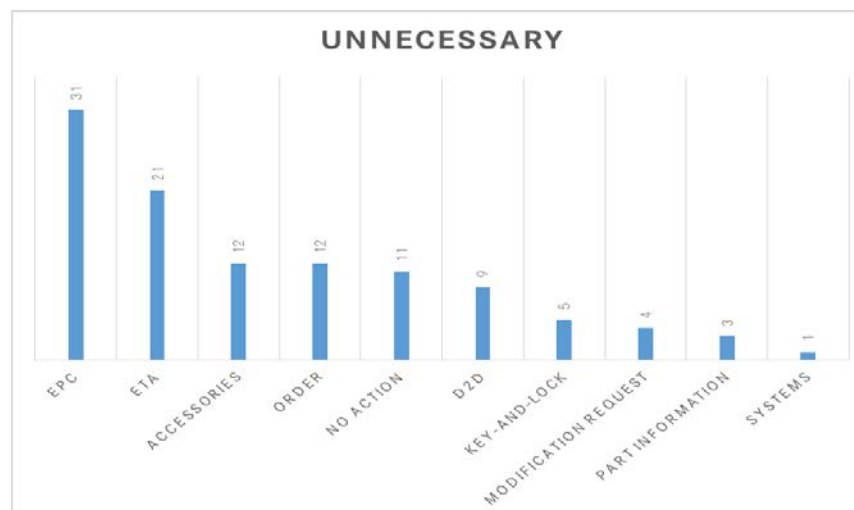
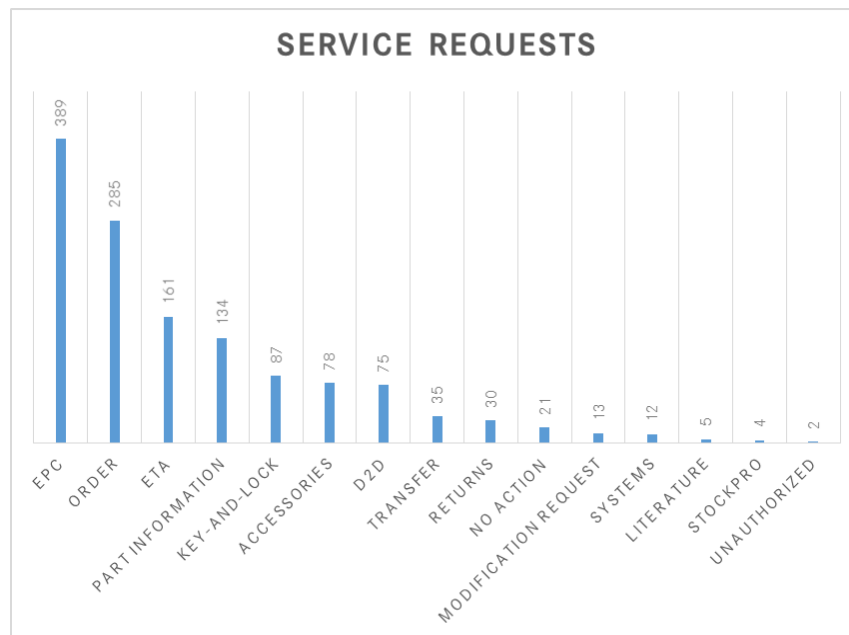




newschannel update

PAC Service Request Volume

For the week of **September 18th**, the PAC received **1,331** service requests (Passenger Cars – 1,261; Sprinter – 70); 109 (8%) unnecessary calls.





newschannel update

ETA REQUEST VOLUME

For the week of September 18th, the PAC processed 1,021 ETA requests - 860 emails/ 161 calls.

PROGRAMS AND PRODUCT UPDATES

Genuine Exchange Bumpers, New with Core

Effective September 29, a new category of parts will launch – *New with Core*. These parts are new genuine M-B parts with the added feature of a core deposit. Bumpers are the first entry in this category and will replace “faux reman” part numbers. New with Core Parts will:

- Continue to use the same part number as the previous New Part.
- Will be priced equal with the current Faux Reman part number (DNET, Exchange and Core).
- Have a core deposit included in DNET pricing, like current Reman parts.
- Will keep the same Core \$ amounts for bumper cores (currently \$150 for bumpers).
- Retain the current core structure of the base 11 digit part number, with the “70” extension.
 - Part numbers with an ES2 suffix (additional 4 digits beyond the 70), will carry that ES2 over to the core part number (i.e., A 204 xxx xx xx 70 9999).

Example: Before - and - After New with Core Launch

Category	Part Number	Description	DNET	Exchange	Core	Before New with Core	After New with Core
New	A 212 885 35 38 9999	212 Rear Bumper	\$1,000			Active	
Core	A 212 885 35 38 70	Core 212 Rear Bumper	\$150			Active	* Active
Special Core	A 212 885 35 38 71	Special Core 212 Rear Bumper	\$40			Active	Active
Reman	A 212 885 35 38 80	Reman 212 Rear Bumper	\$643	\$493	\$150	Active	Sell down
New with Core	A 212 885 35 38 9999	Exchange 212 Rear Bumper	\$643	\$493	\$150		Active
Core	A 212 885 35 38 70 9999	Core 212 Rear Bumper	\$150				Active

* Note: In the example above, the original core PN (A 212 885 35 38 70) would only apply to a part number without the ES2 Suffix (in this example, A 212 885 35 38). If the part number includes an ES2 Suffix (like A 212 885 35 38 9999), then the core must also include a like ES2 (A 212 885 35 38 70 9999).

Please refer to the *Genuine Exchange Bumpers, New with Core* NCA dated September 29, 2017 for additional information.

National Cold Weather Wheel and Tire Program

The pre-order period has been extended to October 16, 2017.

Please refer to the *National Cold Weather Wheel and Tire Pre-Order period extended to October 16th* NCA dated September 27, 2017 for additional program information.

Parts Specification Requests

To efficiently expedite requests, all specification requests should be submitted via the "**Parts Specification Request Form**" on the PAC website (**Forms & Links** tab). Please do not email these types of requests.

