



newschannel update

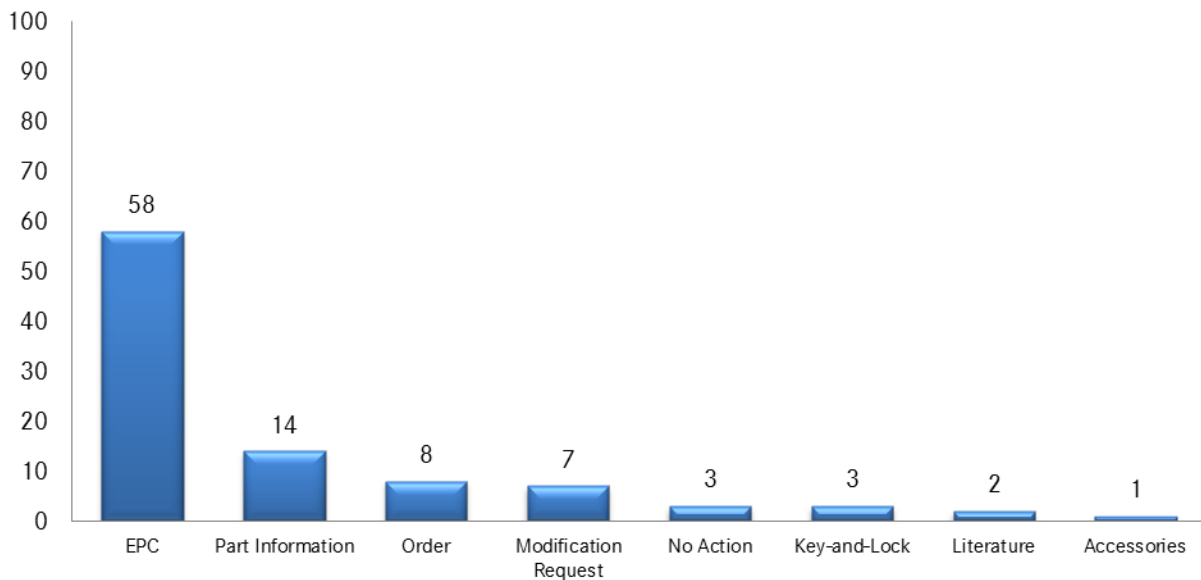
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| TO: Parts Managers and Parts Advisors Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update | DATE: July 22, 2016 |

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 July 11^h, the PAC received **96** Sprinter phone calls.

PAC Call Volume Week of July 11, 2016



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Literature:

- Due to system issues with Paragon 2.0, literature orders cannot be entered for most of the literature part numbers. The PAC will manually enter your orders until the system is fixed.
- In addition to the search function in Paragon, please use SprinterTekInfo to assist with your identification of literature part numbers.
- Requests for credit and notification of short shipments must be communicated directly to R.R. Donnelley at mbusa@rrd.com.