



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

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 26, 2018

RECALL CAMPAIGNS

Campaign	Information
201712022 – Phase 2 Launch Notification – Retail Hold MY2012-2013, Model 204 (C-Class) SCM Ground	<ul style="list-style-type: none">12,419 affected vehicles flagged in VMI; 12,355 total customer vehicles. Campaign includes rental carsRemedy parts are only available for vehicles flagged as “OPEN” in VMI. Parts will be pushed to dealers to expedite repairs.The steering wheel bolt is not required to be replaced as per the repair instructions provided by DAG. Warranty and Audit teams are aware of this deviation from past WIS instructions and the audit occurrences related to it. DAG is working to modify the work instructions in WIS to be consistent with the current recall work instructions.Customer interim notification letters were mailed November 2017; final customer notification letters will be mailed when remedy parts are available for the second phase of the recall, approximately one week after the recall launch to the dealers, week of January 22, 2018.
2017110013 – Phase 2 Launch Notification MY2015-2018, Models 205, 253 (C-Class, GLC-Class) SCM Ground	<ul style="list-style-type: none">5,356 affected vehicles flagged in VMI; campaign includes rental carsRemedy parts are only available for vehicles flagged as “OPEN” in VMI. Parts will be pushed to dealers to expedite repairs.The steering wheel bolt is not required to be replaced as per the repair instructions provided by DAG. Warranty and Audit teams are aware of this deviation from past WIS instructions and the audit occurrences related to it. DAG is working to modify the work instructions in WIS to be consistent with the current recall work instructions.Customer interim notification letters were mailed November 2017; final customer notification letters will be mailed when remedy parts are available for the second phase of the recall, approximately one week after the recall launch to the dealers, ETA January 2018.





newschannel update

RECALL CAMPAIGNS: 2017110011 & 2017110013

Parts for this campaign are now available for dealer ordering in Paragon.

SERVICE CAMPAIGNS

Campaign	Information
2017090009 MY2016, Models 117, 156, 166, 172, 207, 212, 218, 292, 463 (CLA-, GLA-, GLE-, SLK-, E-Coupe, E-, CLS-, GLE-Coupe, G-Class) Update Engine ECU SW	<ul style="list-style-type: none">138,674 affected vehicles flagged in VMIParts are not necessary as the repair is software-based

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.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 1/16-1/23	BACKORDER RECOVERY
A 166 817 75 00	MERCEDES STAR	34	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	21	FEBRUARY 2018
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	24	FEBRUARY 2018
A 221 423 10 12 07	BRAKE DISK, VENTED	68	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	1	FEBRUARY 2018

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.





newschannel update

SPECIAL PROCUREMENT DELAYS AND CRITICAL ESCALATION PROCESS

Due to an unexpected bottleneck in Special Procurement, we are currently experiencing delays and ask that only critical inquiries/escalations on SP cases be emailed to: 171-specialprocurement@mbusa.com. Only inquiries that meet the criteria listed below will be prioritized for handling and escalation. Please limit 1 SP case inquiry/escalation per email.

For critical SP cases, use the following format in the subject line: “*SP case /Paragon order number /Part number /VIN number*”. Include the reason for inquiry/escalation (please see below criteria for a SP case to be considered critical) in the body of your email.

The SP case must meet one of the below criteria:

- Buy back situation – Lemon Law with AOM confirmation
- New customer/new vehicle (vehicle still under manufacturer warranty)
- VIP customer - please provide justification and a brief description
- MBUSA is paying for loaner vehicle/lease payments

For non-critical SP cases (cases that do not meet the above criteria), please wait for the weekly follow-up. Non-critical SP cases cannot be prioritized at this time.

Please refer to the *Special Procurement* NCA dated January 26, 2018 for additional information.





newschannel update

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
Propeller Shaft	A2134108200	A2134101103	February 1, 2018
Seat Belts	A22286055007N45	A22286006017N45	February 15, 2018
	A22286055008R92	A22286006018R92	
	A22286055009H96	A22286006019H96	
	A22286055009H97	A22286006019H97	
	A22286055009H98	A22286006019H98	
	A22286056005E68	A22286007015E68	
	A22286056007N45	A22286007017N45	
	A22286056008R92	A22286007018R92	
	A22286056009H96	A22286007019H96	
	A22286056009H97	A22286007019H97	
	A22286056009H98	A22286007019H98	

