

# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: March 23, 2018

## GOOD FRIDAY HOLIDAY SCHEDULE (MARCH 30, 2018)

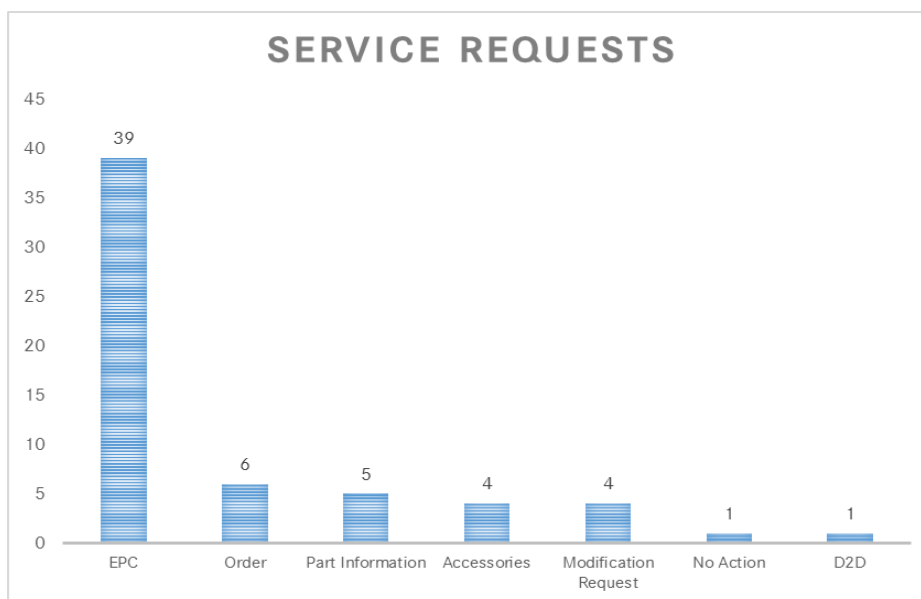
In observance of Good Friday, March 30<sup>th</sup>, MBUSA will be closed; however, the PAC will operate on a limited schedule, 10:00 am – 6:00 pm EDT. The PDCs will have a local VOR cut-off time of 3:00 pm. Please note and schedule your orders accordingly.

## RECALL CAMPAIGNS

Campaign	Information
<b>2018030003</b> MY16-17, Models 906 (Mercedes-Benz 2500, 3500) Replace Manufacturer Information Label	<ul style="list-style-type: none"> <li>17 affected vehicles flagged in VMI as “Open”; 8 in dealer inventory</li> <li>GLC will be stocking this part in Germany and will fulfill orders via VOR FedEx based on actual demand.</li> <li>Customer letters will be mailed in early April 2018</li> </ul>

## SERVICE REQUEST VOLUME

For the week of March 12<sup>th</sup>, the PAC received **60** service requests; 7 (12%) unnecessary calls.



## ETA REQUEST VOLUME

For the week of March 12<sup>th</sup>, the PAC processed 1,713 ETA requests – 1,580 emails/ 133 calls.

## PROGRAM AND PRODUCT UPDATES

### ETA Requests

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

### Special Procurement ETA Requests

Please email SP case inquiries to [171-SpecialProcurement@mbusa.com](mailto:171-SpecialProcurement@mbusa.com). Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry.

CB5 orders/inquiries should be emailed to [171-PACSPS@mbusa.com](mailto:171-PACSPS@mbusa.com).

### Battery Policy Update

Effective March 19<sup>th</sup>, a policy revision pertaining to CPO inspections and battery replacements will be in effect; please refer to the following Warranty Manual policies: **1.2.5** Battery (Policy) and **2.1** General Coverage (Guidelines)

Please refer to the *Battery Policy Update - March 2018* NCA dated March 16, 2018 for additional policy information.