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## newschannel update

|                                       |                               |
|---------------------------------------|-------------------------------|
| TO: Parts Managers and Parts Advisors | FROM: Parts Assistance Center |
| RE: Weekly Parts Update               | DATE: August 17, 2018         |

### RECALL CAMPAIGNS

| Campaign                                                                                        | Information                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Initial Notification<br>MY18, Model 117 (CLA-Class)<br>Passenger Occupant Classification System | <ul style="list-style-type: none"><li>86 affected vehicles flagged in VMI as "Pending"; 1 in dealer inventory</li><li>Parts are not yet available; additional notification will be sent when parts are available.</li><li>Interim customer notification letters are scheduled to be mailed in late September 2018.</li></ul>    |
| Initial Notification<br>MY18, Model 166 (GLE-Class)<br>Panoramic Sunroof Panel                  | <ul style="list-style-type: none"><li>4 affected vehicles flagged in VMI as "Pending"; 1 in dealer inventory</li><li>Parts are not yet available.</li><li>Customer letters will be mailed approximately 2 weeks after the remedy becomes available.</li></ul>                                                                   |
| Initial Notification<br>MY18, Model 238 (E-Class Cabrio)<br>Replace ISOFIX Console              | <ul style="list-style-type: none"><li>39 affected vehicles flagged in VMI as "Pending"; 3 in dealer inventory.</li><li>Parts are not yet available.</li><li>Customer letters will be mailed approximately 2 weeks after the remedy becomes available.</li></ul>                                                                 |
| Initial Notification<br>MY18-19, Model 213 (E-Class)<br>Occupant Classification System          | <ul style="list-style-type: none"><li>340 affected vehicles flagged in VMI as "Pending"; 24 in dealer inventory.</li><li>Parts are not yet available; additional notification will be sent when parts are available.</li><li>Interim customer notification letters are scheduled to be mailed in late September 2018.</li></ul> |

Please refer to the respective *Recall Campaign* NCAs 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<br>PART NUMBER | PART DESCRIPTION                 | QTY RCVD<br>8/7-8/14 | BACKORDER RECOVERY |
|----------------------------|----------------------------------|----------------------|--------------------|
| A 000 010 03 01 64         | FILLER CAP                       | 0                    | UNKNOWN            |
| A 000 150 25 80            | IGNITION COIL                    | 216                  | AUGUST 2018        |
| A 002 989 23 71 09         | ADHESIVE                         | 0                    | UNKNOWN            |
| A 002 990 91 22            | SCREW                            | 0                    | AUGUST 2018        |
| A 003 420 89 20 41         | TS BRAKE PAD                     | 0                    | UNKNOWN            |
| A 007 420 73 20            | TS DISK BRAKE PAD                | 165                  | AUGUST 2018        |
| A 013 154 55 02 87         | REMAN-ALTERNATOR                 | 1                    | UNKNOWN            |
| A 164 870 11 26 80         | REMAN CTRL.UNIT REAR DOOR        | 1                    | UNKNOWN            |
| A 166 720 45 02 64         | TRIM STRIP                       | 113                  | AUGUST 2018        |
| A 169 543 03 31            | ELECTRICAL WIRING HARNESS / 0,75 | 0                    | UNKNOWN            |
| A 204 421 00 00 07         | BRAKE DISK                       | 896                  | UNKNOWN            |
| A 204 490 72 35            | EXHAUST PIPE                     | 0                    | UNKNOWN            |
| A 204 735 21 25            | WINDOW GUIDE RAIL                | 0                    | UNKNOWN            |
| A 205 860 60 01 9C94       | SEAT BELT                        | 0                    | UNKNOWN            |
| A 211 323 01 44            | RUBBER BUFFER                    | 0                    | UNKNOWN            |
| A 211 820 03 61 64         | LIGHTING UNIT                    | 0                    | UNKNOWN            |
| A 219 820 03 21            | BLINKER LAMP                     | 0                    | UNKNOWN            |
| A 219 820 04 21            | BLINKER LAMP                     | 0                    | UNKNOWN            |
| A 246 900 04 20 9051       | CONTROL UNIT                     | 14                   | UNKNOWN            |
| A 274 090 17 29            | INTAKE LINE                      | 399                  | AUGUST 2018        |

## A 204 720 DOOR PANELS AND TRIMS

We have cancelled open drop shipments for the A 204 720 door panels. We will instead be bringing those quantities in to our PDCs. This should reduce the need to return unwanted stock. If you still have customers that need these parts, please place a new order.

