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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: June 8, 2018

RECALL CAMPAIGNS

Campaign	Information
2018040007 – Phase 2 MY 2017-18, Models 205, 238 (C-Class, E-Class & Cabriolet) Check Seatback Lock	3,088 affected vehicles flagged in VMI as “Open”; 49 vehicles in dealer inventory; 8 – MBUSA internal vehicles - Parts are available and can be ordered as necessary. Estimated replacement rate is 5%.

SERVICE CAMPAIGNS

Campaign	Information
2018040008 MY 2018, Model 205 (C-Class Cabriolet) Check Luggage Cover	454 affected vehicles flagged in VMI as “Open” - Parts are available and can be ordered as necessary. Estimated replacement rate is 15%.
2018050005 MY 2018, Model 222 (S-Class) Connection Fitting Preservation Agent	19 affected vehicles flagged in VMI as “Open” - Parts are available and can be ordered as necessary
2018050010 MY 2017, Models 117 and 156 (CLA-Class, GLA-Class) Replace Fuel Filler Cap	105 affected vehicles flagged in VMI as “Open” - Parts are available and can be ordered as necessary

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 5/29-6/5	BACKORDER RECOVERY
A 000 423 09 12 07	BRAKE DISK, VENTED	1,826	JUNE 2018
A 000 583 28 03	CHARGING CABLE	1	JULY 2018
A 166 720 42 02 64	MOULDING	109	JUNE 2018
A 166 720 45 02 64	TRIM STRIP	29	JUNE 2018





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 5/29-6/5	BACKORDER RECOVERY
A 166 720 47 02 64	MOULDING	77	JUNE 2018
A 166 906 35 01	REAR LAMP COMBINATION	87	UNKNOWN
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	64	JUNE 2018
A 204 421 00 00 07	BRAKE DISK	8	UNKNOWN
A 204 720 17 63 8P26	DOOR PANELING	4	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	0	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	1	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	0	UNKNOWN
A 205 584 35 02	INSTRUCTION MANUAL	55	JUNE 2018
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	46	UNKNOWN
A 219 820 04 21	BLINKER LAMP	0	UNKNOWN
A 221 620 31 86	SUPPORT	0	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	692	JUNE 2018
A 270 180 01 09	TS OIL FILTER ELEMENT	21,949	UNKNOWN
A 274 037 03 00	TS PISTON	0	JULY 2018
A 274 090 17 29	INTAKE LINE	239	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
Release Handles	A0997500300	A099750030028	June 14, 2018
	A0997500500	A099750050028	
	A0997500600	A099750060028	
Ornamental Trim	A1668800082	A166880008228	June 21, 2018

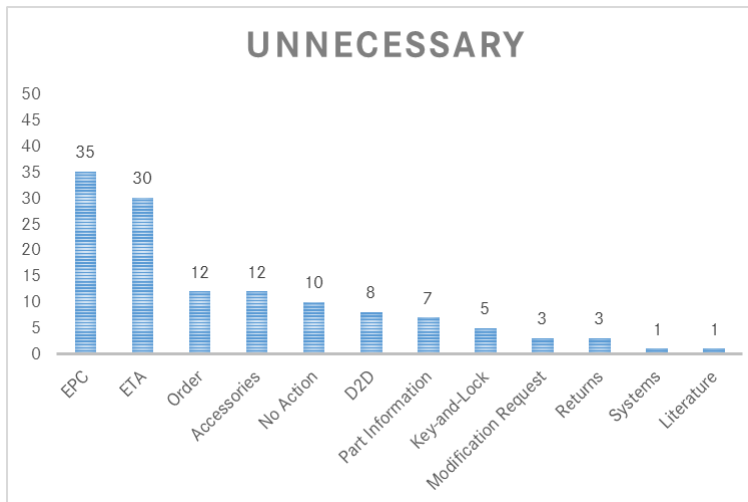
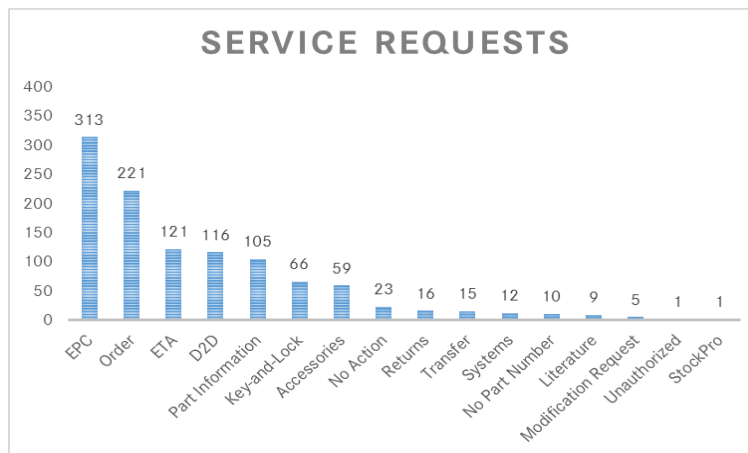




