



Mercedes-Benz

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after sales

newschannel update

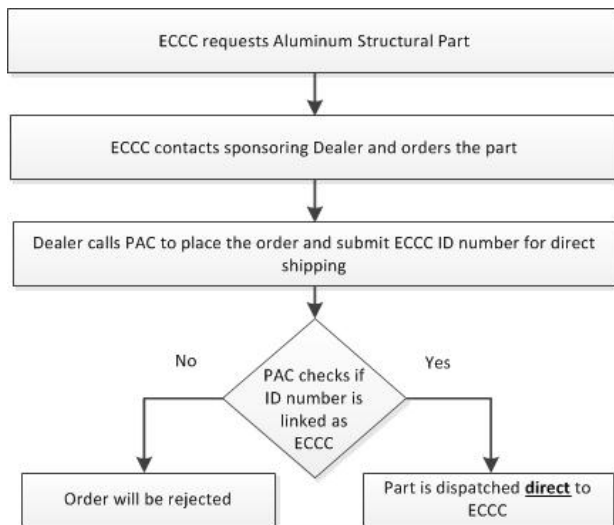
TO: General Managers Service Directors Service Managers Parts Managers Collision Center Managers	FROM: Lisa Rosenfeld, Department Manager, Product Management - Service Paul Nitsche, Department Manager, Parts Assistance Center
RE: Launch of the New order process for Mercedes-Benz Aluminum Structural Parts	DATE: March 8, 2013

MBUSA's Elite Certified Collision Program is streamlining processes!

We are proud to announce the launch of the new Mercedes-Benz Aluminum Structural Parts order process for Dealers sponsoring a Tier2/Elite Certified Collision Center (ECCC).

The new order process will save time, eliminate unnecessary steps in the supply chain and be more efficient for the Dealer and the collision shop. Dealerships will only need to place orders for their sponsored ECCC and the parts will be shipped to the ECCC directly.

The complete ordering steps are outlined below.



Please note:

- When placing an order, you will need the Identification Number (ECCC Code) of the Elite Certified Collision Center sponsored by your Dealership. This ECCC Code was sent to you in January 2013 via email but if you do not know your ECCC's Code, please contact the Collision Team directly (see contact information below)

- The cost of packaging is covered by the Dealership



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R231 Parts Availability

The parts listed below are available for ECCCs only. For ordering assistance, please contact the PAC at (877) 727-8762. They will place the order and the parts will ship directly to the ECCC.

Currently these are the parts available for the R231:

Aluminum Structural Part Number	Part Description
A 231 610 13 10 A 231 610 14 10	Rear Longitudinal Member
A 231 636 01 24 A 231 636 02 24	B-Pillar
A 231 620 06 87 A 231 620 05 87	Outer Longitudinal Member
A 231 620 02 17 A 231 620 01 17	Suspension Strut Dom
A 231 620 03 28 A 231 620 04 28	Support: Longitudinal Member
A 231 630 01 10 A 231 630 02 10	A-Pillar
A 231 620 01 50 A 231 620 02 50	Wheel housing Right/Left

This is the first phase of this new process. We intend to add more parts to our direct shipping portfolio as new models become available.

If you have any questions or need assistance please do not hesitate to contact:

Stefan Berner
Specialist Collision Development
(201) 573-2251
Stefan.berner@mbusa.com

If contacting us via email, please be sure to provide your full contact information including dealer code, phone numbers and tool/equipment numbers if applicable.



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