## BQ 4 15 0038 – SPARK PLUGS

Due to the improved stocking situation, we have removed the quantity restrictions on the BQ part number with VOR order fulfillment only. We will continue to monitor this closely and advise if the situation changes. Please note, we will not open up A 004 159 79 03 until the BQ part number has been completely depleted.





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## A 270 180 01 09 – OIL FILTERS

Due to the improved stocking situation, we have increased the quantity restrictions from 10 to 20, with VOR order fulfillment only. We will continue to monitor closely and advise if the situation changes.

## 129, 140, 163 KEYS

Due to constraints in the global supply chain, the following keys remain unavailable until further notice:

| Part Number     | Model Years (MY)                        |
|-----------------|-----------------------------------------|
| A 140 760 22 06 | MY 97-99 S-Class, MY 97-02 SL           |
| A 140 760 23 06 | MY 97-99 S-Class, MY 97-02 SL           |
| A 163 760 19 06 | MY 98-05 for M-Class                    |
| BQ 4 76 0009    | MY 92-95 & 97 S-Class, MY 90-95 & 97 SL |
| BQ 4 76 0025    | MY 96 S-Class, MY 96 SL                 |
| BQ 4 76 0032    | MY 98-99 S-Class, MY 98-02 SL           |

Daimler continues to pursue alternative supply channels, and for Models 129 and 140 we anticipate communicating an update in September, 2018. For Model 163, the recovery situation requires further development; we expect to be able to communicate further details in November 2018.

Please refer to the *129, 140, 163 Keys* NCA dated June 28, 2018 for additional information.

## 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<br>Part  | Part Number<br>to be Returned | New Part Number   | Return Deadline   |
|------------------|-------------------------------|-------------------|-------------------|
| Trim Strip       | A1566900100                   | A156690010028     | August 23, 2018   |
|                  | A1566900200                   | A156690020028     |                   |
| Hinge            | A2057200137                   | A205720013728     | August 30, 2018   |
|                  | A2057207711                   | A205720771128     |                   |
| Seat Belt Buckle | A22286068009051               | A2228606800289051 | September 6, 2018 |

## ETA REQUESTS

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.





## newschannel update

### SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to [171-SpecialProcurement@mbusa.com](mailto: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](mailto:171-PACSP@mbusa.com).

### PROGRAMS AND PRODUCT UPDATES

#### PAC Fax Disconnected

Effective immediately, the PAC will no longer have a fax number. Please use the Lockset form in Paragon 2.0 when ordering locksets.

#### New PAC Phone Prompts

The PAC phone prompts were modified on August 1st and calls will now be routed to a PAC agent whose skillset best matches the caller's inquiry. It is very important you enter the correct prompt in order to be directed to the correct PAC agent.

**Press 1** for Technical (This prompt is for all technical-specific questions such as Parts Specifications)

**Press 2** for Non-Technical

Prompts for Non-Technical prompt:

- Press 1 for ETAs
- Press 2 for D2Ds
- Press 3 for Order Placement
- Press 4 for Part Number Inquiries
- Press 5 for Returns
- Press 6 for all other inquiries

Please refer to the *New PAC Phone Prompts* NCA dated August 10, 2018 for additional information.

#### Parts Specification Requests

Please be reminded that all parts specifications requests must be submitted via the *Parts Specification Request Form* (*Forms & Links* tab on the PAC website) and not via email. Please transition to this process to avoid delay in processing of your requests.

#### PGW Glass Program – Call Center Hours

Effective August 1<sup>st</sup>, PGW's Direct Delivery Call Center hours will extend to 8:00 pm EST/5:00 pm PST.

Please refer to the *PGW Update* NCA dated August 10, 2018 for additional information.





# newschannel update

## PROGRAMS AND PRODUCT UPDATES (continued)

### Warranty Webinar – MBUSA/smart – August 22 and 23

Topic to be covered: TekInfo moving into Xentry Portal

|           |                              |                         |
|-----------|------------------------------|-------------------------|
| August 22 | Central and Northeast Region | 11:30 am – 12:30 pm EST |
| August 23 | Southern and Western Region  | 1:30 – 2:30 pm EST      |

Connectivity: <https://mbusaes.adobeconnect.com/warrantywebinar>  
Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – August 2018* NCA for additional information.

### StockPro Webinars – August 21 and August 22

The August webinars will focus on ‘Customer Fill Rate and Loss Reporting’. There will also be a summary introduction of all completed and pending ‘StockPro Feature and Function Upgrades’. For your convenience, identical 45 minute webinars that will start on Tuesday at 2pm EST and 3pm EST and the Wednesday webinar will be 2pm EST. You are most welcome to join the webinar session which fits best in your calendar planning.

