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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 29, 2018

RECALL CAMPAIGNS

Campaign	Information
2017120017 MY 2018, Model 190 (AMG GT-Class Coupe) Seatbelt Guide Loop Retrofit	284 affected vehicles flagged in VMI as "Open"; 33 vehicles in dealer inventory; 2 MBUSA internal vehicles - Parts are available and may be ordered. - Customer letters are scheduled to be mailed in early April, 2018.
2017120018 MY 2018, Model 190 (AMG-GT-Class Roadster) Seatbelt Guide Loop Retrofit	738 affected vehicles flagged in VMI as "Open"; 202 in dealer inventory; 3 MBUSA internal vehicles - Parts are available and may be ordered. - Customer letters are scheduled to be mailed in early April, 2018.
2018030005 MY 2017, Model 213 (E-Class) Headlamp Aiming	28 affected vehicles flagged in VMI as "Open" - Parts are not required for repair; repair involves standard headlamp adjustment. - Customer letters are scheduled to be mailed March 30, 2018.
2018030012 MY 2018, Model X253 (GLC-Class) Seatbelt Latch Plate (Phase 1)	40,011 affected vehicles flagged in VMI as "Open"; 6,215 in dealer inventory - Parts are available for MY18 vehicles only. An additional notification will be sent when parts are available for repair for other MY vehicles identified in this recall. - Customer letters will be mailed approximately 2 weeks after the remedy becomes available.
PEND 253 SBLP PH 1 PEND 253 SBLP PH 2 MY 2016-2018, Model X253 (GLC-Class) Seatbelt Latch Plate	121,862 affected vehicles flagged in VMI as "Pending"; 7,454 in dealer inventory; 160 MBUSA internal vehicles - Parts are not yet available. - Customer letters will be mailed approximately 2 weeks after the remedy becomes available.





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SERVICE CAMPAIGNS

Campaign	Information
2018010003 MY 12-13, Model 172 (SLK-Class) Exchange SLK Airbags	1,500 affected vehicles flagged in VMI as "Open"; only the first 1,500 vehicles for both driver and passenger to be replaced - Parts will be blocked and must be ordered on a per VIN basis - Customers will be notified via email as well as CAC outreach beginning March, 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. 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 3/20-3/27	BACKORDER RECOVERY
A 000 423 09 12 07	BRAKE DISK, VENTED	390	UNKNOWN
A 004 159 79 03	SPARK PLUG	1,882	MARCH 2018
A 013 154 55 02 87	REMAN-ALTERNATOR	3	UNKNOWN
A 166 720 42 02 64	MOULDING	54	MARCH 2018
A 166 720 45 02 64	TRIM STRIP	107	MARCH 2018
A 166 720 47 02 64	MOULDING	43	MARCH 2018
A 166 817 75 00	MERCEDES STAR	611	UNKNOWN
A 166 820 10 45 28	TS WIPER BLADE	2,258	MARCH 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	APRIL 2018
A 204 720 17 63 8P26	DOOR PANELING	0	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	8	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	0	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	28	UNKNOWN
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	1	UNKNOWN
A 213 820 45 03	LED Logo Projector	68	UNKNOWN
A 221 421 16 12 07	BRAKE DISK, VENTED	361	UNKNOWN
A 221 490 08 10	EXHAUST GAS LINE	0	UNKNOWN
A 271 070 37 01 80	REMAN HIGH-PRESSURE PUMP	379	UNKNOWN





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 3/20-3/27	BACKORDER RECOVERY
A 274 090 17 29	INTAKE LINE	231	UNKNOWN
A 642 140 14 60 80	REMAN RECIRCULATION VALVE	0	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.

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
Door Seal Door Seal RH A-Joint Door Seal LH Lower-Door Edge	A2387271700	A2387275900	April 12, 2018
	A2387271800	A2387276000	
	A2387272300	A2387276100	
	A2387272400	A2387276200	

