

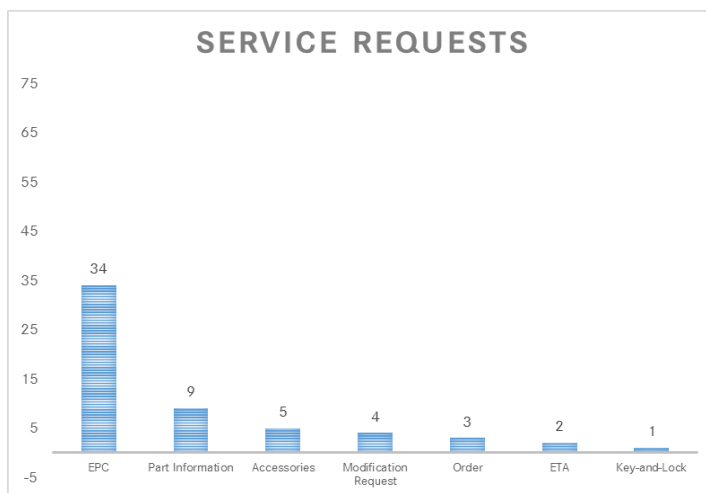
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: March 29, 2018

SERVICE REQUEST VOLUME

For the week of March 19th, the PAC received **58** service requests; 6 (10%) unnecessary calls.



ETA REQUEST VOLUME

For the week of March 19th, the PAC processed 1,975 ETA requests – 1,783 emails/ 192 calls.

PROGRAM AND PRODUCT UPDATES

Warranty Simplification

Several warranty efficiencies have been implemented or are scheduled for 2018; they are:

- Basic repair will only require a brief “Complaint, Cause & Correction”
- Campaign claims do not require dealer text beyond “completed recall”
- Remote completion of Takata and Steering Column Module recalls no longer require technician time punches
- Batteries may be replaced and claimed under warranty if found defective during CPO inspection providing that Midtronics test was performed and shows “replace battery” within 48 hours of obtaining vehicle in inventory
- Express Service technicians (Job Code 520) may now perform PDI, Warranty and Campaign work assuming dealership management feels the individual is technically qualified
- Service recheck may be performed by any individual by any individual your dealership feels is technically qualified and is not limited to a technical job code.

Please refer to the *Warranty Simplification in 2018* NCA dated March 30, 2018 for complete program details.