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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: May 18, 2018

MEMORIAL DAY HOLIDAY SCHEDULE

In observance of the Memorial Day holiday, the entire MBUSA organization and PDCs will be closed on Monday, May 28th. Normal business operations will resume on Tuesday, May 29th. Please schedule your orders accordingly.

Transportation Schedule

Dedicated Delivery Service:

- Orders that normally drop to the Parts Distributions Centers on Monday, will be processed on Tuesday, May 29th for delivery on Wednesday, May 30th.

Less Than Truck Load Service:

- Please note that FedEx LTL will be closed Monday, May 28th in observance of Memorial Day
- Pickups starting Friday, May 25th will not move until Tuesday, May 29th

If you have any questions or concerns, please notify Parts Transportation Supervisor, Deborah Mackenzie at email: Deborah.Mackenzie@mbusa.com or (770) 705 – 2049.

RECALL CAMPAIGNS

Campaign	Information
2018050003 MY 2018, Model 190 and 253 (AMG GT-Class, GLC-Class) Replace Drive Airbag Module	• 57 affected vehicles flagged in VMI as “Open” • Parts are available • Customer letters will be mailed in late May 2018.

Service Campaign 201801003

MY 12-13 172 Exchange SLK Airbags

Parts were to only be ordered for a specific VIN number; however, dealers placed additional orders which results in a parts shortage. Dealers are asked to return the extra airbags to the PDC ASAP via the normal return process as we only have enough parts for the specific affected vehicles.

Please refer to the *Service Campaign 201801003 Parts Information MY 12-13 172 Exchange SLK Airbags* NCA dated May 11, 2018 for additional information.





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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. 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 5/8-5/15	BACKORDER RECOVERY
A 000 016 05 69	CYLINDER HEAD BOLT	0	UNKNOWN
A 000 423 09 12 07	BRAKE DISK, VENTED	558	UNKNOWN
A 008 420 41 20 28	TS DISK BRAKE PAD	37	UNKNOWN
A 166 720 42 02 64	MOULDING	1	JUNE 2018
A 166 720 45 02 64	TRIM STRIP	0	JUNE 2018
A 166 720 47 02 64	MOULDING	35	JUNE 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	MAY 2018
A 204 421 00 00 07	BRAKE DISK	531	UNKNOWN
A 204 720 17 63 8P26	DOOR PANELING	0	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	2	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	2	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	0	UNKNOWN
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	1	UNKNOWN
A 213 820 45 03	LED Logo Projector	37	UNKNOWN
A 213 820 60 03	INST. KIT, PROJECTOR	17	UNKNOWN
A 221 421 16 12 07	BRAKE DISK, VENTED	49	UNKNOWN
A 221 620 31 86	SUPPORT	0	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	207	UNKNOWN
A 270 180 01 09	TS OIL FILTER ELEMENT	11,075	UNKNOWN
A 274 090 17 29	INTAKE LINE	421	UNKNOWN

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-PACSP@mbusa.com.





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

RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
Cover Trim	A 463 680 06 74	A 463 740 79 00	May 31, 2018
Fuel Hose	A 274 070 01 81	A 274 070 35 00	
Control Unit	A2539000100	A253900010028	June 1, 2018
Electrical Closing Aid	A 213 760 03 00	A 213 760 03 00 28	June 7, 2018
	A 213 760 0400	A 213 760 04 00 28	

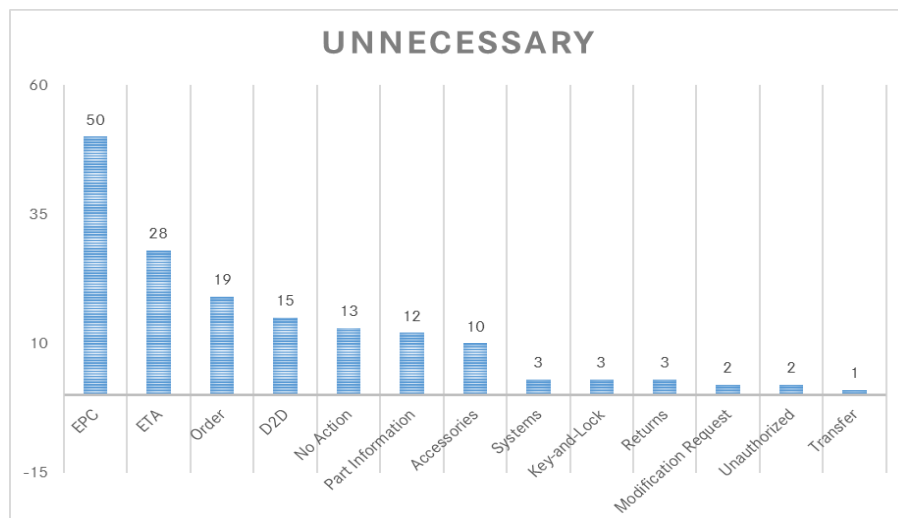
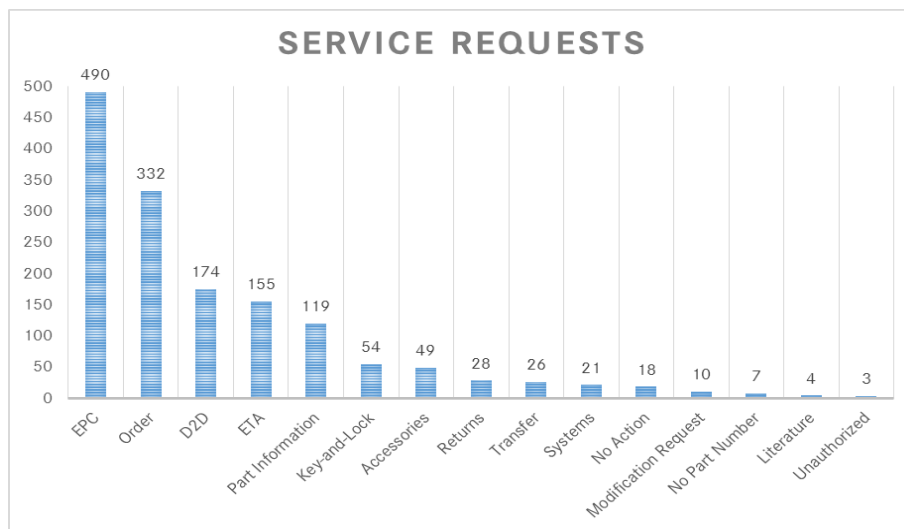