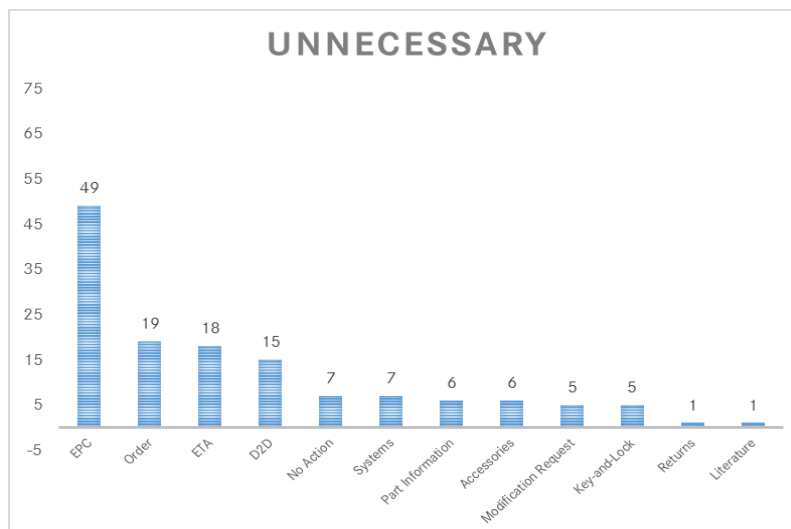
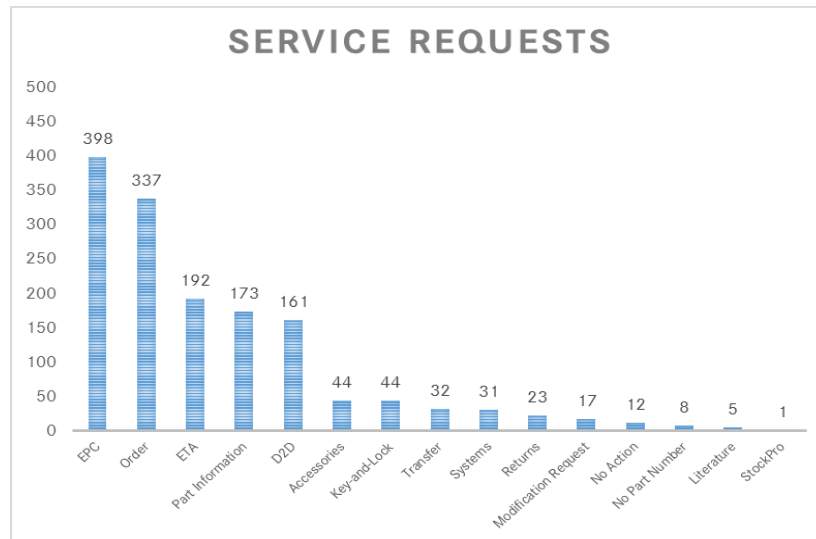




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PAC Service Request Volume

For the week of March 19th, the PAC received **1,478** service requests (Passenger Cars – 1,420; Sprinter – 58); 139 (9%) unnecessary calls.



ETA REQUEST VOLUME

For the week of March 19th, the PAC processed 1,975 ETA requests – 1,783 emails/ 192 calls.





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PROGRAMS AND PRODUCT UPDATES

Saturday PDC Operations – VOR Orders

A pilot program for Saturday service will start on April 28th with the Robbinsville and Fontana PDCs. The PDCs will process VOR orders until 1:30 pm local cut-off time with transportation provided by FedEx Priority Express for Monday delivery. Will Call is available for Robbinsville and Fontana facing dealers.

Some important details of the program are:

- Saturday orders should be placed for vehicle down situations only
- Through expanded referral coverage VOR orders placed on Friday 5pm local time – Saturday 1:30pm (PST) will be delivered on Monday
- VORs received on Friday after 5pm local time until Saturday 11am local time will be excluded from the stock order calculation

Please take this time to address any operational changes that may need to take place in your Service and Parts departments so that you can take full advantage of this program. The success of the weekend service will rely on dealer participation and efficient order placement with orders placed prior to PDC cut-off times.

Please refer to the *Saturday PDC VOR Operations* NCA dated March 28, 2018 for additional program information.

Required Special Tool Release, Alignment Specification Data CD and Console Compatibility Notification

- Special tool release and automatic delivery of the latest Alignment Specification Data CD p/n w000 588 07 22 00 (Version V4.04) with 2D software specifications.
- New 2 Dimensional software specification format. Compatibility issue, due to the new software format older alignment consoles will not be upgradable e.g. 411, 611, 811 and WA100 / 200 units with 10.0 and older software.

Action:

- Please ensure that this Alignment Specification Data CD is loaded into your MKS alignment console.
- You will be invoiced on your Consolidated Part Statement as a standard tool delivery for this and all future Alignment Specification Data CDs.

