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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 1, 2018

RECALL CAMPAIGNS

Campaign	Information
2018050012 MY 2017, Model 213 (E-Class) Retrofit Headlamp Sealing Caps	42 affected vehicles flagged in VMI as "Open" - Parts are available and can be ordered as necessary - Customer letters will be mailed approximately one week after the remedy become 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 5/23-5/30	BACKORDER RECOVERY
A 000 016 05 69	CYLINDER HEAD BOLT	3,060	JUNE 2018
A 000 423 09 12 07	BRAKE DISK, VENTED	2,130	JUNE 2018
A 166 720 42 02 64	MOULDING	21	JUNE 2018
A 166 720 45 02 64	TRIM STRIP	0	JUNE 2018
A 166 720 47 02 64	MOULDING	0	JUNE 2018
A 166 906 34 01	REAR LAMP COMBINATION	79	UNKNOWN
A 166 906 35 01	REAR LAMP COMBINATION	0	UNKNOWN
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	1	JUNE 2018
A 204 421 00 00 07	BRAKE DISK	38	JUNE 2018
A 204 720 17 63 8P26	DOOR PANELING	0	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	1	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	0	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	1	UNKNOWN
A 205 900 11 33 80	REMAN CU COMPL HEADUNIT AUDIO	402	UNKNOWN
A 213 820 45 03	LED Logo Projector	37	MAY 2018
A 221 421 16 12 07	BRAKE DISK, VENTED	462	JUNE 2018





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 5/23-5/30	BACKORDER RECOVERY
A 221 620 31 86	SUPPORT	2	UNKNOWN
A 222 421 51 00	BRAKE DISK, VENTED	0	UNKNOWN
A 270 180 01 09	TS OIL FILTER ELEMENT	16,359	UNKNOWN
A 274 090 17 29	INTAKE LINE	594	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.

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
Electrical Closing Aid	A 213 760 03 00 A 213 760 0400	A 213 760 03 00 28 A 213 760 04 00 28	June 7, 2018
Release Handles	A0997500300 A0997500500 A0997500600	A099750030028 A099750050028 A099750060028	June 14, 2018
Ornamental Trim	A1668800082	A166880008228	June 21, 2018

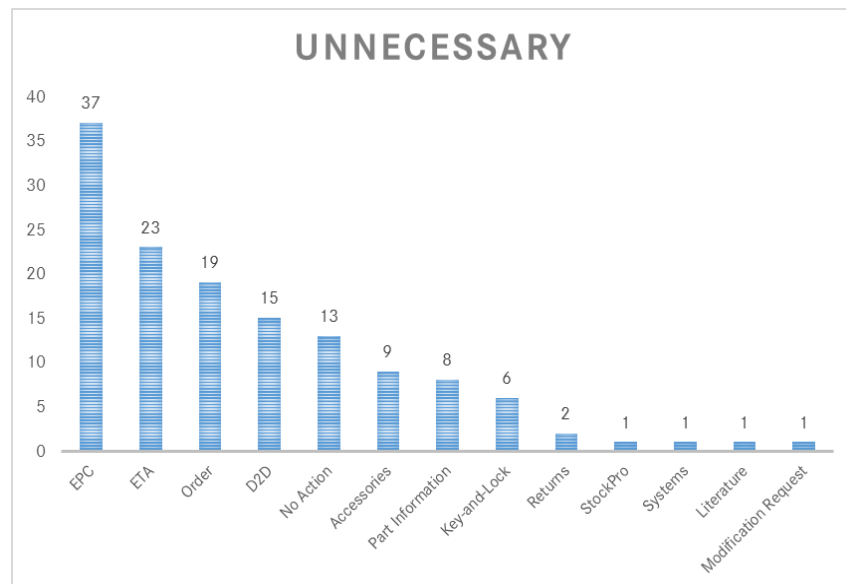
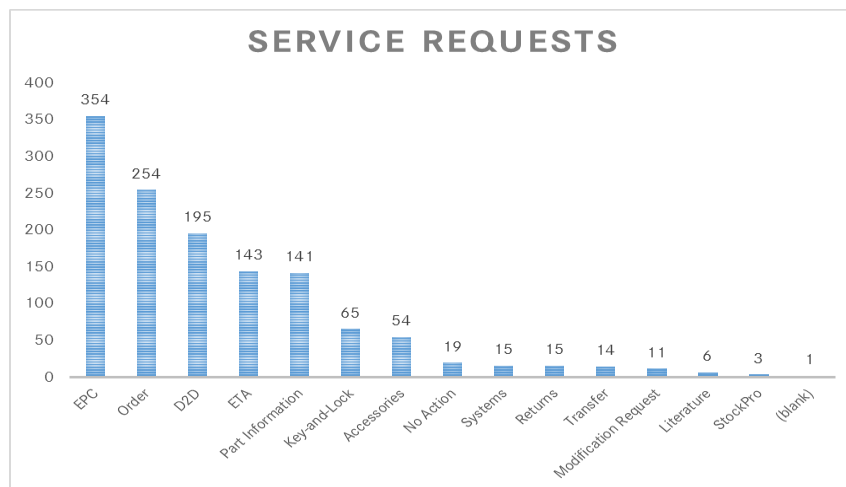