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PAC Service Request Volume

For the week of May 7th, the PAC received **1,490** service requests (Passenger Cars – 1,414; Sprinter – 76); 161 (11%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 7th, the PAC processed 988* ETA requests – 833 emails/ 155 calls.

*Please note that constrained parts is not included in this service level report.





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PROGRAMS AND PRODUCT UPDATES

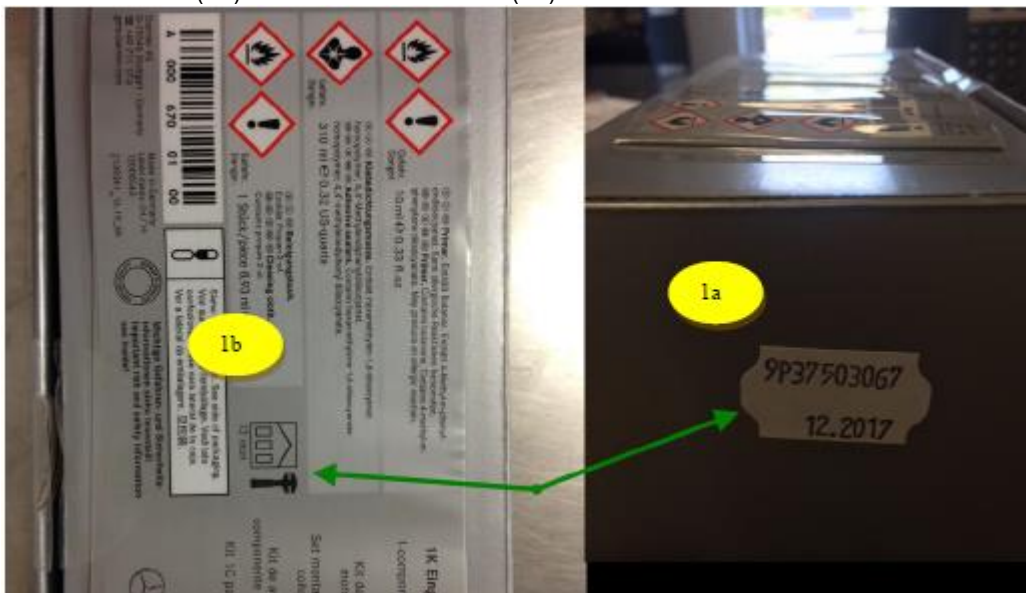
PAC Support for Saturday PDC VOR Operations

PAC will operate with limited staffing from 10:00 am – 4:30 pm EDT to support the dealers with active work in the shop on that Saturday. All other call types are to be submitted when normal operations resume on Monday.

Interpreting Expiration Dates

Expiration dates are read as follows:

The expiration date is 12 months (1b) after December 2017 (1a) = December 2108



Please refer to the *Windshield Glue Expiration Detail* NCA dated May 18, 2018 for additional information.

PGW – Glass Invoices

Please be advised that we are experiencing delays with glass invoices from PGW. Our IT team is working with PGW to resolve this issue. Please contact David Wheat with any questions, (770) 705-3714 or David.Wheat@mbusa.com.

M-B Collection Return Policy Reminder

Dealers have up to one year from the order date to request a return authorization (RA) from the lifestyle collection. Damaged merchandise will need to be reported within 30 days of receipt to receive credit.

Please refer to the *Deal of the Month, Return Policy* NCA dated May 18, 2018 for additional program offerings.





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PROGRAMS AND PRODUCT UPDATES (continued)

Regional StockPro Coaching

A one-day course is being offered to help increase your efficiency in using the StockPro system. It is recommended that new team members complete the StockPro micro learnings (5 modules) via Learning Link prior to attending any of these courses. The courses will be held 7:30 am – 4:00 pm local time at the following locations:

- June 12 or 13 – Montvale, NJ
- June 26, 27, 28 29 – Long Beach, CA
- July 10 or 11 – Itasca, IL
- July 24 or 25 – Grapevine, TX
- August 14 or 15 – Jacksonville, FL

Registration is open and will be capped at 20 participants per class, Course Code X0004F-US.PP1.

Please refer to the *Regional StockPro Coaching* NCA dated May 18, 2018 for additional information.

Part Returns

Part returns must be accompanied by three copies of the Dealer Return slip. The paperwork must be attached or with return freight. Please note that DDS drivers are only required to sign the MBUSA approved Dealer Return slips. Copies of the Dealer return slip can be found on the Parts Assistance Center website. If you have any questions, please contact the Parts Transportation team, Jamie.Obiofuma@mbusa.com or Deborah.Mackenzie@mbusa.com.

