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Parts

newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: February 16, 2018

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.

RECALL CAMPAIGNS: 2017110011 & 2017110013

Parts for this campaign are now available for dealer ordering in Paragon. Additional questions regarding these recall parts should be emailed to Shayla.Seibles@mbusa.com and Jessica.Swafford@mbusa.com.

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 2/6-2/13	BACKORDER RECOVERY
A 166 817 75 00	MERCEDES STAR	1	UNKNOWN
A 166 820 10 45 28	TS WIPER BLADE	6,468	MARCH 2018
A 204 720 17 63 9D88	DOOR PANELING	8	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	1	UNKNOWN
A 205 820 44 00	ELECTRICAL WIRING HARNESS	6	UNKNOWN
A 221 423 10 12 07	BRAKE DISK, VENTED	445	UNKNOWN
A 221 490 97 20 80	EXHAUST GAS LINE	78	UNKNOWN
A 222 421 26 12	BOND BRAKE DISC	142	UNKNOWN
A 222 423 20 12	BOND BRAKE DISC	167	UNKNOWN
A 231 421 18 12	BOND BRAKE DISC	64	UNKNOWN
A 271 016 13 21	GASKET	262	MARCH 2018
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	91	UNKNOWN





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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
Microphone	A 453 823 00 01	A 453 823 00 00	February 23, 2018
Control Unit	A0009059401	A0009050408	February 28, 2018
Connection Unit	A 172 820 21 00	A 172 820 22 00	March 8, 2018

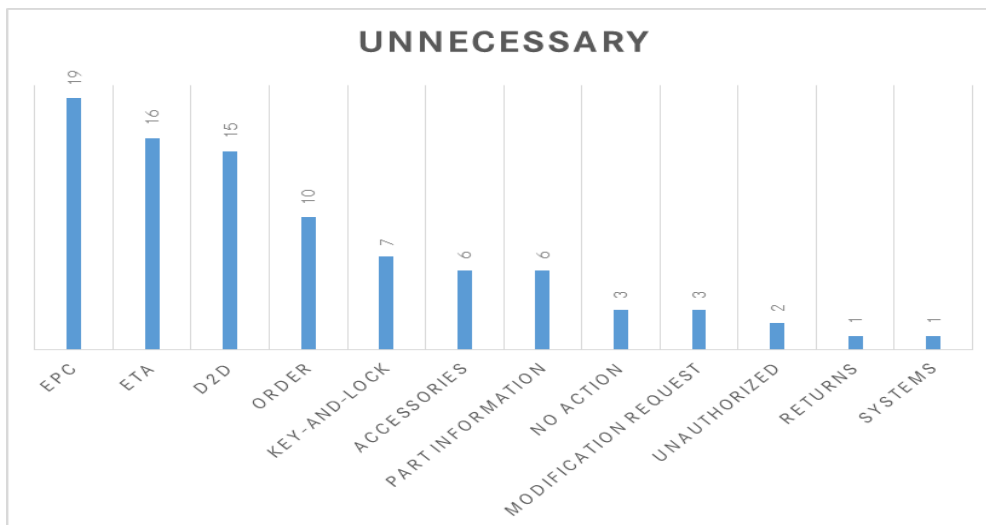
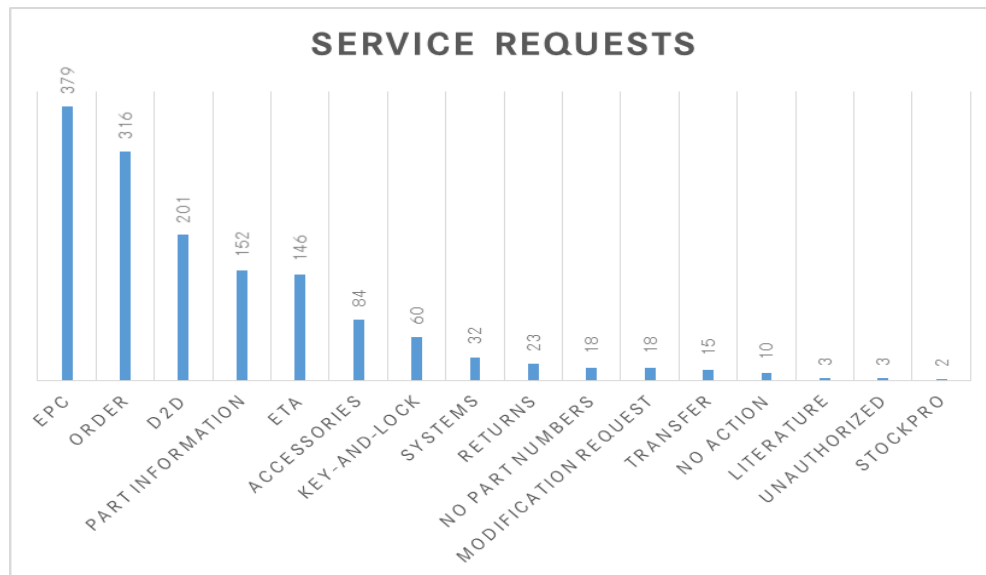




