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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: June 29, 2018

JULY 4TH HOLIDAY SCHEDULE

Please be advised that the entire MBUSA organization will be closed on Wednesday, July 4th – Independence Day. Normal business operations will resume on Thursday, July 5th. Please adjust your ordering schedule accordingly.

PARTS TRANSPORTATION – JULY 4TH ORDERING/SHIPPING SCHEDULE

Delivery scheduled for facing PDCs:

Dedicated Delivery Service:

- DDS will operate under normal conditions July 2nd – July 3rd. PDCs will be closed July 4th. Normal operations will resume July 5th.
- Orders will not be processed on July 4th. Order processing will resume on Thursday, July 5th and will be delivered Friday, July 6th.

Less Than Truck load Service:

- Please note that FedEx LTL will be closed Wednesday, July 4th in observance of Independence Day
- Pickups starting Tuesday, July 3rd, will not move for delivery until Thursday, July 5th

If you have any questions or concerns, please email Deborah Mackenzie at Deborah.mackenzie@mbusa.com.

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 6/19-6/26	BACKORDER RECOVERY
A 000 010 03 01 64	FILLER CAP	0	JULY 2018
A 000 150 25 80	IGNITION COIL	0	AUGUST 2018
A 166 720 42 02 64	MOULDING	105	JUNE 2018
A 166 720 45 02 64	TRIM STRIP	44	JUNE 2018
A 166 720 47 02 64	MOULDING	452	JUNE 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	1	UNKNOWN





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CONSTRAINED PART NUMBER	PART DESCRIPTION	QTY RCVD 6/19-6/26	BACKORDER RECOVERY
A 204 421 00 00 07	BRAKE DISK	1,594	JULY 2018
A 204 490 72 35	EXHAUST PIPE	0	UNKNOWN
A 204 720 17 63 8P26	DOOR PANELING	12	UNKNOWN
A 204 720 17 63 9D88	DOOR PANELING	6	UNKNOWN
A 204 720 27 01 9D88	DOOR INTERIOR TRIM	44	UNKNOWN
A 204 720 96 62 9D88	TRIM DRIVERS DOOR	3	UNKNOWN
A 211 323 01 44	RUBBER BUFFER	0	JULY 2018
A 219 820 04 21	BLINKER LAMP	0	UNKNOWN
A 221 620 31 86	SUPPORT	10	UNKNOWN
A 270 180 01 09	TS OIL FILTER ELEMENT	11,827	UNKNOWN
A 270 200 06 00 80	REMAN COOLANT PUMP	0	JULY 2018
A 274 037 03 00	TS PISTON	0	JULY 2018
A 274 090 17 29	INTAKE LINE	1,177	UNKNOWN
W 220 589 05 99 00	ELECTRICAL CONNECTION KIT	121	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
Contact Bridge	A0995460300	A0995460400	July 5, 2018
StarParts Brake Pads	A 003 420 28 20 90	N/A	
Steering Gears	A205460450139	A205460450128	July 19, 2018
	A2054604101	A205460410128	





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RETURNS Part	Part Number to be Returned	New Part Number	Return Deadline
Steering Gears	A205460410180	A205460410184	July 19, 2018
	A205460430180	A205460430184	
	A2054604501	A205460450128	
	A205460450180	A205460450184	
	A2054608001	A205460800128	
	A205460800180	A205460800184	
	A2134605301	A21360530128	
	A213460530180	A213460530184	

PROGRAMS AND PRODUCT UPDATES

Warranty Core Reimbursement

There will be a one-time reimbursement on the next Parts statement which will include cores on new parts as well as the handling that was deducted from EVA due to Reman supersessions before the system was updated. The reimbursement will be via Misc Billing during the first few weeks of July 2018 as “Warranty Core Reimbursement”.

Warranty Claims with Cores Reminder

There are certain conditions when a part number will be automatically converted on a warranty claim to a “60” suffix and additionally a “70” core will be added; see below qualifiers.

- A remanufactured part with a core value is claimed
- A new part with a core value is claimed
- A new part is claimed when a remanufactured part exists

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. Additional information is available in *Section 3.23 Remanufactured Parts* in the Warranty Manual.

Please refer to the *Warranty Core Reimbursement* NCA dated June 29, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Parts Inventory Clearance Sale – Update

The inventory clearance sale will expire on July 31, 2018. Sold out inventory will revert back to its original price; see revised parts list in June 29th NCA.

Please refer to the *Parts Inventory Clearance Sale Updated* NCA dated June 29, 2018 for additional information.

Price Reduction Campaign Termination Notice

Effective July 1st, select underperforming Condenser parts will be terminated from the price reduction campaign.

Please refer to the *Condenser Campaign Parts Termination Notice* NCA dated June 29, 2018 for parts listing.

Price Reductions

Effective August 1, 2018, a select number of MBUSA parts will receive price reductions:

- Reman A/C Compressors
- Fenders

Please refer to the respective NCAs dated June 29, 2018 for parts listing and additional information.

