

newschannel update



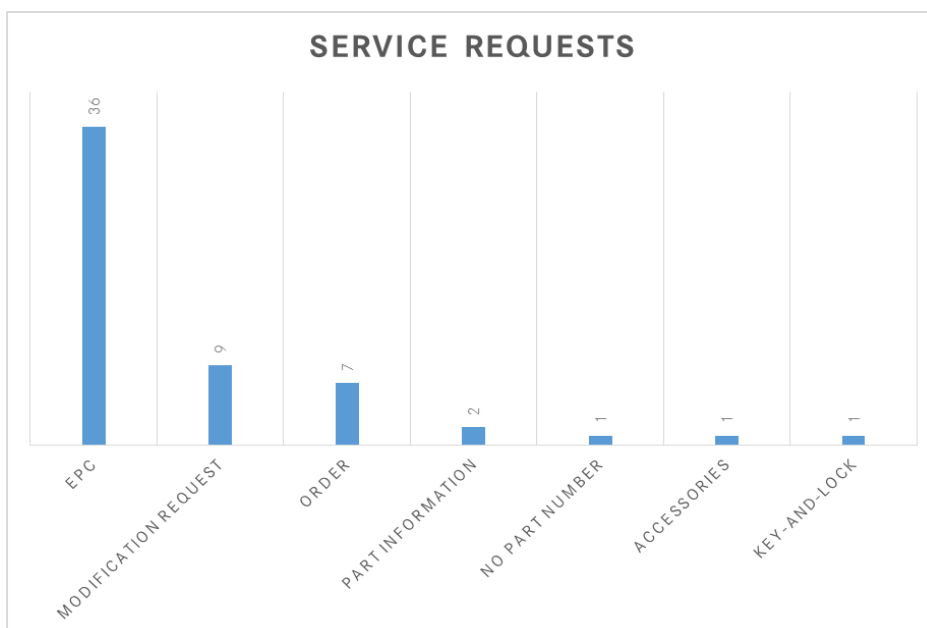
TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: March 2, 2018

RECALL CAMPAIGNS

Campaign	Information
2018010002 Phase 3 MY 2013, Models 2500, 3500 (Freightliner and M-B Sprinters) Passenger-Side Airbag	<ul style="list-style-type: none"> 17,413 affected vehicles flagged in VMI as “Pending” Parts are currently not available. Additional notification will be communicated once the parts are available and will be based on vehicle Priority Group. Interim owner letter will be mailed in Q1 2018 to notify customers of pending recall.
2018020008 MY 2016-17, Model 906 (Sprinter) Replace Subsequent Manufacturer Label	<ul style="list-style-type: none"> 17 affected vehicles flagged in VMI as “Pending”; 8 in dealer inventory Customer letters will be mailed in early April, 2018.

SERVICE REQUEST VOLUME

For the week of February 19th, the PAC received **57** service requests; 5 (9%) unnecessary calls.



ETA REQUEST VOLUME

For the week of February 19th, the PAC processed 1,694 ETA requests – 1,517 emails/ 177 calls.

PROGRAM AND PRODUCT UPDATES

Parts Specification Requests

Please be reminded that requests for parts specification should be submitted via the “Parts Specification Request” form on the Forms & Links tab on the PAC website. Please include the complete 17-digit FIN (complete baumuster/chassis number) and not the VIN. The FIN is found in the upper left area of VEDOC after you enter the VIN. Incomplete submissions/emails will delay identification requests.

Improved WIS/ASRA Feedback via XSF

Effective immediately, WIS and ASRA have been added to the Xentry Support & Feedback (XSF) process and will no longer require separate forms to be completed via the TekInfo websites. You are now able to launch XSF directly through WIS/ASRA by clicking the “Write Feedback” button on the top right portion of the screen.



To help you become familiar with XSF and how to use it we have created an eLearning course as well as a Service Guide specific to WIS/ASRA tickets. Course X0002E-US.TPA can be accessed via the MB Academy website @ <https://learn.mbusa.com/learn>.

Please refer to the *Improved WIS/ASRA Feedback via XSF* NCA dated February 16, 2018 for additional information.