

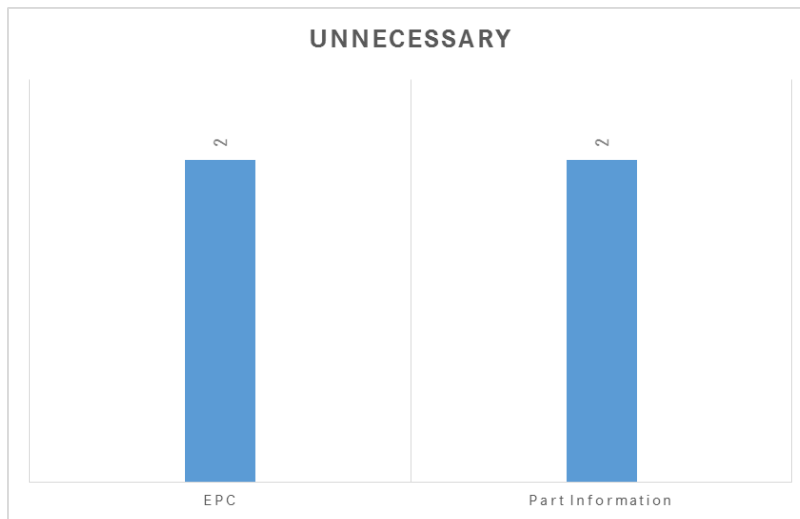
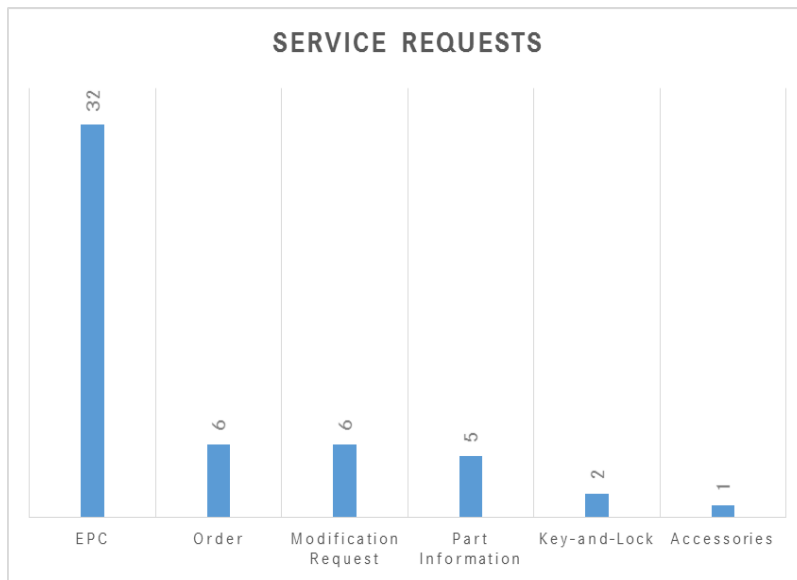
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: February 2, 2018

SERVICE REQUEST VOLUME

For the week of January 22nd, the PAC received **52** service requests; 4 (8%) unnecessary calls.



ETA REQUEST VOLUME

For the week of January 22nd, the PAC processed 1,652 ETA requests – 1,473 emails/ 179 calls.

PROGRAMS AND PRODUCT UPDATES

Special Procurement Delays and Critical Escalation Process

Due to an unexpected bottleneck in Special Procurement, we are currently experiencing delays and ask that only critical inquiries/escalations on SP cases be emailed to: 171-specialprocurement@mbusa.com. Only inquiries that meet the criteria listed below will be prioritized for handling and escalation. Please limit 1 SP case inquiry/escalation per email.

For critical SP cases, use the following format in the subject line: “*SP case /Paragon order number /Part number /VIN number*”. Include the reason for inquiry/escalation (please see below criteria for a SP case to be considered critical) in the body of your email.

The SP case must meet one of the below criteria:

- Buy back situation – Lemon Law with AOM confirmation
- New customer/new vehicle (vehicle still under manufacturer warranty)
- VIP customer - please provide justification and a brief description
- MBUSA is paying for loaner vehicle/lease payments

For non-critical SP cases (cases that do not meet the above criteria), please wait for the weekly follow-up. Non-critical SP cases cannot be prioritized at this time.

Please refer to the *Special Procurement* NCA dated January 26, 2018 for additional information.

President’s Holiday – February 19

In observance of the President’s Day holiday, MBUSA will be closed on Monday, February 19th; however, the PAC and PDC will operate on a limited schedule, 10:00 am – 6:00 pm. VORs will have an early cut-off of 3:00 pm local PDC time.