



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: March 9, 2018

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 2/27-3/6	BACKORDER RECOVERY
A 004 159 79 03	SPARK PLUG	120	UNKNOWN
A 166 720 45 02 64	TRIM STRIP	97	MARCH 2018
A 166 720 47 02 64	MOULDING	199	MARCH 2018
A 166 817 75 00	MERCEDES STAR	27	UNKNOWN
A 166 820 10 45 28	TS WIPER BLADE	4,904	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	1	UNKNOWN
A 213 820 45 03	LED Logo Projector	5	UNKNOWN
A 221 423 10 12 07	BRAKE DISK, VENTED	520	UNKNOWN
A 221 490 97 20 80	EXHAUST GAS LINE	1	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	313	UNKNOWN
A 274 090 17 29 28	INTAKE LINE	504	UNKNOWN

CONSTRAINED PARTS – VORs ONLY

The following parts are constrained and will only be processed as VORs: A 004 159 79 03 – Spark Plug & A 270 180 01 09 – TS Oil Filter

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 entered into Paragon. Please place orders to replenish your inventory, as needed.

RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
Torsion Spring	A2057580104	A2057580700	March 29, 2018
	A2057580204	A2057580800	

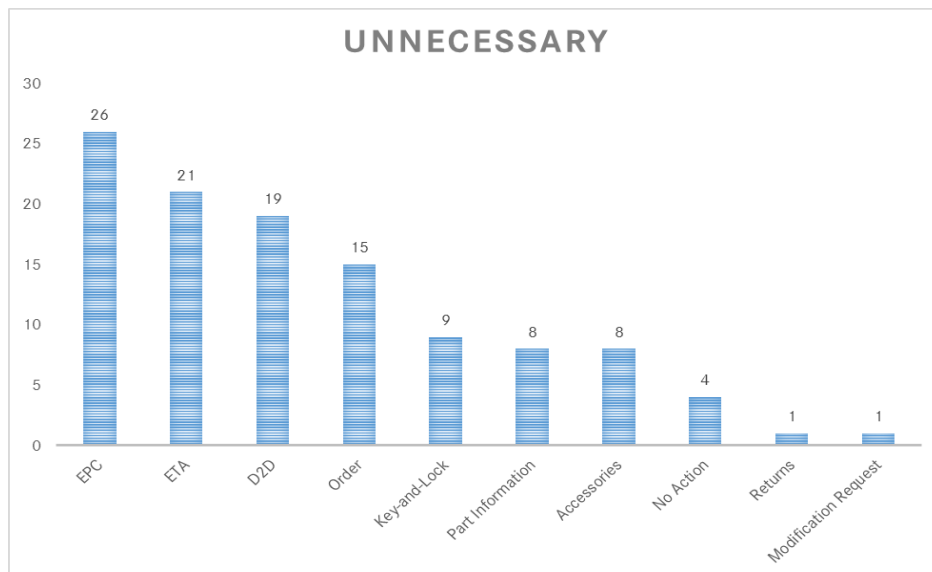
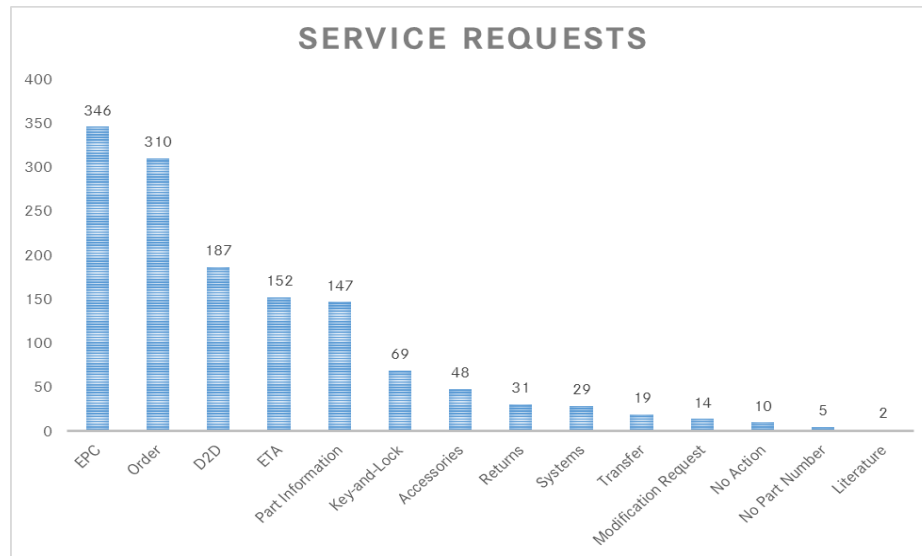




newschannel update

PAC Service Request Volume

For the week of February 26th, the PAC received **1,369** service requests (Passenger Cars – 1,301; Sprinter – 68); 112 (8%) unnecessary calls.



ETA REQUEST VOLUME

For the week of February 26th, the PAC processed 1,765 ETA requests – 1,613 emails/ 152 calls.





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PROGRAMS AND PRODUCT UPDATES

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.

Warranty Webinar – MBUSA/smart

Topics to be covered: Batteries, Parts Test Appeals, VMI Modifications

March 14	Central and Northeast Region	11:30 am – 12:30 pm EST
March 15	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 – March 2018* NCA for additional information.

Updated Model Designation Charts

Model Designation Charts are reference guides to assist with translating VINs into useful engine and transmission information. The guides are available in pocket guide and wall chart format and available to order via the Vehicle Wrap program, accessible through www.jmcwraps.com or NetStar → Parts → Vehicle Wraps.

Please refer to the *Updated Model Designation Charts (MY'18)* NCA dated March 7, 2018 for additional information.

Correction: Navigation Map Update MYU NTG5.5 v10.0

Please be advised that you cannot reformat drives you already have from previous updates.

Please refer to the *Correction: MBUSA Navigation Map Update MY NTG5.5 v10.0* NCA for additional information.