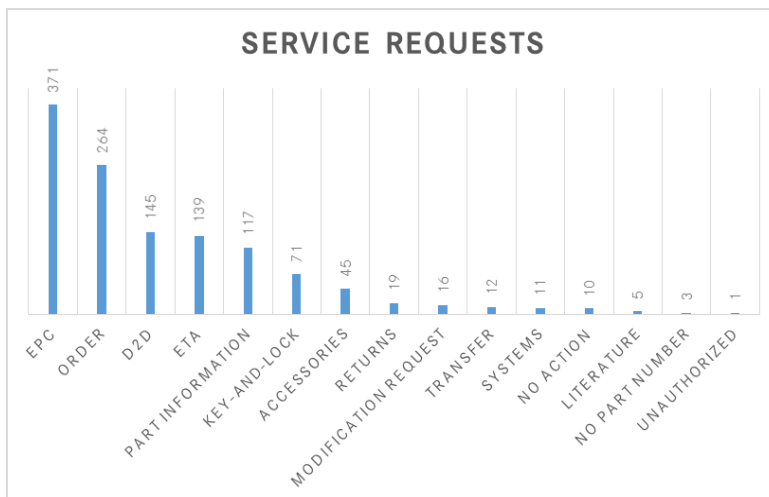
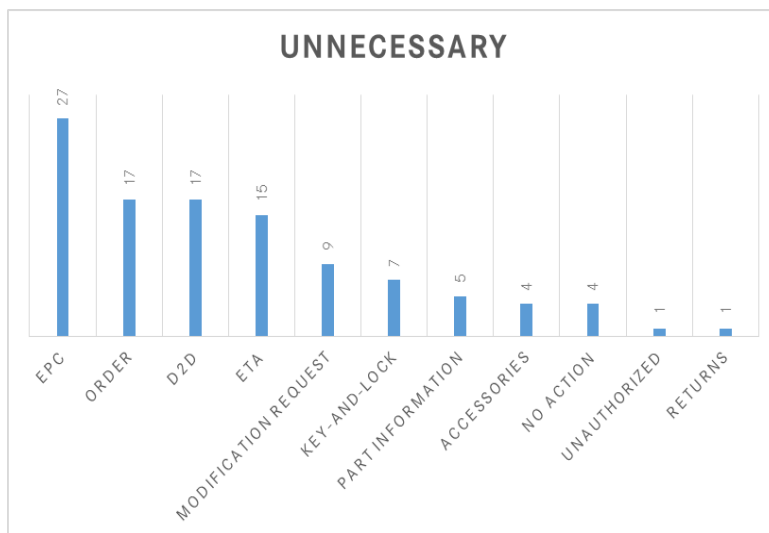




newschannel update

PAC Service Request Volume

For the week of January 15th, the PAC received **1,229** service requests (Passenger Cars – 1,182; Sprinter – 47); 107 (9%) unnecessary calls.



ETA REQUEST VOLUME

For the week of January 15th, the PAC processed 1,527 ETA requests – 1,388 emails/ 139 calls.





newschannel update

PROGRAMS AND PRODUCT UPDATES

StockPro Update

- StockPro average fill rate climbed over 87% in December 2017.
- Pack size quantities for auto orders and proposals are now resolved. The quantity on the order will be the same in Paragon and DMS.
- Segmented replenishment strategy for Collision parts is now available; the ability to set parameters in StockPro for Collision parts to be proposed as "I" line(s).
- 2 battery part numbers are now included: N000000 004039 and A0008280388.
- A task force is in place to improve supersession logic. Please continue to submit examples so that issue can be resolved.
- StockPro Training – in-class training for 2018 will start by June 2018. More information will be provided once confirmed.

Please review the *January 2018 StockPro News Update* NCA dated January 26, 2018 for additional information.

Addition of Map Updates into the Service Re-Check

The Service Re-Check has been updated to emphasize the need to check and update the Navigation information in COMAND units or to install the GARMIN if ordered.

Please refer to the *Addition of Map Updates into the Service Re-Check* NCA dated January 26, 2018 for additional information.

XENTRY Software and WIS Pricing

A 3% increase in diagnostic software costs will be implemented in 2018; due to increase in models, information and software maintenance. This will be the only increase in your monthly software billing; will take effect in your January billing statement.

Please refer to the *XENTRY Software and WIS Pricing* NCA dated January 22, 2018 for additional information.





newschannel update

PAC REMINDERS

Please be reminded of the following resources for your parts needs. All forms are on the “Forms & Links” tab on the PAC website.

Please be reminded that all emails/communications must include the Dealer Code, Paragon Number, Outbound Number as well as part numbers.

ETA Requests

ETA requests are to be submitted via the *Exception Tab* in Paragon.

Special Procurement Inquiries

SP case inquiries are to be emailed to 171-SpecialProcurement@mbusa.com. The subject line must include the Paragon number, part number, VIN number and SP case number. Follow-ups regarding open cases should also be directed to the SP team for status.

Parts Specifications

All parts specification requests should be submitted via the Parts Specification Request form.

<https://nsmicrosite.mbusa.i.daimler.com/sites/PAC/default/Side-Nav/Links-&-Forms>

Stock Check Requests

Requests should be submitted on the Stock Check form and include

- Pictures of all parts tags on the box
- Picture of any casting numbers on the parts
- Side by side picture of incorrect and correct part

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/scr/scrform>

Debits and Credit Requests

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

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/dc/dcinquryform>

Updates to the Dealer Roster

The PAC team does not have access or authority to modify the dealer's roster. Personnel changes (includes system access) is performed by the System Administrator at the dealership.

