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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: March 2, 2018

RECALL CAMPAIGN

Campaign	Information
Update – Takata Recall – Phase 3 Notification MY 2009 (Zone C only), 2010 (Zone B only) and 2013 (Zone A only), Models C-Class, E-Class, GLK-Class and SLS-Class Passenger-Side Airbag	132,518 (Zone A – 103,518; Zone B – 24,310; Zone C – 4,339) - Parts are currently not available. An additional notification will be communicated once the parts are available, and will be based on vehicle Priority Group. - Interim customer letter will be mailed to customers with affected vehicles starting February 23, 2018. Final customer notification letters will be mailed starting one week after the recall launch.

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.

SERVICE CAMPAIGNS

Campaign	Information
2018020005 MY 2015-16, Models E-Class and E-Class Coupe (212 and 207) Perform SCN Coding in ECU	10,897 affected vehicles flagged in VMI as “Open” - Parts are not necessary for this campaign
2017020022 MY 2017, Model 205 (C-Class) Perform SCN Coding	156 affected vehicles flagged in VMI as “Open” - Parts are not necessary for this campaign.
2017060008 MY 2015-16, Models C-Class, AMG GT-Class and G-Class (205, 190 and 463) Replace Ignition Coils	2,606 affected vehicles flagged in VMI as “Open” - Parts are available and may be ordered.





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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 2/20-2/27	BACKORDER RECOVERY
A 004 159 79 03	SPARK PLUG	231	UNKNOWN
A 013 154 55 02 87	REMAN-ALTERNATOR	9	UNKNOWN
A 166 720 47 02 64	MOULDING	2	MARCH 2018
A 166 817 75 00	MERCEDES STAR	57	UNKNOWN
A 166 820 10 45 28	TS WIPER BLADE	4,314	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	3	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	11	UNKNOWN
A 221 421 16 12 07	BRAKE DISK, VENTED	3	UNKNOWN
A 221 423 10 12 07	BRAKE DISK, VENTED	119	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	193	UNKNOWN
A 272 140 24 01 80	REMAN INTAKE MANIFOLD	440	UNKNOWN

Spark Plug Constraint – A004 159 79 03

Due to part availability, this part is flagged for VOR fulfillment only with VIN required. Additionally, each order line will be limited to a quantity of four, which is the amount required for the repair. We recommend that you maintain your available spark plugs for dealership repair orders only. We will be monitoring the VOR orders placed and available dealer inventory to validate data and manage available inventory.

Please refer to the *Spark Plug Constraint* NCA dated February 23, 2018 for additional information.

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
Connection Unit	A 172 820 21 00	A 172 820 22 00	March 8, 2018

