



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: July 8, 2016

Paragon Offline, July 8-9

Please be advised that the Paragon system will be offline for maintenance July 8th (11:00 pm EST) to July 9th (6:00 pm EST). Please plan your order schedules accordingly.

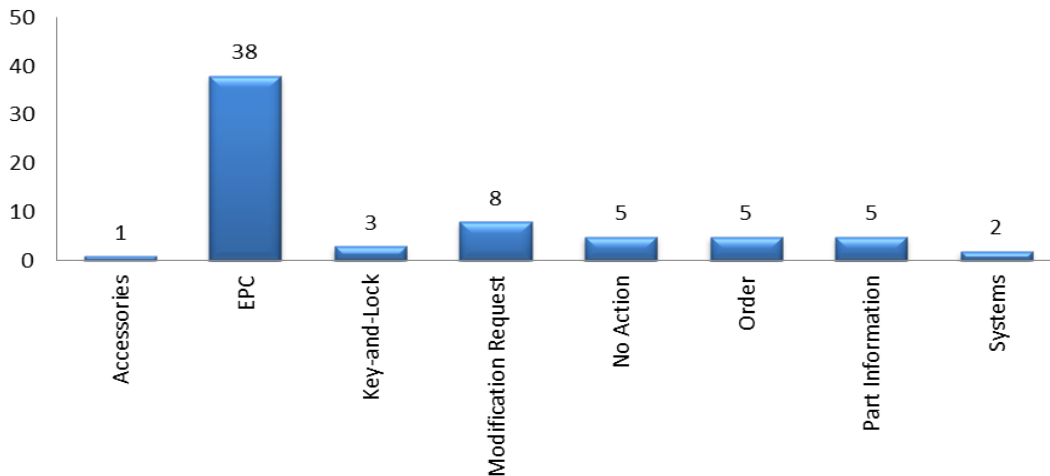
Thank you in advance for your understanding.

PAC CALL VOLUME REPORTING

In order to provide more transparency to our PAC operations, we will now include weekly call volume stats in the Weekly Parts Update. The chart will highlight the types of calls with their respective totals. We are also using this data to evaluate call volume spikes and then escalate to the respective business units for recovery options.

For the week of June 27th, the PAC received **67** Sprinter phone calls.

PAC Call Volume - Sprinter Week of June 27, 2016



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar

The topic of this month’s webinar is “Diagnostic Time”.

July 20 Central and Northeast Region; 11:30 am – 12:30 pm EST
June 21 Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity: PC/Visual: <https://mbusawarranty.adobeconnect.com/july2016/>
 Phone: (888) 394-8197; Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – July 2016* NCA dated July 8, 2016 for additional information.

Updated Parts Return Label

Effective June 29th, the parts return label has been updated with a 2nd bar code (see below example). The additional barcode will allow the PDCs to scan each part and print the putaway tickets individually thereby saving time on the ticket sorting process. **There is no change to the dealer return process or action required.**

Material Identification Return Tag: PDC US06
Return No.: 0060995843 Item : 000010



Order Type : ZPR1	List No. : List 1
Cust. No : 56113	Return Qty: 2
Text : BRAKE DISC	
Part : A 906 423 01 12	



Turn. Info :

Please refer to the *Updated Parts Return Label* NCA for additional information.

Garmin Map Pilot Campaign

For a limited time, special dealer pricing will be offered for part numbers A2189066002, A2139060703 and A239062704. The campaign will run from July 1 – 31, 2016 and due to special pricing, returns will not be accepted. Please review ODUS for additional product information.

Please refer to the *Garmin Map Pilot Campaign* NCA dated July 1, 2016 for additional information.

Contact Telephone Numbers:

System/product inquiries should be directed to the below respective numbers:

Dealer Tire, (877) 462-8473
 NetStar, (888) 9-NETSTAR
 PPG, (800) 758-0811
 Warranty Service Group, (877) 974-6287