Wiper Blades Campaign Redemption Process

All reimbursements for after-sales marketing campaigns will now be submitted through Warranty under the RAPS portal. A couple of reasons behind this decision:

- Quicker turnaround for payments (daily)
- Better payment tracking system
- 2-step verification process for MBUSA and Dealers

Dealers will be able to redeem service offer until August 31, 2018 through Warranty RAPs reimbursement portal as long as wiper blade transaction occurred between July 1st and July 31, 2018.

Customers will continue to be driven a service landing website from targeted digital display and social media posts, where they are prompted to enter their contact and vehicle information. After submitting, they will receive a non-dealerized email containing a unique promotional PIN.

Offer is valid for service completed by July 31, 2018.

Please refer to the *Wiper Blade Campaign Redemption Process* NCA dated June 29, 2018 for additional program information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Webinars - New Electronic Parts Catalog (XPPI)

As previously communicated, the new EPC – “XPPI” – will launch the week of July 16th. In preparation of this launch, the PAC will host several webinars to demonstrate this new system. See below schedule; no advance sign-up is required.

US03 Session 1: Tuesday July 10 th 12:30 pm to 1:30 pm EST. Session 2: Wednesday July 11 th 12:30 pm to 1:30 pm EST.	US04 Session 1: Tuesday July 10 th 3:30 pm to 4:30 pm EST. Session 2: Wednesday July 11 th 3:30 pm to 4:30 pm EST.	US05 Session 1: Tuesday July 10 th 2:00 pm to 3:00 pm EST. Session 2: Wednesday July 11 th 2:00 pm to 3:00 pm EST.
US06 Session 1: Tuesday July 10 th 9:00 am to 10:00 am EST. Session 2: Wednesday July 11 th 9:00 am to 10:00 am EST.	US08 Session 1: Tuesday July 10 th 10:30 am to 11:30 pm EST. Session 2: Wednesday July 11 th 10:30 am to 11:30 am EST.	How to correctly enter a Virtual Classroom / Webinar: If you DO NOT have a login on this account: >> Click the 'Enter as Guest' radio button on the left side. >> In the name slot, please enter your: - First Name - Last Name - Dealer Code (or MB ID) **You must enter all this information in order to be accepted into the training and in order to receive proper credit

Please refer to the *Webinars: Electronic Parts (XPPI)* NCA dated June 29, 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. Requests 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	>

Any inquiries regarding CB3/CB5 submissions should be emailed to 171-SpecialProcurement@mbusa.com.



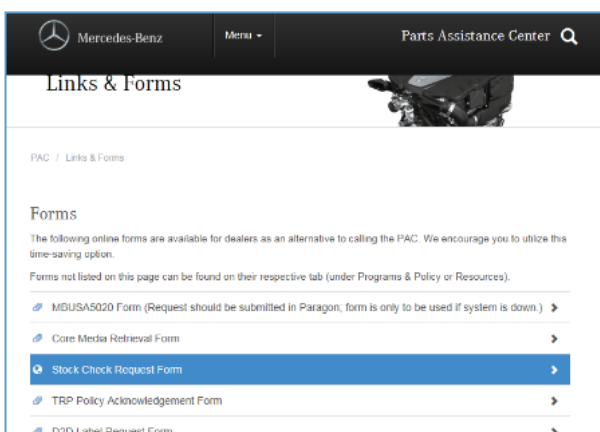


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PROGRAMS AND PRODUCT UPDATES (continued)

STOCK CHECKS

Requests for stock checks are to be emailed via the **Stock Check Request Form** (*Links & Forms* tab on PAC website).



Mercedes-Benz

Stock Check Request Form

Use this form to request an investigation for a specific part number that appears to be incorrect, although correctly specified. Please provide as much information as possible to ensure the fastest response. For photos, be sure to review the Dealer Guide to Photography for Parts personnel, located on the Parts Information page.

All stock check requests require a digital picture of subject part and complete VIN or chassis as stipulated in the MCA dated March 16th, 2007, otherwise the request cannot be processed.

Stock Check Request Form

Reference #:

Dealer Code:

Dealer Name:

Part Ordered:

Part Received:

Your Name:

Your Email Address:

Your Phone Number:

SAP Order Number:

Date Ordered:

Chassis/VIN Number:

PDC Received From:

Problem Details:

Priority:

Questions / Comments:

Attachments: Click the 'Browse' button to locate and upload the picture(s) of the Part Received (MANDATORY, max = 4) and Original part (max = 4). (Please limit images to 640 x 480 resolution) of total size less than 5MB

Please hold 'Ctrl' button on keyboard to select multiple files.

Please complete the form as outlined:

1. Part Ordered – use capital letter and numbers with no spaces or dashes (i.e., 12345678909B51)
2. Part Received – leave blank if unsure
3. Priority – only high priority if it applies
4. Questions/Comments – include brief description/overview of issue
5. Pictures – attach up to 4 pictures; size limit of 5 mb total. Pictures should be clear and 640 x 480. Include a picture of the blue and white parts label in your submission.

