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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: October 20, 2017

RECALL CAMPAIGN WITH RETAIL HOLD

Campaign	Information
MY 2012-2018, Models 117, 156, 205, 253, 204, 207, 212 and 242 (CLA, GLA, C, GLC, GLK, E, B electric) Steering Column Ground	- Approximately 495,000 affected vehicles flagged in VMI; 6,430 in wholesale status; 20,964 in dealer inventory (demo/loaner/CPO). Less than 1% of affected vehicles are anticipated to experience the issue. - Remedy parts are not yet available. We are working with DAG and suppliers to obtain parts as soon as possible. - Loaner and demo vehicles may continue to be driven but must not be retailed as CPO until repaired. - Customer interim notification letters will be mailed during November 2017. Final customer notification letters will be mailed when remedy parts are available; approximately one week after the recall launch to the dealers.

SERVICE CAMPAIGNS

Campaign	Information
2017090007 MY 2018, Models 213, 217, 222 (E-Class, S-Class Coupe, S-Class) Update Ambient Light Control Unit	3,242 affected vehicles flagged in VMI - Parts are not necessary; repair is software-based
2017070001 MY 2017, Models 231, 222 (SL-Class, S-Class) Update HERMES Control Unit	4 affected vehicles flagged in VMI - Parts are not necessary; repair is software-based
2017080001 MY 2017, Models 217, 222 (S-Class Coupe, S-Class) Rework Axle Coating	336 affected vehicles flagged in VMI - Parts are available and can be ordered as necessary
2017080007 MY17, Model 217 (S-Class Coupe) Apply Preservation Agent to Underbody	141 affected vehicles flagged in VMI - Parts are available and can be ordered as necessary





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RECALL CAMPAIGN INFORMATION UPDATE

Q. Can a new car with an open recall campaign be placed into loaner service?

A. No, it may not.

- In most states, this would require registering (title) the car. This would constitute a “sale” in violation of Federal Law and is therefore prohibited.
- While there are some states that do not require registration, MBUSA recommends against placing these vehicles into loaner service.

Q. Can a car that is already in loaner service prior to the recall announcement be driven?

A. Yes, unless the recall is a “stop drive” recall.

Q. Can a dealer can sell a used/EX-CVP car with an open recall campaign as a used vehicle (not CPO)?

A. Yes, per the 10/17/2017 updated NCU. However, MBUSA encourages Dealers to review with their own legal counsel any requirements for selling used units with an open recall campaign, and strongly encourages Dealers to provide the attached Disclosure Notice to the buyer.

Q. Will MBUSA indemnify dealers against 3rd party claims in the event of an incident with a used car included in the recall?

A. Yes, on the condition that the recall Disclosure Notice has been properly executed and there are no claims of sales misrepresentation.

Please refer to the *UPDATE – Important information regarding new/used vehicle sales with open or pending recall campaigns* NCA dated October 20, 2017 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	
		10/10-10/17	BACKORDER RECOVERY
A 166 890 00 00	DRIVE SPINDLE	32	NOVEMBER 2017
A 166 980 36 64	GAS PRESSURE STRUT	9	NOVEMBER 2017
A 222 900 30 15	CONTROL UNIT	1	NOVEMBER 2017
A 204 720 17 63 8P26	DOOR PANELING	12	NOVEMBER 2017
A 000 810 17 11 28	FASTENING PLATE	318	OCTOBER 2017
A 205 670 89 00	WINDSHIELD (PGW)	87	UNKNOWN
A 207 670 01 00	WINDSHIELD (PGW)	18	UNKNOWN





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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.

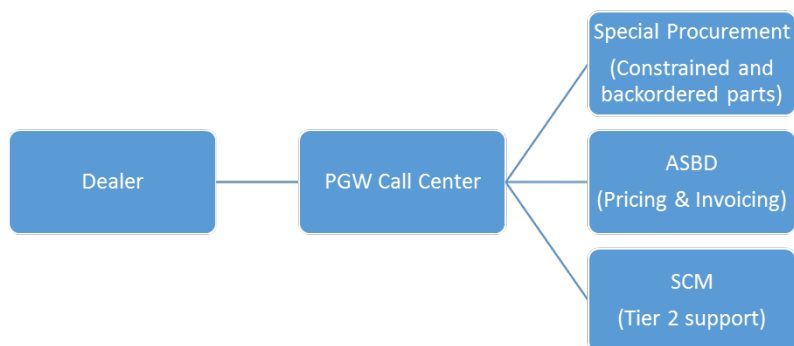
Part	Part Number to be Returned	New Part Number	Return Deadline
Output Shaft	A2462609500	A246260950028	October 27, 2017
Steering Knuckle Pin Kit	A 111 586 00 33	A 111 586 00 33 28	November 2, 2017

NATIONAL ACCOUNTS UPDATE

As of this week, the entire PGW Call Center team has been thoroughly trained on our Paragon system. The PGW Call Center agents will have the same information that is available to you, our dealer network, and our Home Office staff. This extra visibility will allow the PGW agents to better handle your inquiries in a more efficient and timely manner.

The MBUSA Supply Chain Management team will continue to work diligently with the PGW management team to identify any gaps in service, provide the necessary tools and to offer 2nd level issue support.

Please continue to contact PGW at (800) 758-0811 or via e-mail DirectDelivery@pgwautoglass.com. They will be able to handle all your inquiries on PGW inventory availability, order management, ETA/delivery status and returns on your orders.



Please refer to the *PGW Update for October 20 NCA* dated October 20, 2017 for additional information.

