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Parts

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TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 5, 2018

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.

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/dcinquiryform>

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.

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 12/26-1/2	BACKORDER RECOVERY
A 222 420 02 72	BOND BRAKE DISC	4	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.





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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	





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PAC Service Request Volume

For the time period of December 18 – 29, 2017, the PAC received **2,082** service requests (Passenger Cars – 1,981; Sprinter – 101); 139 (7%) unnecessary calls.

ETA REQUEST VOLUME

For the time period of December 18 – 29, 2017, the PAC processed 2,080 ETA requests – 1,983 emails/ 97 calls.

PROGRAMS AND PRODUCT UPDATES

StartUp Pro New Model Launch Program

The StartUp Pro New Model Launch Program will launch with the 2019 C-Class in August 2018. This program replaces the Push Order process and will give dealers the opportunity to better prepare for the launch of exclusive or unique parts. The sign-up period is extended to January 24, 2018. Inquiries should be emailed to 171-nmlp@mbusa.com.

Please refer to the *StartUp Pro New Model Launch Program* NCA dated December 15, 2017 for additional program information.

November Tire PPI Payment Error

The December miscellaneous billing statement with “Nov Tire PPI” had incorrect amounts. The cause has been identified and remediation steps are in process; the February 2018 will reflect the corrections. Please direct inquiries to David Wheat at David.Wheat@mbusa.com.

Please refer to the *Update: November Tire PPI Payment Error* NCA dated January 3, 2018 for additional information.

Service Contracts Pricing Updates (PPM & POPPM)

Effective January 5, 2018, the below pricing and tier structure for new and pre-owned prepaid maintenance.

Prepaid Maintenance (New Car)							
		2 Year/ 20K Miles		3 Year/ 30K Miles		4 Years/ 40K Miles	
		Prior	Current	Prior	Current	Prior	Current
Tier 0	DNET	\$550	\$580	\$700	\$735	\$1,100	\$1,155
	MSRP	\$650	\$680	\$800	\$835	\$1,200	\$1,255
Tier 1	DNET	\$650	\$685	\$875	\$920	\$1,175	\$1,235
	MSRP	\$750	\$785	\$975	\$1,020	\$1,275	\$1,335
Tier 2	DNET	\$750	\$790	\$1,025	\$1,075	\$1,375	\$1,445
	MSRP	\$850	\$890	\$1,125	\$1,175	\$1,475	\$1,545
Tier 3	DNET	\$950	\$1,000	\$1,325	\$1,400	\$1,775	\$1,865
	MSRP	\$1,050	\$1,100	\$1,425	\$1,500	\$1,875	\$1,965
Tier 4	DNET	\$1,200	\$1,260	\$1,700	\$1,785	\$2,275	\$2,390
	MSRP	\$1,300	\$1,360	\$1,800	\$1,885	\$2,375	\$2,490

Please refer to the *Service Contracts Pricing Updates (PPM & POPPM)* NCA dated January 5, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

PTSS Frontline Support

The Engineering Services department has added 3 new Frontline Support Technicians to support your workshop technical support needs: Jason Nail, Christopher Bailey and Matthew Hill.

The benefits of centralized Frontline Support include:

- More time for the FTS to spend in dealerships
- Provide a consistent review of all newly created PTSS cases (Quantify and Qualify cases in a controlled environment before escalated to FTS)
- Provide centralized escalation and reporting of trending technical issues

Starting in early January, the new team will begin to review your PTSS cases with focus on cases coming in during normal business hours in the Eastern Standard Time zone. Coverage will move west until all time zones are included. To ensure we maintain an excellent first response time, we will have a mix of new agents and existing FTS on duty. Our goal is to have our frontline agents fully staffed and operational by April 2018.

Please refer to the *New Department – PTSS Frontline Support* NCA dated January 2018 for additional information.

Martin Luther King, Jr. Holiday Schedule

In observance of the Martin Luther King, Jr. holiday, MBUSA will be closed on January 15, 2018; however, the PAC and PDCs will operate on a limited schedule, 10:00 am – 6:00 pm.

