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newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 12, 2018

MARTIN LUTHER KING, JR. HOLIDAY SCHEDULE

In observance of the Martin Luther King, Jr. holiday, MBUSA will be closed on Monday, January 15, 2018; however, the PAC and PDCs will operate on a limited schedule, 10:00 am – 6:00 pm. The VOR cut-off time will be 3:00 pm local PDC time.

RECALL CAMPAIGNS

Campaign	Information
2017120015 MY 2016-2017, Model 253 (GLC-Class) Headlamp Aiming	8,134 affected models flagged in VMI; 66 in dealer inventory; 24 MBUSA internal vehicles - Parts are not required for repair; repair involves standard headlamp adjustment - Customer letters will be mailed in early January, 2018.
Initial Recall Notification MY 2016-2017, Model 190 (AMG-GT) Occupant Classification System	10 affected vehicles flagged in VMI as “Pending” - Parts may not be required; repair is software based. Software is not yet available. - Customer notification letters are scheduled to be mailed early January, 2018.
Initial Recall Notification MY 2017-2018, Models 166/X166, 222, 292 (GLE-Class, GLS-Class, S-Class, GLE-Coupe Class) Door Locks	8,700 affected vehicles flagged in VMI as “Pending”; 272 in dealer inventory - Parts are currently unavailable. - Customer notification letters are scheduled to be mailed early February, 2018.
Initial Recall Notification MY 2017, Model 463 (G-Class) Vacuum Hose Brake Booster	432 affected vehicles flagged in VMI as “Pending” - Parts are currently unavailable. - Customer interim letters are scheduled to be mailed early January 2018. Supplemental notifications are scheduled to be mailed mid-late March 2018, depending on parts availability.
Initial Recall Notification MY 2016-2018, Model 166 (GLE-Class) Replace B-Pillar Tire Label	64 affected vehicles flagged in VMI as “Pending”; 3 in dealer inventory - Parts are currently unavailable - Customer notification letters are scheduled to be mailed early February 2018





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Campaign	Information
Initial Recall Notification MY 2018, Model 190 (AMG GT-Class) Seatbelt Guide Loop	942 affected vehicles flagged in VMI as "Pending" - Parts are currently unavailable - Customer interim letters are scheduled to be mailed in early February 2018

RECALL CAMPAIGNS: 2017110011 & 2017110013

Effective immediately: Requests for additional open campaign parts along with the affect VINs are to be emailed directly to the following SCM team members: Shayla.Seibles@mbusa.com and Jessica.Swafford@mbusa.com. They will review your requests and push parts accordingly. Emailing the PAC will delay order fulfillment.

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 1/2-1/9	BACKORDER RECOVERY
A 166 817 75 00	MERCEDES STAR	103	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	6	FEBRUARY 2018
A 221 490 97 20 80	EXHAUST GAS LINE	2	UNKNOWN
A 222 420 02 72	BOND BRAKE DISC	678	MARCH 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.

FILL RATE PERFORMANCE UPDATE

Our current fill rates are below acceptable performance. Challenged by global air freight operations, our Parts Logistics team has increased air freight spend and capacity. We expect the fill rate performance to recover over the next 2-4 weeks as a result of our support of the drop-ship program.

Please refer to the *Fill Rate Performance Update* NCA dated January 10, 2018 for additional information.





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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
Control Unit	A20590011209051	A2059001120289051	January 24, 2018
	A20590027239051	A2059002723289051	
	A20590046239051	A2059004623289051	
	A20590052239051	A2059005223289051	
	A20590062239051	A2059006223289051	
	A21290003309051	A2129000330289051	
	A21290005308Q96	A2129000530288Q96	
	A21290005309051	A2129000530289051	
	A21290009308Q96	A2129000930288Q96	
	A21290037248N85	A2129003724288N85	
	A24690090179051	A2469009017289051	
	A24690091179051	A2469009117289051	
	A24690092179051	A2469009217289051	
Charging Cables	A0005831101	None	January 25, 2018
	A0005831798	A0005836501	
	A0005832298	A0005836601	
	A0005832400	A0005836601	
	A0005832500	A0005831201	
	A0005833400	A0005831201	
	A0005834200	A0005836501	
	A0005834800	A0005836601	
Propeller Shaft	A2134108200	A2134101103	February 1, 2018

