

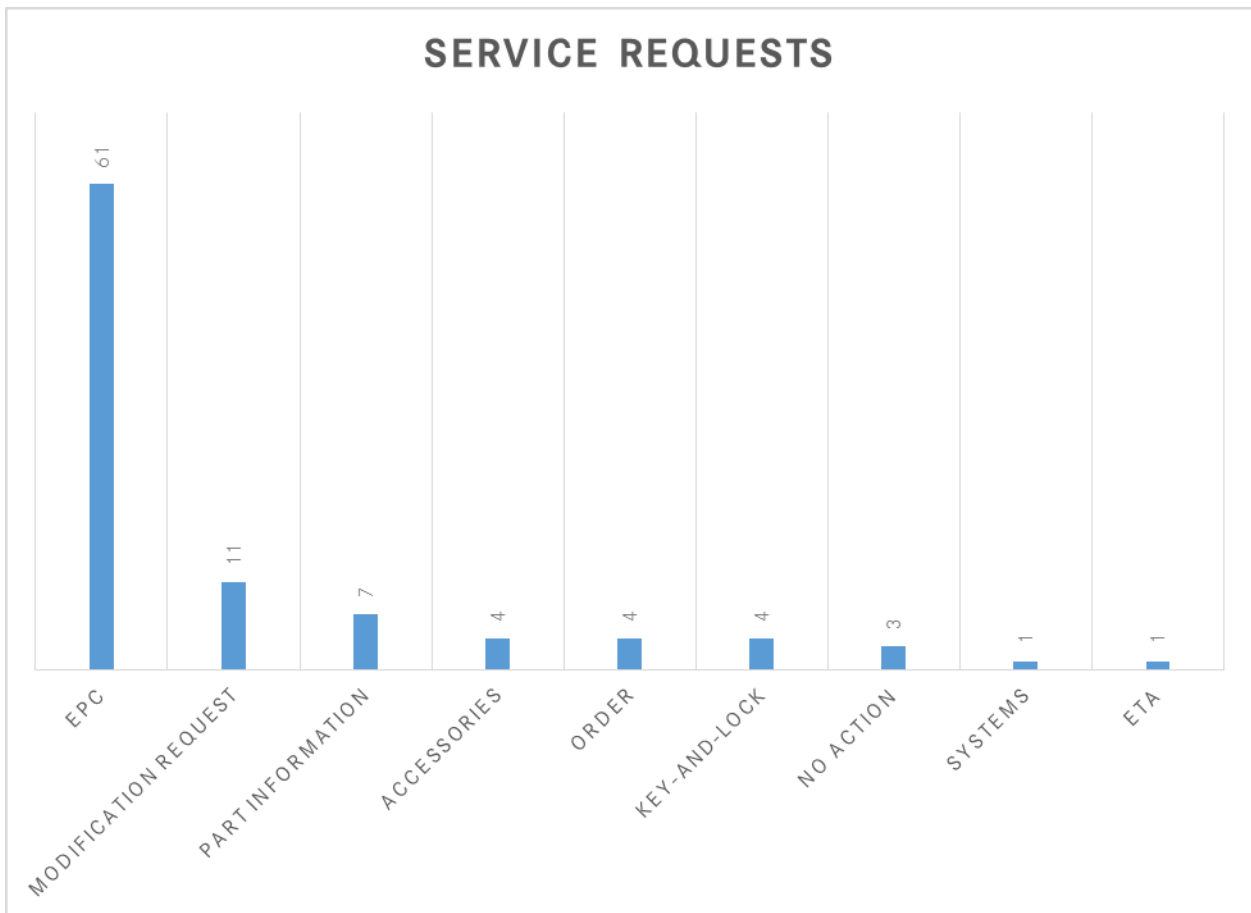
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: August 11, 2017

PAC SERVICE REQUEST VOLUME

For the week of **July 31st**, the PAC received 96 Sprinter service requests; 5 unnecessary calls (5%).



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar – August 23 & 24

Topic(s): NetStar 5 Parts Disposition Application
Audit Common Findings
Best Practices
Open Discussion

- August 23 - Central and Northeast Region Dealers / 11:30 – 12:30 p.m. EST
- August 24 - Southern and Western Region Dealers / 1:30 – 2:30 p.m. EST

PC / Visual = <https://mbusawarranty.adobeconnect.com/august2017/>

Phone / Audio = 1-888-394-8197 / Participant Access Code: 460 843 3934

Please refer to the *Warranty Webinar – August 2017* NCA dated August 11, 2017 for additional information.

PARDAT Orders

In case of system issues, please email your pardat.txt files to the PAC mailbox for manual uploading – PACMailbox@mbusa.com. We will email the Paragon number upon completion of order.

PGW Glass Returns

Please be reminded that all glass should be returned to PGW and not the PDCs. Please call PGW at (800) 758-0811 to schedule your return.