Please submit all tool inquiries to mbtoolsandequipment@mbusa.com.

Please refer to *Required Special Tool Release, Alignment Specification Data CD (Version V4.04) and Console Compatibility Notification* NCA dated March 26, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Oil PPI Payments

Due to system errors, the Oil PPI was not paid for January – March 2018 and will be paid in your miscellaneous billing statement in the first week of April.

Please refer to the *Oil PPI Payments – January, February and March* NCA dated March 29, 2018.

Oil Program – Formulation Change

As part of the global RFQ, MBUSA will be making changes to M-B Oils; the new look will be introduced with new bottles and 3D labelling.

1. Reformulation of existing M-B oils:
 - a. GEO 5W-40 MB 229.5
 - b. GEO 5W-30 MB 229.52
 - c. Genuine ATF FE 236.15
2. Introduction of 3 new M-B GEO oils:
 - a. AMG High Performance 0W-40 M-B 229.5
 - b. GEO 5W-30 M-B 229.6
 - c. GEO 0W-20 M-B 229.71

Please refer to the *MBUSA Oil Program: Formulation Change* NCA dated March 28, 2018 for additional program information and offerings.

CollisionLink/RepairLink PMA Reimbursement Changes

Due to the necessary approvals, PMA credits for March will include transactions from 2/22/2018 – 3/21/2018. PMA for April will include transactions from 3/22/2018 – 4/23/2018 and will return to the normal schedule thereafter.

Please refer to the *CollisionLink/RepairLink PMA Reimbursement Changes – March, April 2018* NCA dated March 30, 2018 for additional information.

Engage Itemized Billing Reports Access

Itemized billing via the Engage platform has been delayed 1 month and will be available starting May 15th.

Please refer to the *Engage Itemized Billing Reports Access* NCA dated March 27, 2018 for additional information.

Parts Price Reductions

Effective April 1, 2018, price reductions for a select group of radiators will be in place.

Please refer to the *April 2018 – Price Reductions* dated March 27, 2018 for additional program information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Webinar - OEC CollisionLink and RepairLink Coaching Program

Webinars are scheduled to review the 2018 OEC Coaching Program in detail. Please choose from any of the following scheduled dates/times; calendar invites have been sent to all recipients of the CollisionLink Dealer Profile.

April 10, 2018 / 11:00 – 11:30 am EDT (US and Canada)

Webinar ID: 916 948 510

<https://mbusa.zoom.us/j/916948510>

or Telephone: US: +1 669 900 6833 or +1 408 638 0968 or +1 646 876 9923

April 11, 2018 / 2:30 – 3:30 pm EDT (US and Canada)

Webinar ID: 666 635 197

<https://mbusa.zoom.us/j/666635197>

or Telephone: US: +1 669 900 6833 or +1 408 638 0968 or +1 646 876 9923

April 12, 2018 / 2:30 – 3:00 pm EDT (US and Canada)

Webinar ID: 238 618 200

<https://mbusa.zoom.us/j/238618200>

or Telephone: US: +1 408 638 0968 or +1 646 876 9923 or +1 669 900 6833

Please refer to the *OEC CollisionLink and RepairLink Coaching Program Webinar* NCA dated March 30, 2018 for additional webinar information.

Warranty Simplification – MBUSA and smart

Several warranty efficiencies have been implemented or are scheduled for 2018; they are:

- Basic repair will only require a brief “Complaint, Cause & Correction”
- Campaign claims do not require dealer text beyond “completed recall”
- Remote completion of Takata and Steering Column Module recalls no longer require technician time punches
- Batteries may be replaced and claimed under warranty if found defective during CPO inspection providing that Midtronics test was performed and shows “replace battery” within 48 hours of obtaining vehicle in inventory
- Express Service technicians (Job Code 520) may now perform PDI, Warranty and Campaign work assuming dealership management feels the individual is technically qualified
- Service recheck may be performed by any individual by any individual your dealership feels is technically qualified and is not limited to a technical job code.

Please refer to the *Warranty Simplification in 2018* NCA dated March 30, 2018 for complete program details.





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PROGRAMS AND PRODUCT UPDATES (continued)

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.

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.

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.

Q3 Course Offerings Now Available

Please be advised that Q3 course offerings are now available within the Learning Link.