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PAC Service Request Volume

For the week of February 5th, the PAC received **1,462** service requests (Passenger Cars – 1,400; Sprinter – 62); 89 (6%) unnecessary calls.



ETA REQUEST VOLUME

For the week of February 5th, the PAC processed 1,592 ETA requests – 1,446 emails/ 146 calls.





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PROGRAMS AND PRODUCT UPDATES

MB SELECT PLUS

As additional waves of the Takata recall are launched, together we have a tremendous opportunity to provide great service to these customers which is why we wanted to take the opportunity to remind you of the MB Select PLUS goodwill program. MBUSA will match the dealer's or the customer's contribution to the repair up to a maximum of \$500.

What are the general guidelines for the MB Select PLUS Goodwill Program?

- ✓ Claimable 1x per VIN and not combinable with the original MB Select Program
- ✓ Damage code 21564 00 will be the unique damage code for this program
- ✓ Vehicle must have an OPEN Takata recall (not PENDING) in VMI at the time of the goodwill offer
- ✓ MBUSA will match dealer or customer participation up to \$500 maximum
- ✓ Requested % on claim must be adjusted before being submitted to MBUSA (continue to show total R.O. expenses by line item for parts / labor / handling / sublet at 100%)
- ✓ No Field Authorization Required
 - Do NOT check DSA
 - Do NOT send to AOM or SOM for authorization
- ✓ For use on non-recall related repairs

What are appropriate uses under the MB Select PLUS Goodwill Program?

- ✓ SRS Light on (diagnosis, repair)
- ✓ Roadworthy repairs (e.g. worn tires, worn brakes, inoperative lights, cracked windshield, etc.)
- ✓ Fluid leaks, worn belts, maintenance services (due at time of visit)

The MB Select PLUS Goodwill Program is not applicable for:

- ✗ Vehicles without an OPEN status Takata recall in VMI
- ✗ Dealer inventory vehicles (reconditioning)
- ✗ Loaner vehicles
- ✗ Future repairs, vouchers, gift certificates and gift cards. All existing MB Select Program exclusions continue to apply (see complete program guidelines for details; NCU date 12/22/14)

Please refer to the *Reminder – MB Select Plus NCA* dated February 16, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Warranty Webinar – MBUSA/smart

Topics to be covered: Garmin Update at PDI Service Recheck and Rework in RAPS

February 21	Central and Northeast Region	11:30 am – 12:30 pm EST
February 22	Southern and Western Region	1:30 – 2:30 pm EST

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

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

Improved WIS/ASRA Feedback via XSF

Effective immediately, WIS and ASRA have been added to the Xentry Support & Feedback (XSF) process and will no longer require separate forms to be completed via the TekInfo websites. You are now able to launch XSF directly through WIS/ASRA by clicking the “Write Feedback” button on the top right portion of the screen.



To help you become familiar with XSF and how to use it we have created an eLearning course as well as a Service Guide specific to WIS/ASRA tickets. Course X0002E-US.TPA can be accessed via the MB Academy website @ <https://learn.mbusa.com/learn>.

Please refer to the *Improved WIS/ASRA Feedback via XSF* NCA dated February 16, 2018 for additional information.

National Accounts – Rebates Update

Due to additional manual calculations and approvals, the rebate payments will be now appear on the miscellaneous billing statement during the first week of March.

Please refer to the *National Accounts PPI* NCA dated February 15, 2018 for additional information.

Navigation Map Update MYU NTG5.5 v10.0

The MYU Program applies from MY15 vehicles onwards. MY15 customers receive up to 6 map updates free of charge (max. two per year) as part of Multi-Year update program (option code 502) for the first three years of ownership. The COMAND Download Manager (available in ODUS) now contains the USB Map Update for the NTG5.5 COMAND Navigation platform. Since there is no physical part or USB drive for ordering, all updates including and following NTG5.5 v10.0 will not be given a “BQ” part number and will keep its normal “A” part number.

Please refer to the *MBUSA Navigation Map Update MYU NTG5.5 v10.0* NCA dated February 16, 2018 for additional information.