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PAC Service Request Volume

For the week of May 21st, the PAC received **1,290** service requests (Passenger Cars – 1,233; Sprinter – 57); 136 (11%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 21st, the PAC processed 1,252* ETA requests – 1,109 emails/ 143 calls.

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





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PROGRAMS AND PRODUCT UPDATES

Navigation Map Update MY NTG5.5 v11.0 and NTG5*2 v12.0

The MYU program applies to MY15 vehicles and up that are equipped with Code 502. MYU customers receive up to 6 map updates free of charge (max. 2/year) as part of this program for the 1st three years of ownership.

The COMAND Download Manager (in ODUS) now contains the USP Map Update for all COMAND Navigation platforms. Since there is no physical part or USB drive for ordering, all updates including and following NTG5.5 v10.0 will not be given a "BQ" part number and will keep its normal "A" part number.

Please refer to the *MBUSA Navigation Map Update MY NTG5.5 v11.0 and NTG5*2 v12.0* NCA dated June 1, 2018 for additional information.

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	





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PROGRAMS AND PRODUCT UPDATES (continued)

Warranty Claims with Cores

Remanufactured parts must be used when performing warranty repairs on any vehicle that has been put into service. The exception is new vehicles which are not yet in service and still in a dealership's inventory. In these instances remanufactured parts may not be used when performing repairs.

Refer to section 3.23 Remanufactured Parts in the Warranty Manual:

Policy Requirements Procedures Guidelines

3.23 Remanufactured Parts

Policy: Remanufactured units must be used when replacing assemblies under warranty for vehicles that have been put into service (retailed/demo/consigned). The dealer must order remanufactured versions (part number suffix 80/83/87/88) where a remanufactured program exists.

Policy Requirements Procedures Guidelines

3.23 Remanufactured Parts

Requirements: The dealer must order remanufactured versions (part number suffix 80/87/90) where a remanufactured program exists.

Note: Remanufactured units must NOT be installed when making replacements of assemblies on vehicles which are still in dealer stock/inventory. These replacements must be fitted with NEW parts.

Policy Requirements Procedures Guidelines

3.23 Remanufactured Parts

Guidelines:

- If the POC substitutes a new unit when the dealer ordered a remanufactured unit, the delivery note number must be provided in the text field of the claim, with an explanation that a new unit was substituted for a rebuilt unit.
- If a remanufactured program exists but a new part is installed, dealers will be paid for the new part price minus the core value (DNET - core value) and will not be paid handling on the core value.
- Several versions of a remanufactured unit such as radios, CD changers, or telephones may be available for a particular model year. Later versions are not to be used to upgrade earlier version units. Warranty replacements must be made using the exact version.

