

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 13, 2017

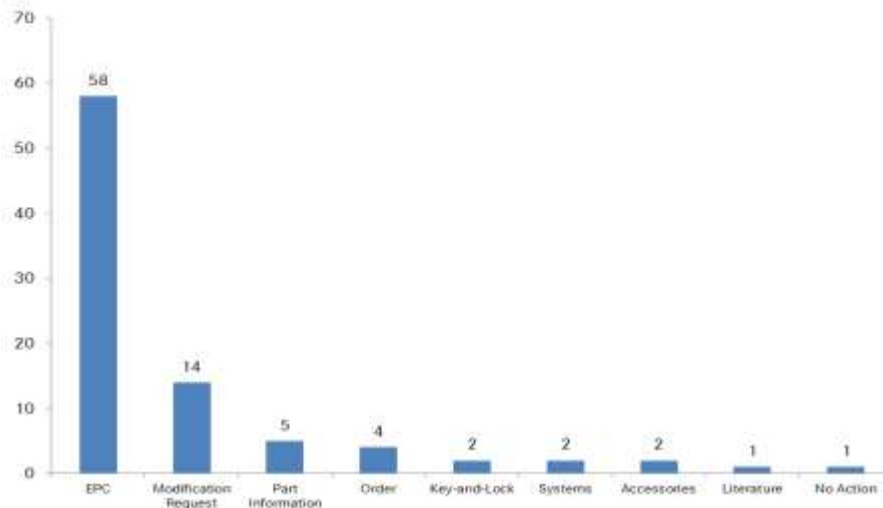
HOLIDAY: MARTIN LUTHER KING, JR – January 16

MBUSA will be closed in observance of the Martin Luther King, Jr. holiday on Monday, January 16th. The PAC will be open with limited staff from 10:00 am – 6:00 pm EST. The PDCs will have a 3:00 pm cut-off time for VORs.

PAC SERVICE REQUEST VOLUME

For the week of January 2nd, the PAC received **89** Sprinter service requests.

**PAC Service Request Volume
Week of January 2, 2017**



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

2017 KPI Calendar

The Quarter/Month/PIP lock date process occurs on the 1st Saturday on or after the 9th of the month following the period end. This allows ample time for any claims with repair dates for that Quarter/Month/PIP period to be submitted, processed and paid. The following calendars have been developed to support identification of important KPI dates:

- KPI Quarterly/Monthly and PIP Lock Dates
- Cost per VIN 90 Days – Rolling 60/90 Day Build and Month Drop

Please refer to the *2017 KPI Calendar* NCA dated January 13, 2017 for the calendars and additional program information.

