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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: March 23, 2018

Good Friday Holiday Schedule (March 30, 2018)

In observance of Good Friday, March 30th, MBUSA will be closed; however, the PAC will operate on a limited schedule, 10:00 am – 6:00 pm EDT. The PDCs will have a local VOR cut-off time of 3:00 pm. Please note and schedule your orders accordingly.

RECALL CAMPAIGNS

Campaign	Information
Initial Notification MY2018, Models 205, 213 (C-Class, E-Class) AMG Performance Seat Backrest Rail	99 affected vehicles flagged in VMI as “Pending”; 30 in dealer inventory - Parts are not yet available - Customer letters will be mailed approximately one week after the remedy becomes available

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. Please refer to the Weekly Constrained Parts Listing in NetStar for the complete listing of affected part numbers.

CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 3/13-20	BACKORDER RECOVERY
A 004 159 79 03	SPARK PLUG	586	MARCH 2018
A 166 720 42 02 64	MOULDING	53	MARCH 2018
A 166 720 45 02 64	TRIM STRIP	280	MARCH 2018
A 166 720 47 02 64	MOULDING	254	MARCH 2018
A 166 817 75 00	MERCEDES STAR	341	UNKNOWN
A 166 820 10 45 28	TS WIPER BLADE	4,853	MARCH 2018
A 204 720 17 63 8P26	DOOR PANELING	1	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	27	UNKNOWN
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	16	UNKNOWN
A 213 820 45 03	LED Logo Projector	103	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	26	UNKNOWN
A 274 090 17 29	INTAKE LINE	156	UNKNOWN





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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.

SPECIAL PROCUREMENT BOTTLENECK DELAYS

Due to a bottleneck situation, SP is facing delays in responding to their dealer inquiries. Until further notice, please kindly email on the most critical cases such as buy-back, VOR warranty, MBUSA pay or VIPs to 171-SpecialProcurement@mbusa.com. Also, please note in the subject line: SP case #/Paragon #/Part # and VIN #.

ETA REQUESTS

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to 171-SpecialProcurement@mbusa.com. Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry.

CB5 orders/inquiries should be emailed to 171-PACSPS@mbusa.com.

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	
Door Seal Door Seal RH A-Joint Door Seal LH Lower-Door Edge	A0005831101	A2387275900	April 12, 2018
	A2387271800	A2387276000	
	A2387272300	A2387276100	
	A2387272400	A2387276200	

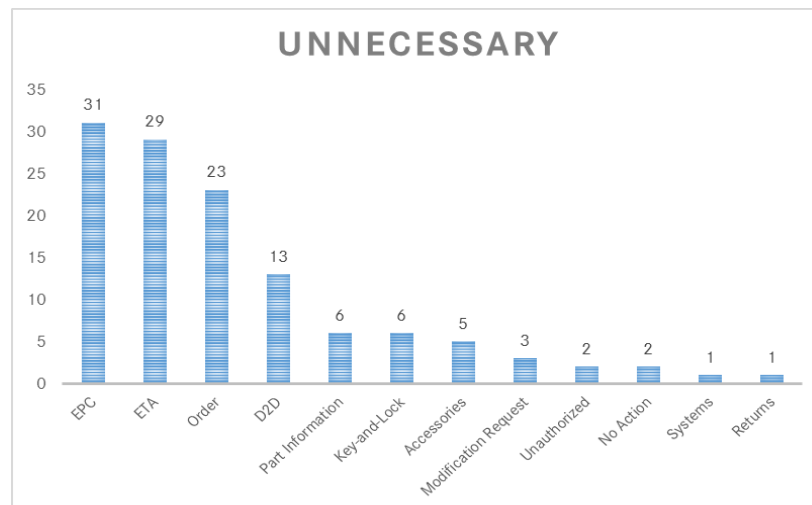
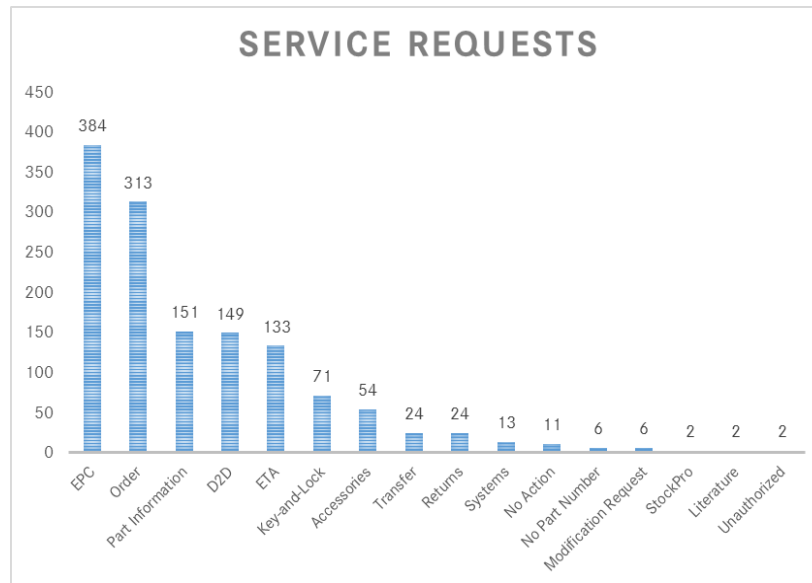