When a remanufactured part is claimed to warranty:

- The original part number is converted to a "60" suffix with a "70" core part separated
- The price for the "60" suffix is the DNET of the original part minus the core value
- The core is not paid on the warranty claim because it is reimbursed when the part is returned
- There is no dealer handling paid on the core portion of the claim

When a new part with a core value is claimed to warranty:

- The original part number is converted to a "60" suffix with a "70" core part separated
- The price for the "60" suffix is the DNET of the original part minus the core value
- The core is not paid on the warranty claim because it is reimbursed when the part is returned
- There is no dealer handling paid on the core portion of the claim

Please refer to the *Warranty Claims with Cores* NCA dated June 1, 2018





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PROGRAMS AND PRODUCT UPDATES (continued)

Upcoming Price Reduction – Air Struts & Shock Absorbers

Effective July 1st, the below part numbers will have price reduced.

Part Number	Description	Model
A164320581380	Reman Air Suspension Strut	2007–2011 ML320CDI/ML350BTC
A164320591380	Reman Air Suspension Strut	2007–2012 GL450/GL550/GL320BTC
A164320601380	Reman Air Suspension Strut	2006–2011 ML350/500/550/ML350 4WD
A164320611380	Reman Air Suspension Strut	2007–2012 GL450/GL350BTC/GL320CDI/GL320BTC
A211320533880	Reman Air Suspension Strut	2003–2009 E55AMG/E63AMG/CLS55AMG/CLS63AMG
A211320543880	Reman Air Suspension Strut	2003–2009 E55AMG/E63AMG/CLS55AMG/CLS63AMG
A1643202631	Shock Absorber	2007–2012 GL320CDI/GL350CDI/GL320BTC/GL350BTC/GL450
A1643203031	Shock Absorber	2006–2011 ML320CDI/ML350BTC/ML350/ML500/ML550
A1643203131	Shock Absorber	2007–2012 GL320CDI/GL320BTC/GL350BTC/GL450/GL550
A2113266800	Shock Absorber	2003–2009 E55AMG/E63AMG/CLS55AMG/CLS63AMG

Please refer to the *Upcoming Price Reduction Air Struts & Shock Absorbers* NCA dated June 1, 2018 for additional information.

Star Rewards ISP Bonus Program Launch

The all–new ISP Bonus Program, Mercedes-Benz StarRewards, will launch on June 5th. Traditional ISPs and Collision Shops can register on the StarRewards website to receive valuable rebates for purchasing parts from Mercedes-Benz Dealerships. The program will make it easier for independent, single-store repair and collision shops to choose your dealership over the aftermarket and drive more ISP business into your dealerships. This in turn will help build loyalty with your shops as well as realize growth opportunities.

Please refer to the *StarRewards Launch Announcement* NCA dated June 1, 2018 for additional program information.





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PROGRAMS AND PRODUCT UPDATES (continued)

StockPro Improvements

Listed below is an update on the progress of action items for the StockPro program.

Action Taken	Benefit/Description	Date Completed
3 New Product Parameter Sets Offered	Conservative, Balanced, Growth options Enables custom parameters for optimal stocking	Sep 2017
Auto Order for Fast Movers (Optional)	Easier and faster processing of fast movers Reduces order lead time by 25%	Sep 2017
Regional StockPro Training	In person dialogue and best practices with peers To be repeated this year with New content	Q4 2017 Jun – Aug 2018
Two New StockPro Advisors added to Team	Faster and customized daily dealer enquiry support	Oct 2017, Mar 2018
Pack Size Alignment	Resolved DMS order quantity discrepancies	Jan 2018
Battery Integration	No need to order batteries on supplemental stock orders	Jan 2018
Collision Segmentation (Optional)	Dealers have more flexibility on acceptance rates for parts that are related to collision repairs	Jan 2018
Enhanced Dealer2MBUSA Daily File Quality	Fewer data and order discrepancies	Feb – Apr 2018
Monthly Parts Manager Webinars	Forecast Logic clarifying stocking formula Parts Returns process clarification Supersession process clarification	Mar 2018 Apr 2018 May 2018
Supersession Improvements	Reduction of StockPro supersession issues (more to follow) (Ref NCU Dated 5/25/2018 for details)	Apr/May 2018
Parts Policy 75% stock mix reduced to 70%	More flexibility on Stock/DSO/VOR mix	Apr 2018
Reduced Coverage Parameter (Optional)	Dealers have more flexibility on overall days' supply	Apr 2018

Please refer to the *StockPro Improvements* NCA dated June 1, 2018 for additional information.