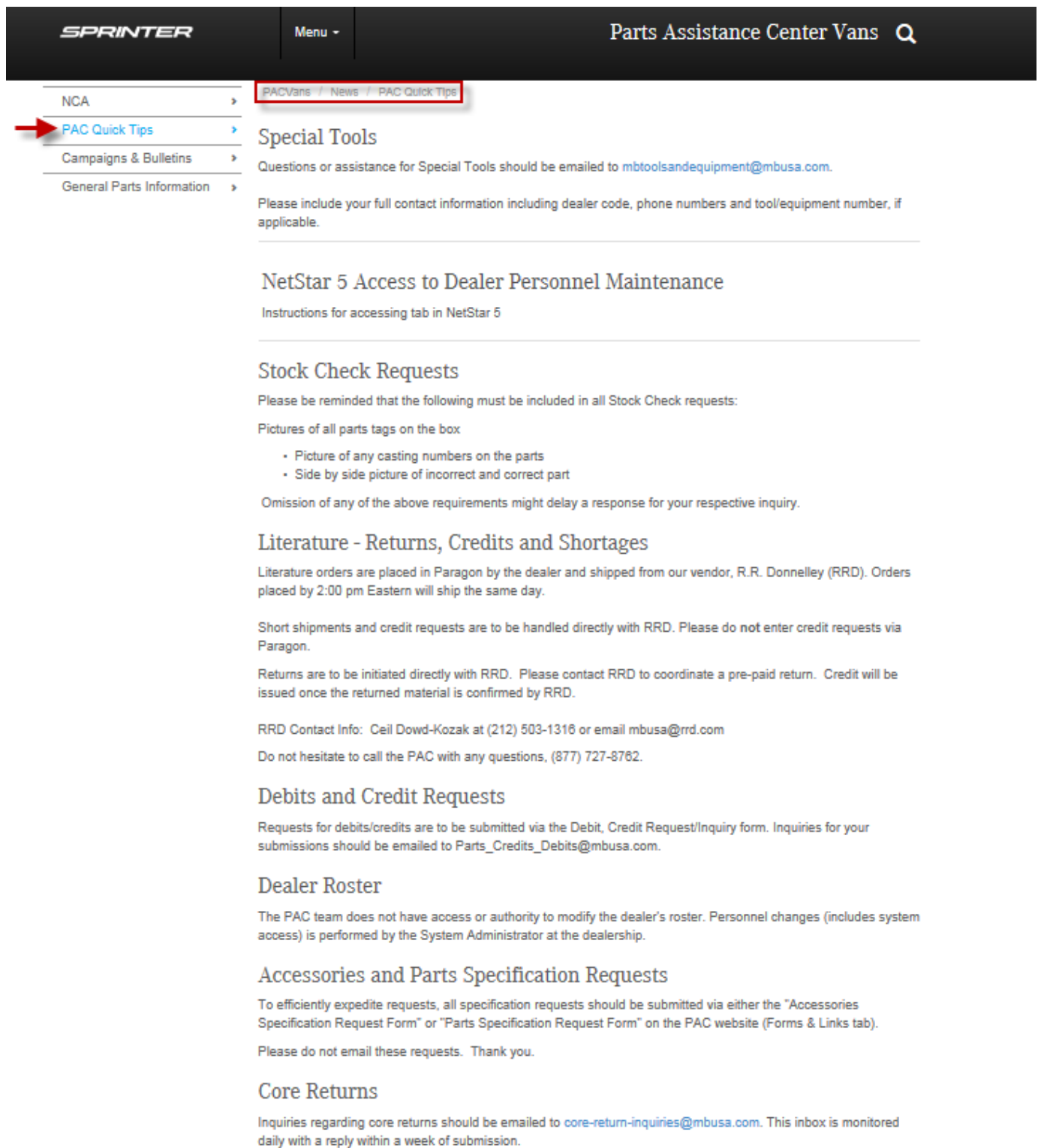
2-Year Parts Limited Warranty

Effective January 1, 2017, the M-B Vehicle Service Parts and Accessories Limited Warranty has been changed from 12 months/unlimited miles to 24 months/unlimited miles and is valid on all parts sold as of January 1st.

Please refer to the *New: 2-Year Limited Warranty* NCA dated January 13, 2017 for additional program information.

PAC Website: Quick Tips

Pointers/resource information is available on PAC website → News → PAC Quick Tips



The screenshot shows the Sprinter PAC website interface. At the top, there is a navigation bar with the 'SPRINTER' logo on the left, a 'Menu' dropdown in the center, and 'Parts Assistance Center Vans' with a search icon on the right. Below the navigation bar, a breadcrumb trail is visible: 'PACVans / News / PAC Quick Tips'. A red arrow points to the 'PAC Quick Tips' link in the left-hand navigation menu. The main content area contains several sections:

- Special Tools**: A section with a heading and a sub-heading. It includes the text: 'Questions or assistance for Special Tools should be emailed to mbtoolsandequipment@mbusa.com. Please include your full contact information including dealer code, phone numbers and tool/equipment number, if applicable.'
- NetStar 5 Access to Dealer Personnel Maintenance**: A section with a heading and a sub-heading: 'Instructions for accessing tab in NetStar 5'.
- Stock Check Requests**: A section with a heading and a sub-heading: 'Please be reminded that the following must be included in all Stock Check requests: Pictures of all parts tags on the box'. It lists two requirements: 'Picture of any casting numbers on the parts' and 'Side by side picture of incorrect and correct part'. It concludes with: 'Omission of any of the above requirements might delay a response for your respective inquiry.'
- Literature - Returns, Credits and Shortages**: A section with a heading and a sub-heading: 'Literature orders are placed in Paragon by the dealer and shipped from our vendor, R.R. Donnelley (RRD). Orders placed by 2:00 pm Eastern will ship the same day.' It includes text about handling credit requests and returning materials directly with RRD. It provides RRD contact information: 'RRD Contact Info: Ceil Dowd-Kozak at (212) 503-1316 or email mbusa@rrd.com'. It also states: 'Do not hesitate to call the PAC with any questions, (877) 727-8762.'
- Debits and Credit Requests**: A section with a heading and a sub-heading: 'Requests for debits/credits are to be submitted via the Debit, Credit Request/Inquiry form. Inquiries for your submissions should be emailed to Parts_Credits_Debits@mbusa.com.'
- Dealer Roster**: A section with a heading and a sub-heading: 'The PAC team does not have access or authority to modify the dealer's roster. Personnel changes (includes system access) is performed by the System Administrator at the dealership.'
- Accessories and Parts Specification Requests**: A section with a heading and a sub-heading: 'To efficiently expedite requests, all specification requests should be submitted via either the "Accessories Specification Request Form" or "Parts Specification Request Form" on the PAC website (Forms & Links tab). Please do not email these requests. Thank you.'
- Core Returns**: A section with a heading and a sub-heading: 'Inquiries regarding core returns should be emailed to core-return-inquiries@mbusa.com. This inbox is monitored daily with a reply within a week of submission.'