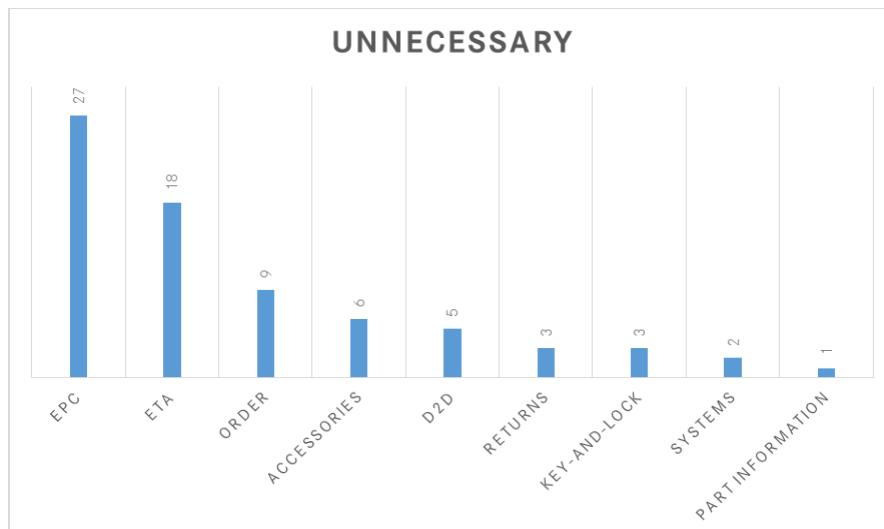
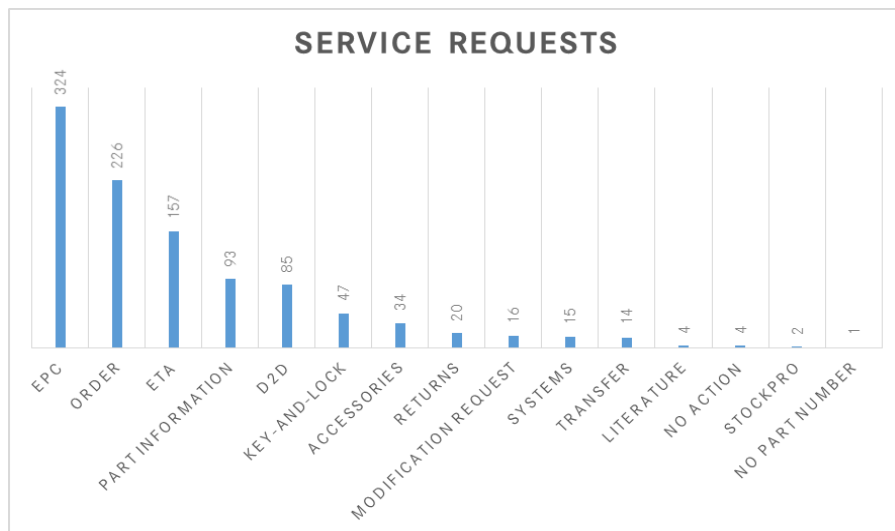




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PAC Service Request Volume

For the week of January 1st, the PAC received **1,042** service requests (Passenger Cars – 991; Sprinter – 51); 74 (7%) unnecessary calls.



ETA REQUEST VOLUME

For the week of January 1st, the PAC processed 1,255 ETA requests – 1,098 emails/ 157 calls.





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PROGRAMS AND PRODUCT UPDATES

Warranty Webinar – MBUSA/smart

Topics to be covered: Dealer Directory in NetStar 5 and RAPS in NetStar 5

January 24	Central and Northeast Region	11:30 am – 12:30 pm EST
January 25	Southern and Western Region	1:30 – 2:30 pm EST

Connectivity: <https://mbusaes.adobeconnect.com/january2018>
Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – January 2018* NCA for additional information.

Parts and Service Forums 2018

All Dealer Principles, General Managers, Service Managers and Parts Managers are invited to the 2018 Parts & Service Forum meeting scheduled for February – March, 2018. The registration website is <http://www.cvent.com/d/8tq317>; deadline is January 19, 2018.

Please refer to the *Parts and Service Forums 2018* NCA dated January 9, 2018 for additional program information.

Oil Pallet Promotion Credit

Credits for pallet purchases from May through December 2017 have now been approved with payment to be made in the February 2018 Miscellaneous Billing statement.

Please refer to the *Oil Pallet Promotion Credit* NCA dated January 9, 2018 for additional information.

Express Service by Mercedes-Benz

Replacing Premier Express, Express Service by Mercedes-Benz will remain a service concept built on routine maintenance, basic services under 60 minutes, service with or without an appointment, while the customer waits and no alternate transportation needed for our customers. No enrollment fees for dealers already enrolled as an Express Service dealer as of 12/31/2017. Non-participating dealers as of 12/31/2017 who are interested in enrolling will be assessed a fee of \$10,000 for the initial installation, on-boarding and training. Dealer enrollment is required by March 31, 2018

Please refer to the *Express Service by Mercedes-Benz* NCA dated January 9, 2018 for additional program details.

Parts Price Reduction for Control/Steering Arms and Lever Tie Rod

Effective beginning February 1, 2018, the above parts will have an average of 40% decrease in pricing. Please continue to utilize the Parts Price Feedback link in NetStar on the “Parts” tab as well as send price inquiries to 171-MB-Parts-Mkt-Pricing@mbusa.com.

Please refer to the *February 2018 – Price Reductions* NCA dated January 9, 2018 for additional program information.





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Accessory CD Player Retrofit for E-Class and S-Class

The retrofit accessory CD player supports all current music formats and is fully integrated into the operating logic of the vehicle. The retrofit CD player can be installed with or without Code 320 – Single CD drive pre-installation. Please visit ODUS (odus.i.daimler.com) for further information such as parts for installation and labor times.

Please refer to the *New! Accessory CD Player Retrofit for E-Class and S-Class* NCA dated January 12, 2017 for additional information.

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.

