

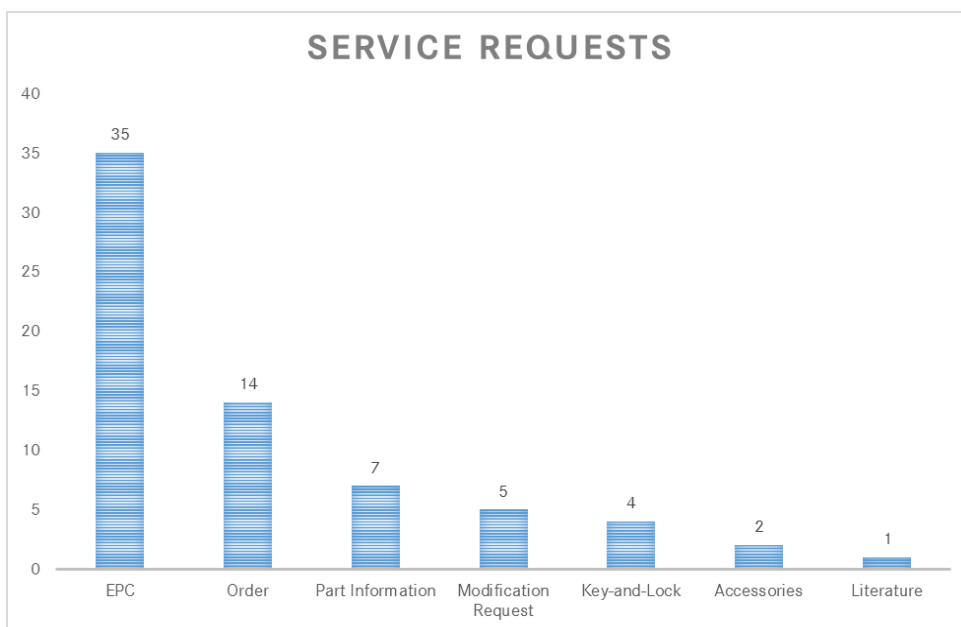
# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: March 9, 2018

## SERVICE REQUEST VOLUME

For the week of February 26<sup>th</sup>, the PAC received **68** service requests; 5 (7%) unnecessary calls.



## ETA REQUEST VOLUME

For the week of February 26<sup>th</sup>, the PAC processed 1,765 ETA requests – 1,613 emails/ 152 calls.

## PROGRAM AND PRODUCT UPDATES

### Warranty Webinar

Topics to be covered: Batteries, Parts Test Appeals, VMI Modifications

March 14	Central and Northeast Region	11:30 am – 12:30 pm EST
March 15	Southern and Western Region	1:30 – 2:30 pm EST

Connectivity: <https://mbusaes.adobeconnect.com/warrantywebinar>  
Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – March 2018 NCA* for additional information.