



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: February 2, 2018

RECALL CAMPAIGNS: 2017110011 & 2017110013

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

SERVICE CAMPAIGNS

Campaign	Information
2017120004 MY 2017, Model 205 (C-Class) Update Digital Owner's Manual	79 affected vehicles flagged in VMI - Parts are available and may be ordered
2017120005 MY 2017, Model 213 (E-Class) Perform SCN Coding in ESP Control Unit	859 affected vehicles flagged in VMI - Parts are not necessary for this software update

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 1/23-1/30	BACKORDER RECOVERY
A 166 817 75 00	MERCEDES STAR	4	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	5	UNKNOWN
A 221 423 10 12 07	BRAKE DISK, VENTED	356	FEBRUARY 2018
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	54	FEBRUARY 2018





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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.

RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
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	
Microphone	A 453 823 00 01	A 453 823 00 00	February 23, 2018

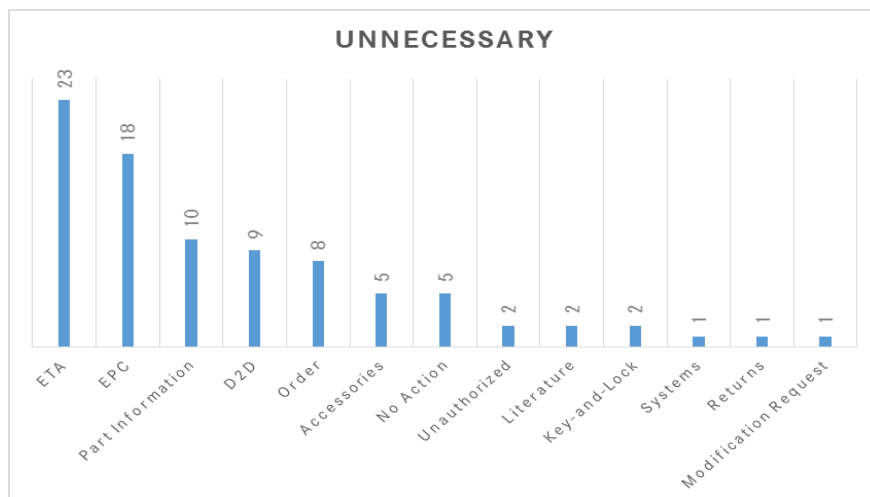
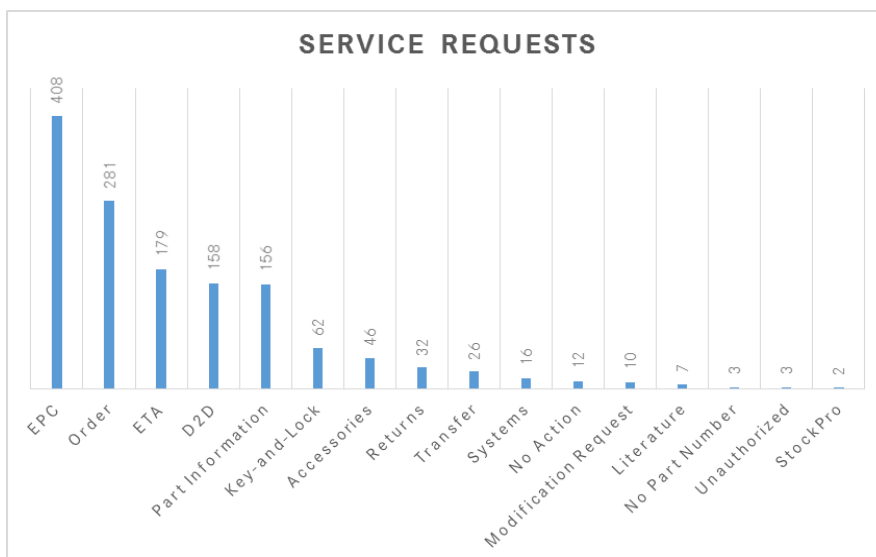




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PAC Service Request Volume

For the week of January 22nd, the PAC received **1,401** service requests (Passenger Cars – 1,349; Sprinter – 52); 87 (6%) unnecessary calls.



ETA REQUEST VOLUME

For the week of January 22nd, the PAC processed 1,652 ETA requests – 1,473 emails/ 179 calls.





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PROGRAMS AND PRODUCT UPDATES

Battery Backorders

Approximately 3,000 units were received at the vendor; orders made on or before December 15, 2017 will be fulfilled from this shipment. Approximately 15,000 units are scheduled to be received during the last 2 weeks of February which should cover all remaining open orders.

Reman Bumper Core Returns

Please be reminded to ***only return the cut out section of the bumper that displays the part number***. You do not need to return the entire bumper. Thank you.

Reman Portfolio Expansion

Based on your feedback, we have implemented the following changes to the current process:

- A 60 day notice period enabling dealers to sell-down existing dealer inventory.
- Price match of New to Reman for existing dealer inventory in conjunction with the 60 day transition.
- StockPro and Supply Chain Management alignment during transition period ensuring inventory availability and supersession to Reman.

Please refer to the *Reman Portfolio Expansion* NCA dated February 1, 2018 for additional information.

Price Reductions – Fans and Pistons

Effectively immediately, a select group of fans and pistons will receive price reductions so that we are competitively priced. Please use the Parts Price Feedback link in NetStar on the “Parts” tab or email price inquiries or feedback to 171-MB-Parts-Mkt-Pricing@mbusa.com.

Please refer to the *February 2018 – Price Reductions* NCA dated January 31, 2018 for additional information.

COMAND Download Manager

All future navigation updates will be released via the COMAND Download Manager which can be downloaded from ODUS.

Please refer to the *Official Launch of COMAND Download Manager* NCA dated February 2, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Accessories

- Effective February 1, 2018, the Lifestyle Collection return policy will be updated so that dealers can return merchandise that is not selling within a year of purchase. Select merchandise will be non-returnable, but limited to clearance, limited-edition, etc. merchandise.
- Lifestyle Collection Webinar – February 6, 2018 from 2:00 – 3:00 pm EST
<https://mbusa.zoom.us/j/547777973>; Webinar ID: 547 777 973
Dial-In: (646) 876-992 or (669) 900-6833 or (408) 638-0968
- New merchandise is available; visit the Parts tab on NetStar to view our online collections: Mercedes-Benz Lifestyle Accessories: “The Collection Online” link.

Please refer to the *Collection updated return policy, Webinar, and New Items* NCA dated January 26, 2018 for additional program information.

President’s Holiday – February 19

In observance of the President’s Day holiday, MBUSA will be closed on Monday, February 19th; however, the PAC and PDC will operate on a limited schedule, 10:00 am – 6:00 pm. VORs will have an early cut-off of 3:00 pm local PDC time.