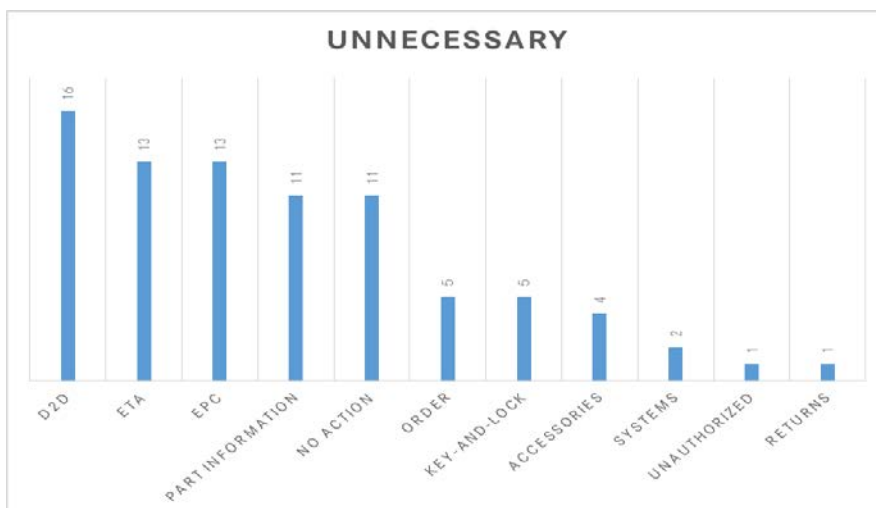
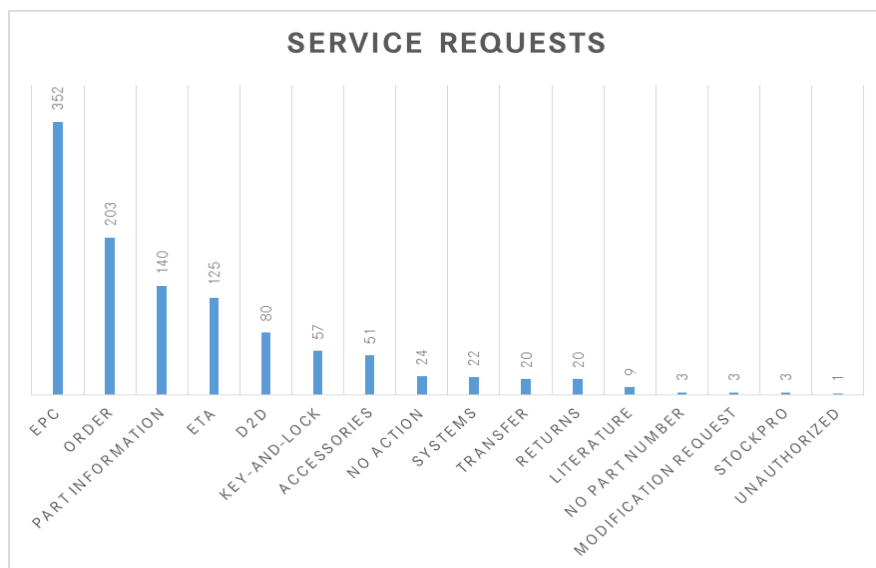




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PAC Service Request Volume

For the week of **October 9th**, the PAC received **1,113** service requests (Passenger Cars – 1,064; Sprinter – 49); 82 (7%) unnecessary calls.



ETA REQUEST VOLUME

For the week of October 9th, the PAC processed 877 ETA requests - 752 emails/ 125 calls.





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PAC REMINDERS

Parts Pricing Inquiries

Parts pricing inquiries are handled by the Parts Market Pricing group; emails should be sent to **171-MB-Parts-Mkt_Pricing@mbusa.com**. Inquiries regarding major competitive pricing differences must be submitted via the Competitive Parts Pricing Feedback form (available on the PAC website - "Forms & Links" tab).

Parts Credits and Debits

Inquiries for outstanding credits and debits should be emailed to the Cars Parts Accounting team, Parts_Credits_Debits@mbusa.com. Please ensure to include the Paragon order number, the outbound number as well as part numbers in your inquiry.

Parts Specifications

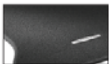
There has been increase in emails for specifying parts. Please be reminded that these request types should be submitted via the Parts Specification form on the PAC website, under *Forms & Links*.

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/psr/psrform>

Accessories

Please be advised that the M-B Locally Sourced Vehicle Accessory Dealer Guide is an additional resource should you not find a specific Accessories part in ODUS. The document is posted on the PAC website under "Accessories & Literature" → *Accessories* tab. Listed below are the categories in the guide.

Mercedes-Benz Locally Sourced Vehicle Accessory Dealer Guide

	Car Covers	3
	Cargo Area Trays	4
	Floor Mats, All-Season	5
	Floor Mats, Velour	8
	License Plate Frames	12
	Sunshades	14
	Tire Valve Stem Caps	15
	Trailer Hitch Covers	16





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PROGRAMS AND PRODUCT UPDATES

PSX Enhancement: Webinar and FAQs

Webinar to include the following topics:

- Modification to PSX Classic Dashboard
- Addition of M-B Dashboard
- Addition of Part Group Breakdown Reporting

November 14, 2017 2:00 pm EST - Webinar ID: 801 877 571

<https://mbusa.zoom.us/j/801877571>

or iPhone one-tap: US: +16468769923,801877571# or +16699006833,,801877571#

or Telephone: US: +1 646 876 9923 or +1 669 900 6833 or +1 408 638 0968

November 16, 2017 2:00 PM EST - Webinar ID: 779 562 294

<https://mbusa.zoom.us/j/779562294>

or iPhone one-tap: +14086380968,,779562294# or +16468769923,,779562294#

or Telephone: US: +1 408 638 0968 or +1 646 876 9923 or +1 669 900 6833

Please refer to the PSX Enhancement: Webinars and FAQs NCA dated October 20, 2017 for additional information.