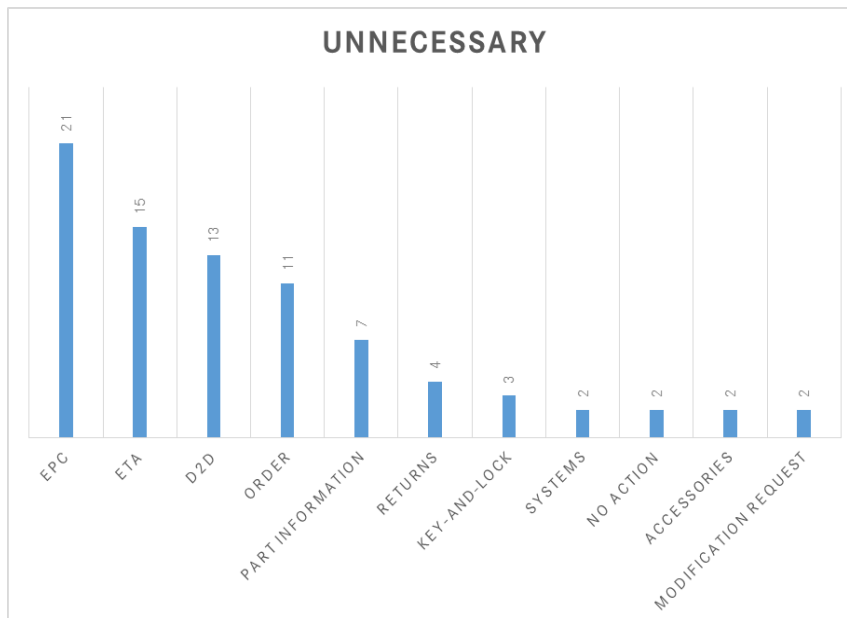
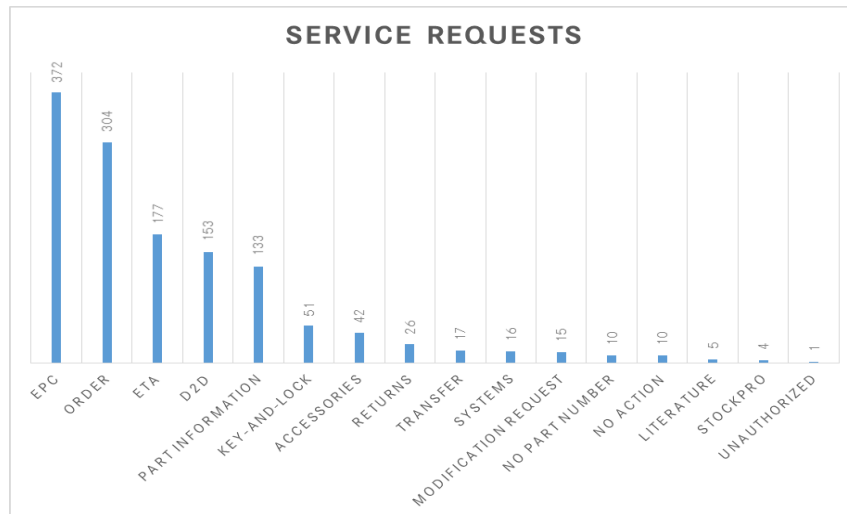




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PAC Service Request Volume

For the week of February 19th, the PAC received **1,336** service requests (Passenger Cars – 1,279; Sprinter – 57); 82 (6%) unnecessary calls.



ETA REQUEST VOLUME

For the week of February 19th, the PAC processed 1,694 ETA requests – 1,517 emails/ 177 calls.





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PROGRAMS AND PRODUCT UPDATES

Airbags

Airbags are a non-referable part and will not refer to another PDC without PAC manual push. Inventory levels have been calibrated and all PDCs will be stocked shortly. In the interim, please be advised that airbags will only be released for VOR orders only; daily cut-off time is 2:00 pm local PDC time. Please note and advise your respective Parts teams accordingly.

Parts Specification Requests

Please be reminded that requests for parts specification should be submitted via the “*Parts Specification Request*” form on the Forms & Links tab on the PAC website. Please include the complete 17-digit FIN (complete baumuster/chassis number) and not the VIN. The FIN is found in the upper left area of VEDOC after you enter the VIN. Incomplete submissions/emails will delay identification requests.

Tire Program – Groove Glove

MBUSA will launch the Groove Glove program on March 1, 2018; available to all TirePro dealers at no cost. Training, special discounts, data integration and more will be provided.

Please contact your Dealer Tire account manager or MBUSA Tire Program Headquarters at (877) 4MB-TIRE (877-462-8473) for more information.

Please refer to the *MBUSA Tire Program – Groove Glove* NCA dated February 23, 2018 for additional program information.

Battery – March 2018 Rebate

Customer Instant Battery Rebate campaign will launch on March 1st and last through March 31st. M-B customers can save \$50 on eligible batteries. Claims must be submitted by April 9, 2018. Eligible part numbers:

A0019828108/A0009822108
A0045418601
A0009823308
A0009823208
A0009823108
A0055411001
A2305410001
A0009827808
A0009821808

Please refer to the *Battery– March 2018 Rebate* NCA dated February 23, 2018 for additional program information.

