

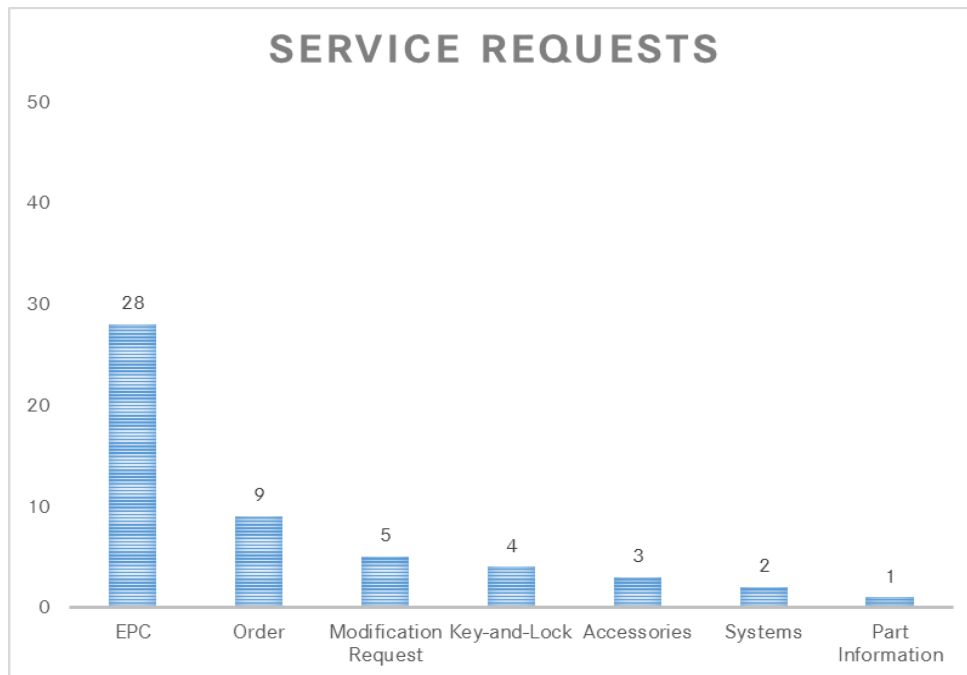
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: April 27, 2018

SERVICE REQUEST VOLUME

For the week of April 16th, the PAC received **52** service requests; 7 (13%) unnecessary calls.



ETA REQUEST VOLUME

For the week of April 16th, the PAC processed 1,589 ETA requests – 1,307 emails/ 282 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. 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.

PROGRAM AND PRODUCT UPDATES (continued)

Saturday PDC VOR Operations

Launching Saturday, April 28th, the pilot program will operate for 3 months with the potential to be extended. Below are important details and updates:

- VOR orders placed by 11 am Saturday, dealer local time, will be eliminated from the stock order percentage calculation, as an incentive for dealers to order early and often.
- Shipments will be transported exclusively with FedEx Express & Heavy Weight Services.
- Saturday order cut-off times will be 1:30 pm PDC local time.
- Deliveries will be made to most dealerships by 10:30 am Monday morning.
- Will-Call will be available for Robbinsville and Fontana PDC facing dealers.

Program Exclusions:

FedEx does not run ground transportation on the weekend so the assortments below are excluded. Should orders be received for these commodities, they will be recycled and processed on Monday for delivery on Tuesday.

1. Hazmat
2. Very Large Parts ie: Sprinter Panels
3. Unique stocked parts
4. Keys & locks

Program Support:

PAC will operate with limited staffing from 10:00 am – 4:30 pm EDT to support the dealers with active work in the shop on that Saturday. If you are having difficulty identifying a part, the PAC will help identify the part(s) and place orders, if necessary.

Dealer & Field webinars will be conducted in the two weeks following the Saturday VOR program launch to share program attributes and answer questions.

We encourage your full participation and look forward to supporting you with this new program. If you have any questions or would like more information, please contact me at deborah.mackenzie@mbusa.com or 770-705-2049.

Please refer to the respective *Saturday PDC VOR Operations* NCAs for additional information.

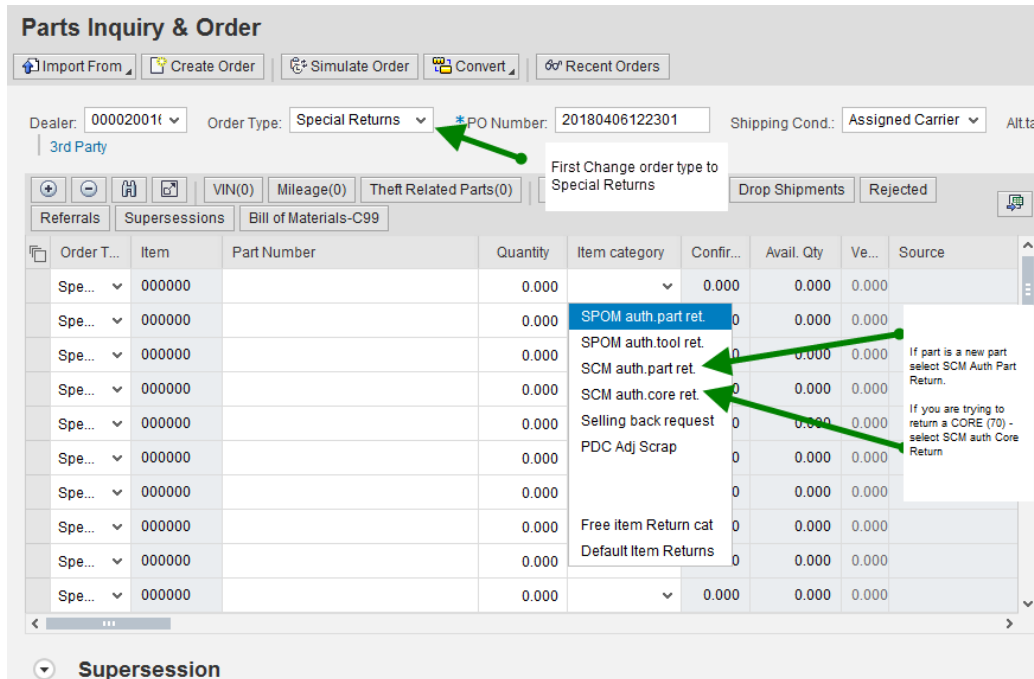
Parts Returns

Part returns must be accompanied by three copies of the Dealer Return slip. The paperwork must be attached or with return freight. Please note that DDS drivers are only required to sign the MBUSA approved Dealer Return slips. Copies of the Dealer return slip can be found on the Parts Assistance Center website. If you have any questions, please contact the Parts Transportation team, Jamie.Obiofuma@mbusa.com or Deborah.Mackenzie@mbusa.com.

PROGRAM AND PRODUCT UPDATES (continued)

SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:



- Select “Special Returns” order type
- Select Item Category:
 - SCM auth part ret – If the part is new part, select “SCM Auth Part Return”
 - SCM auth core ret – If you are trying to return a Core part (70), select “SCM Auth Core Return”