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PAC Service Request Volume

For the week of March 12th, the PAC received **1,345** service requests (Passenger Cars – 1,285; Sprinter – 60); 122 (9%) unnecessary calls.



ETA REQUEST VOLUME

For the week of March 12th, the PAC processed 1,713 ETA requests – 1,580 emails/ 133 calls.





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PROGRAMS AND PRODUCT UPDATES

Parts Policy Update - StockPro

Challenges in the parts fill rate has made it harder to manage your fill rate and meet customer expectations. For this reason, and in conjunction with our StockPro Dealer Parts Council members, the Parts Policy stock order mix requirement/target has been lowered from 75% to 70%. This change is retroactive to the beginning of Q1 2018 and will remain until MBUSA is able to achieve and maintain our fill rate targets.

Please refer to the *Parts Policy - 75% Stock Mix Requirement Reduction NCA* dated March 23, 2018 for additional information.

Core Return Issues

Issues within our IT parameters for core returns resulted in automatic rejection of cores, i.e., "submitted qty exceed purchase" and "part not eligible for return". We are working with IT to resolve; in the interim, please return cores via "Order Type Special Return", and Item Category "SCM Authorized Core Return".

Please continue to utilize the parts inquiry feedback link in NetStar on the "Parts" tab, as well as sending any Reman inquiries and feedback to core-return-inquiries@mbusa.com. All other questions or concerns can be emailed to Giovanni.j.Domenech@mbusa.com or Achsah.Thomas@mbusa.com.

Please refer to the *Core Return Issues NCA* dated March 23, 2018 for additional information.

New with Core Update

New with Core parts are new genuine Mercedes-Benz parts with the added feature of a core deposit. For Bumpers, the exchange bumpers will replace the "Faux Reman" part numbers and, in practice, function exactly as "Faux Reman" bumpers. Faux Reman units should be sold first as we sell down our current Reman bumper inventories. When the supply is exhausted, we will automatically shift to the New with Core part numbers for all eligible New with Core parts. Orders placed for new parts will be filled with remaining Faux Reman, when available and until sold down.

Please refer to the *New with Core Update NCA* dated March 23, 2018 for additional program information.

Oil PPI Payments

Due to system errors, the Oil PPI will be paid in your miscellaneous billing statement in the first week of April.

Please refer to the *Oil PPI Payments - January and February NCA* dated March 16, 2018.

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.





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PROGRAMS AND PRODUCT UPDATES (continued)

Dealer Parts Council

The dealer feedback process launched the creation of a Dealer Parts Council that will combine the critical dealer feedback aspect with dealer focused initiatives gathered from responses to the 2017 Carlisle Parts Managers Satisfaction Survey. In the effort to ensure country wide representation, Parts Managers from all 4 regions are included and will be members of 5 subcommittees, each one with a unique focus on some of the most important issues currently facing our dealer partners. The 5 dealer focused action areas are: Availability, Reman, StockPro, PGW and Parts Assistance Center Operations including the new EPC. We identified these 5 topics as the greatest opportunities to enact meaningful change at the dealer level. The Dealer Parts Council will continue to allow us to receive this crucial feedback from our dealers with the goal of delivering the best possible service to you.

Please refer to the *Dealer Parts Council Creation* NCA dated March 23, 2018 for additional information.

Glass Returns

Please be reminded that all glass ordered from PGW must be coordinated and returned to PGW, (800) 758-0811. Any glass shipped to the PDCs will be returned to the dealer.

