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Parts

newschannel update

TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: August 31, 2018

Labor Day Ordering/Shipping Schedule

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

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.

RECALL CAMPAIGN

Campaign	Information
2018070014 Takata Recall – Priority Group 4++ (PG4++) Certain MY08-09, W204 (C-Class) Zone A Replace Driver-Side Airbags	- Approximately 55,636 affected vehicles will be flagged in VMI as “Open” - Parts are now available and will be allocated to dealers based on volume of cars, location and AOI. - Dealers should not order parts at this time.

Please refer to the respective *Recall Campaign* NCA for additional information.

SERVICE CAMPAIGN

Campaign	Information
2017120010 MY 2017-18, Models 213, 253 (GLC-Class) Check Air Suspension Struts	- Approximately 1,339 affected vehicles will be flagged in VMI as “Open” - Parts are available and may be ordered as necessary.

Please refer to the respective *Service Campaign* NCA 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 8/21-8/28	BACKORDER RECOVERY
A 002 990 91 22	SCREW	0	SEPTEMBER 2018
A 246 900 04 20 9051	CONTROL UNIT	111	UNKNOWN
A 166 720 45 02 64	TRIM STRIP	200	AUGUST 2018
A 274 090 17 29	INTAKE LINE	236	AUGUST 2018
A 204 490 72 35	EXHAUST PIPE	0	UNKNOWN
A 002 989 23 71 09	ADHESIVE	0	UNKNOWN
A 204 735 21 25	WINDOW GUIDE RAIL	0	UNKNOWN
A 003 420 89 20 41	TS BRAKE PAD	0	SEPTEMBER 2018
A 211 323 01 44	RUBBER BUFFER	0	UNKNOWN
A 251 830 05 90 64 9051	OPERATING UNIT	0	UNKNOWN
A 013 154 55 02 87	REMAN-ALTERNATOR	1	UNKNOWN
A 211 330 03 00	FRONT-AXLE SHAFT	0	UNKNOWN
A 204 490 17 60 64	EXHAUST GAS LINE	0	UNKNOWN
A 000 421 23 12	BOND BRAKE DISC	222	AUGUST 2018
A 169 543 03 31	ELECTRICAL WIRING HARNESS / 0,75	0	UNKNOWN
A 219 820 03 21	BLINKER LAMP	0	UNKNOWN
A 219 820 04 21	BLINKER LAMP	0	UNKNOWN
A 205 860 60 01 9C94	SEAT BELT	2	UNKNOWN
A 000 010 03 01 64	FILLER CAP	0	UNKNOWN
A 164 870 11 26 80	REMAN CTRL.UNIT REAR DOOR	4	UNKNOWN





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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 Part	Part Number to be Returned	New Part Number	Return Deadline
Hinge	A2057200137 A2057207711	A205720013728 A205720771128	August 30, 2018
Seat Belt Buckle	A22286068009051	A2228606800289051	September 6, 2018
Lock	A2317500085	A231750008528	September 13, 2018
Centrifugal Pumps	A0998660021 A0998660121	A2058660000 A2058660100	September 20, 2018





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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:

The screenshot shows the 'Parts Inquiry & Order' interface. At the top, there are buttons for 'Import From', 'Create Order', 'Simulate Order', 'Convert', and 'Recent Orders'. Below these, the 'Order Type' is set to 'Special Returns' (indicated by a green arrow). The 'PO Number' is 20180406122301. The 'Shipping Cond.' is 'Assigned Carrier'. The 'Alt tax' is '3rd Party'. Below the order type, there are tabs for 'Referrals', 'Supersessions', and 'Bill of Materials-C99'. A table lists various item categories with their quantities and sources. The 'Item category' column is highlighted, showing options like 'SPOM auth part ret.', 'SPOM auth tool ret.', 'SCM auth part ret.', 'SCM auth core ret.', 'Selling back request', 'PDC Adj Scrap', 'Free item Return cat', and 'Default item Returns'. Green arrows point to the 'Special Returns' dropdown and the 'SCM auth part ret.' and 'SCM auth core ret.' options. A tooltip on the right explains the difference between 'SCM Auth Part Return' (for new parts) and 'SCM Auth Core Return' (for core parts).

Order T...	Item	Part Number	Quantity	Item category	Confr...	Avail. Qty	Ve...	Source
Spe...	000000		0.000		0.000	0.000	0.000	
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	
Spe...	000000		0.000	SCM auth core ret.	0	0.000	0.000	
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		0.000	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”

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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PROGRAMS AND PRODUCT UPDATES

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.

Carlisle Survey Feedback - StockPro Actions

Listed below is an update on the status of actions to date:

Dealer Feedback	Action Taken	Date
Improve StockPro Team support	3 Additional team resources hired. Same day support/response	Q1-Q2 2018
Include more parts into StockPro	Batteries and Fluids added	Dec 2017, Jun 2018
Reduce parts delivery lead time	New Auto Order feature reduced lead time by 1 day	Dec 2017
Reduce parts delivery lead time	Regular StockPro orders piloted and will reduce to 2 days	Sep 2018
Auto-order pack sizes not aligned	Pack sizes aligned and solved	Jan 2018
75% Stock Mix Policy problematic	Stock Mix requirement reduced to 70%	Jun 2018
Returns process not clearly understood	6 Monthly Webinars & 5 Regional Trainings	Jan - Aug 2018
Avoid running out of fast movers	3 New parameters (Conservative, Balanced, Growth)	Q4 2017
Avoid over stocking	Conservative parameter option plus case-by-case reviews	Q4 2017
Avoid too many collision part orders	Collision parts moved into optional "I" lines	Jan 2018
Supercessions not aligned	MBUSA Taskforce created and quick wins gained	Q2 2018, Ongoing
Customer Fill Rate assistance	Dealer CFR Loss Reports launched - lists problem parts	Sep 2018
Customer Fill Rate improvement	2018 1.0% up vs 2017 and 3% Stronger vs non StockPro dealers	2018 Ongoing

Please refer to the *Carlisle Survey Feedback - StockPro Actions* NCA dated August 31, 2018 for additional information.