An email invite with all the participant details will be sent out from the StockPro team by Friday, August 17, 2018.

Please refer to the *StockPro Update & Customer Fill Rate Loss Report Webinars* NCA dated August 10, 2018.

### Reman Portfolio Expansion

Eight new part numbers have been added to the Reman portfolio; see below listing.

| New Part    | Reman Part    | Description                           |
|-------------|---------------|---------------------------------------|
| A0022305211 | A002230521180 | REMAN-AC REMAN COMPRESSOR WITH CLUTCH |
| A1902702400 | A190270240080 | REMAN DUAL-CLUTCH TRANSMISSION        |
| A2054606502 | A205460650280 | REMAN STEERING GEAR                   |
| A2203202138 | A220320213889 | REMAN HYDROPNEUMATIC SPRING LEG       |
| A2213307707 | A221330770780 | REMAN SPRING LINK                     |
| A2213502614 | A221350261480 | REAR AXLE DIFFERENTIAL                |
| A4632802000 | A463280200080 | REMAN TRANSFER UNIT                   |
| A7252701014 | A725270101480 | REMAN AUTOMATIC TRANSMISSION          |

Please refer to the Reman Portfolio Expansion: August NCA dated August 17, 2018 for additional program information.





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## Labor Day Ordering/Shipping Schedule

Please be advised that the entire MBUSA organization will be closed on Monday, September 3<sup>rd</sup>.

Delivery schedules for facing PDC deliveries are as follows:

DDS: Orders processed on Monday, 9/3 will not ship until Tuesday, 9/4 and delivered Wednesday, 9/5.

LTL: FedEx LTL is closed on Monday, 9/3. Pick-ups starting Friday, 8/31 will not move until Tuesday, 9/4.

Please contact Deborah Mackenzie with any questions, (770) 705-2049 or [Deborah.Mackenzie@mbusa.com](mailto:Deborah.Mackenzie@mbusa.com).





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### XPPI – Electronic Parts Catalog Updates

The XPPI tool is now live. Access is available via NetStar to all Parts team member with a D7 User ID.

The XPPI User Document is posted on the PAC website and available to download under the *Resources* tab → *Electronic Parts Catalog (EPC)* → *Xentry Portal Parts Information (XPPI) User Document (July 2018)*.

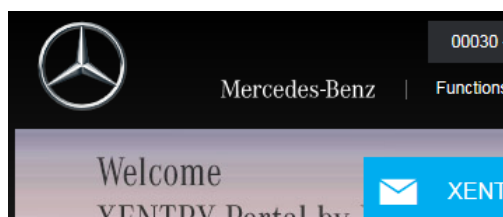
### What about WIS?

The Mercedes-Benz Workshop Information System, or WIS, is for Service what the parts catalog is for Parts: The system where nearly all service-related information is found. While your technicians use WIS all day, every day, not many Parts Advisors are familiar with it. We'd like to see that change, since WIS can occasionally help you identify the right part more easily.

To get to WIS using EPC, you would simply click the WIS icon at the top right, near the Data Card.



XPPI does not have an icon link for WIS: Instead, there is a link directly in the XENTRY Portal. To get there from XPPI, simply click on the Mercedes-Benz logo at the top left of the screen to return to the XENTRY Portal home page, and select the WIS/ASRA Retail Factory link.

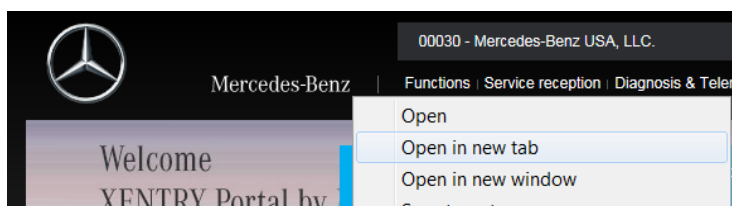


> WIS/ASRA RetailFactory



We recently posted a document on the PAC Microsite (News > Parts Information) explaining how to use WIS to identify the correct service fluid and quantity for any job. WIS also contains wiring diagrams, which are useful for finding the electronic component designation of a part (or its connector). There is a wealth of information in WIS, and we encourage you to explore it.

**Tip:** If you want to open the XENTRY Portal home page in a new browser tab, right-click the Mercedes-Benz logo and select "Open in new tab" (or, if you prefer, "Open in new window").



Found a bug? Got an idea? Send an e-mail to [XPPI-Feedback@mbusa.com](mailto:XPPI-Feedback@mbusa.com) with the details.

