



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: October 27, 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
		10/17-10/24	
A 000 810 17 11 28	FASTENING PLATE	354	NOVEMBER 2017
A 166 890 00 00	DRIVE SPINDLE	123	NOVEMBER 2017
A 222 900 30 15	CONTROL UNIT	1	NOVEMBER 2017
A 205 670 89 00	WINDSHIELD (PGW)	157	UNKNOWN
A 207 670 01 00	WINDSHIELD (PGW)	20	UNKNOWN
A 207 670 26 00	WINDSHIELD (PGW)	1	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
Steering Knuckle Pin Kit	A 111 586 00 33	A 111 586 00 33 28	November 2, 2017
Longitudinal Member	A2226102600	A222610260028	November 9, 2017





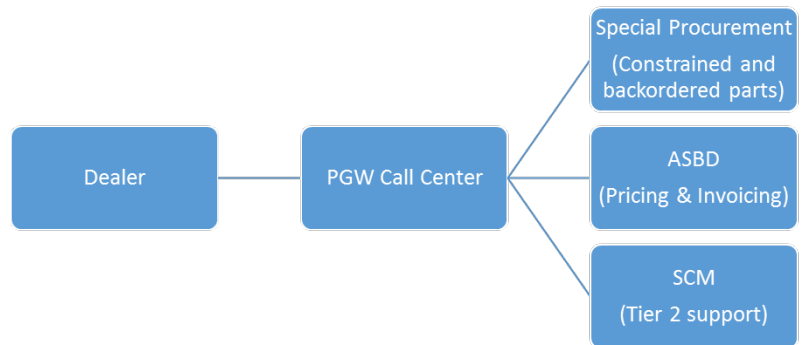
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NATIONAL ACCOUNTS UPDATE

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.

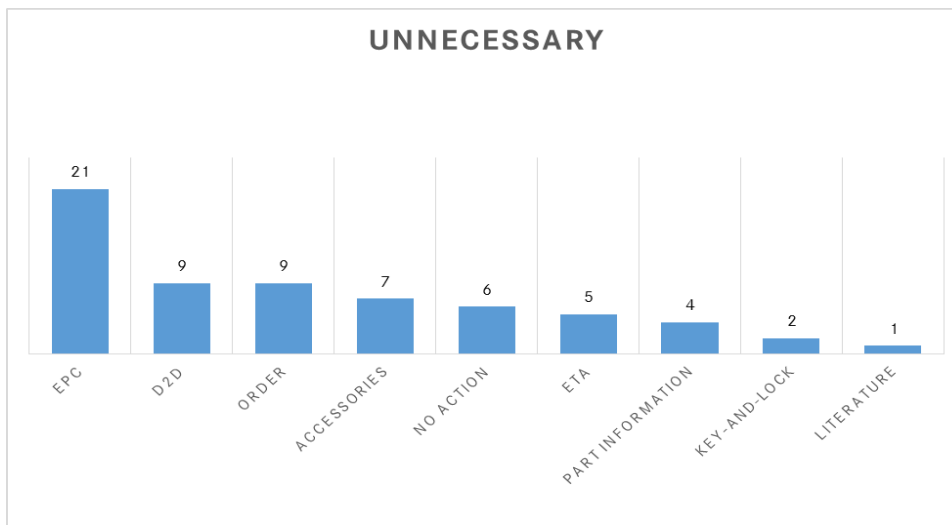
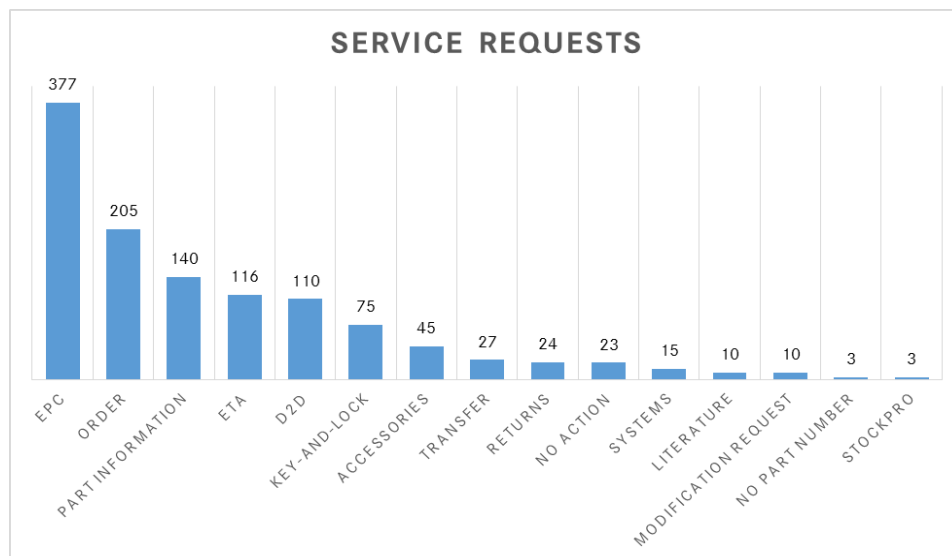




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PAC Service Request Volume

For the week of **October 16th**, the PAC received **1,183** service requests (Passenger Cars – 1,127; Sprinter – 56); 64 (5%) unnecessary calls.



ETA REQUEST VOLUME

For the week of October 16th, the PAC processed 1,004 ETA requests – 888 emails/ 116 calls.





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PROGRAMS AND PRODUCT UPDATES

Consolidated Packing Slips

As posted in Paragon, the current packing slip format is temporary. IT is working with IBM to revert the format back to the original layout. We thank you in advance for your patience as the resolution is in progress.

MBUSA Approved Paint Vendors

MBUSA requires that only approved paint refinishing products and procedures be used on any warranty repair work. Documentation regarding this must be submitted; do not submit warranty claims to MBUSA for any repairs refinished using non-approved products.

Approved paint vendors are AkzoNobel, Glasurit and R-M (BASF), Spies Hecker, Standox and Global (PPG).

Please refer to the *MBUSA Approved Paint Vendors* NCA dated October 23, 2017 for additional program information.

Parts Specification Requests

Please be reminded that requests for specifying parts are to be submitted via the Parts Specification form, available on the PAC website. The link is pasted below for your quick reference.

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

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).

Mobile-Optimized Course Grading Issue

The issue of grades from the new mobile-optimized courses not being viewable in Learning Link is being resolved. The grades are saved if a user completes and passes a course.

Please refer to the *Mobile-Optimized Course Grading Issue* NCA dated October 25, 2017 for additional information.

Accessories

Hat and T-shirt packages are now available through November 20th. Visit the Lifestyle Collection website for details: Dealer Exclusives → Giveaways → Apparel.

Please refer to *Hat/t-shirt package, New items* NCA dated October 27, 2017 for additional Accessories offerings.