Navigation Check/Update in Service Re-Check Process

The Service Re-Check has been updated to check and update the navigation information in the COMAND units or to install the Garmin software, if ordered.

Please refer to the *Addition of Map Updates into the Service Re-Check* NCA dated August 31, 2018 for additional information.





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PROGRAMS AND PRODUCT UPDATES (continued)

Parts Inventory Clearance – Sale #2

The 2nd inventory clearance sale will begin on September 1st and include engines, radiators, wheels, brake discs, brake pads and a wide variety of other parts. In order to ensure the best margins for the dealer body, a significant discount will be applied only to DNET pricing. **Discounted pricing will be effective beginning September 1, 2018.**

Please refer to the *Parts Inventory Clearance Sale #2* NCA dated August 31, 2018 for additional information.

XPPI – Electronic Parts Catalog Updates

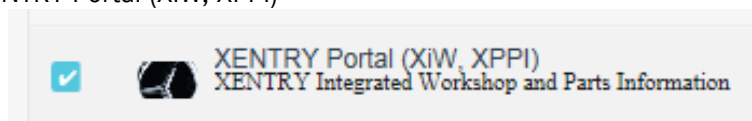
Access is available via NetStar to all Parts team member with a D7 User ID.

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)*.

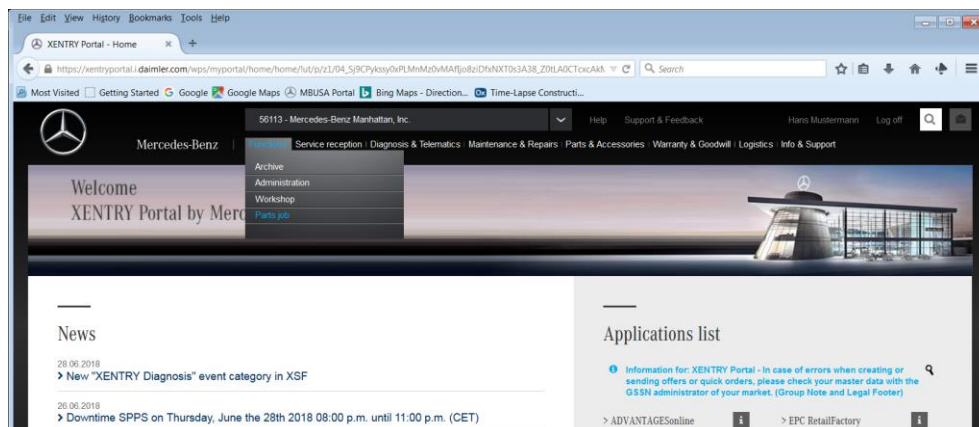
Please be reminded that the current EPC will sundown on September 30th.

To access the new system via NetStar:

- Click on LINKS
- Select the link to XENTRY Portal (XiW, XPPI)



After following the link, or by navigating directly to <<https://aftersales.i.daimler.com>>, select “Parts job” from the “Functions” menu





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XPPI Tip of the Week

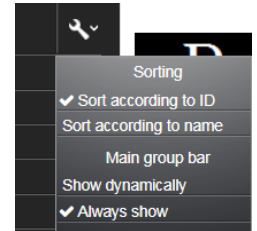
Main Groups display options

After identifying the vehicle and starting your search, the Main Groups page appears, with a list of groups at the left. This group list can be displayed either *dynamically* or *always*, selectable using the fly-out menu at the top of the group list – the ‘wrench’ icon.

Show dynamically fits the group list to the window height. You can scroll up or down to see



groups not currently visible. Once the main group is selected, the list collapses to the left, allowing the parts list and image to use nearly the full screen width. The advantage to this view is the reduced space the group menu uses, allowing more space for the image. The group list can be re-expanded by clicking the double arrows.

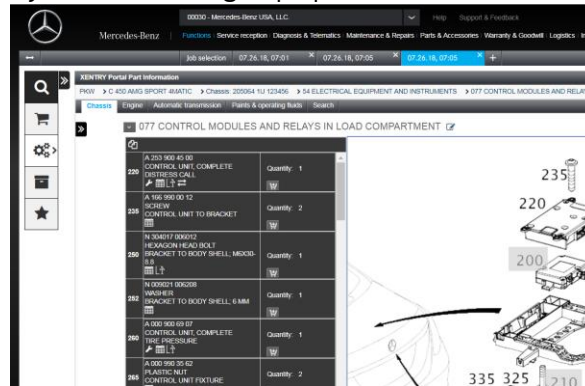


Always show displays the entire group list at all times, making it easier to switch groups using the menu, but requiring the entire window to be scrolled to select some groups.

Dynamic view



Dynamic with Subgroup open



Always show



How you set the group display depends on your preferences. We urge you to try it both ways to see which is best for you.

Next week: Printing a shopping list

Found a bug? Got an idea? Send an e-mail to XPPI-Feedback@mbusa.com with the details.