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PAC Service Request Volume

For the week of May 28th, the PAC received **1,093** service requests (Passenger Cars – 1,046; Sprinter – 47); 127 (12%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 28th, PAC processed 983* ETA requests – 862 emails/ 121 calls.

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





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PROGRAMS AND PRODUCT UPDATES

PAC Form Update – CB3/CB5 Parts

Please be advised that the “CB5 and Upgrade Request Form” (Forms & Link tab on the PAC website) has been modified and is now titled, “*CB3 & CB5 Request Form*”. Requests for both CB3 and CB5 parts are to be submitted on this form. Request will route to Special Procurement for review and order placement.

	Accessories Specification Request Form	
	Part Specification Request Form	
	Extended Length Seat Belt Request Form	
	Today Sure Form	
	"Empty Cage - Return to PDC" sign	
	Sheet Metal Claims Form	
	CB3 & CB5 Request Form	
	Competitive Parts Pricing Feedback	

SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:

Order T.	Item	Part Number	Quantity	Item category	Confir.	Avail. Qty	Ve.	Source
Spe...	000000		0.000	SPOM auth part ret	0	0.000	0.000	
Spe...	000000		0.000	SPOM auth tool ret	0	0.000	0.000	
Spe...	000000		0.000	SCM auth part ret	0	0.000	0.000	If part is a new part, select SCM Auth Part Return.
Spe...	000000		0.000	SCM auth core ret	0	0.000	0.000	If you are trying to return a CORE (70), select SCM auth Core Return.
Spe...	000000		0.000	Selling back request	0	0.000	0.000	
Spe...	000000		0.000	PDC Adj Scrap	0	0.000	0.000	
Spe...	000000		0.000	Free item Return cat	0	0.000	0.000	
Spe...	000000		0.000	Default item Returns	0	0.000	0.000	
Spe...	000000		0.000		0	0.000	0.000	

- Select “*Special Returns*” order type
- Select Item Category:
 - SCM auth part ret – If the part is new part, select “*SCM Auth Part Return*”
 - SCM auth core ret – If you are trying to return a Core part (70), select “*SCM Auth Core Return*”





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PROGRAMS AND PRODUCT UPDATES (continued)

CollisionLink Claim Validation Tool

Please be reminded that all CollisionLink orders from April 24 – May 23 will be reconciled with your DMS data to find discrepancies. You will have from June 7 – 16, 2018 to correct all discrepancies.

For the month of June, if you do not correct or submit discrepancies to MBUSA as a dispute, you will be charged back 50% of the PMA funds associated with those transactions. This will increase to 100% chargeback in July.

Please refer to the *CollisionLink Claim Validation Tool* NCA dated June 8, 2018 for additional information.

New Vehicle Extended Limited Warranty Surcharge Exemption June 2018

A surcharge exemption on eligible New Vehicle Extended Limited Warranty (ELW) contracts from June 6 to 30, 2018; exemption provides a 15% savings for your customers. During this promotional period, any customer who purchases a New Vehicle ELW more than 30 days from point of sale will not be charged the applicable 15% surcharge.

Please refer to the *New Vehicle Extended Limited Warranty Surcharge Exemption June 2018* NCA dated June 6, 2018 for additional information.

