

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: August 25, 2017

Labor Day (September 4th) Ordering/Shipping Schedule

Please be advised that the entire MBUSA organization, including the PAC and PDCs, will be closed to observe the Labor Day holiday.

Delivery schedule for Monday, September 4th will be as follows:

DDS:

Orders will not be shipped until Tuesday, September 5th and will be delivered Wednesday, September 6th.

Less than Truck Load Service:

FedEx LTL will be closed.

Pick-ups starting Friday, September 1st will not move until Tuesday September 5th.

Please contact the Parts Transportation Supervisor, Deborah Mackenzie with any questions, (770) 705-2049 or Deborah.Mackenzie@mbusa.com.

CONSTRAINED PARTS

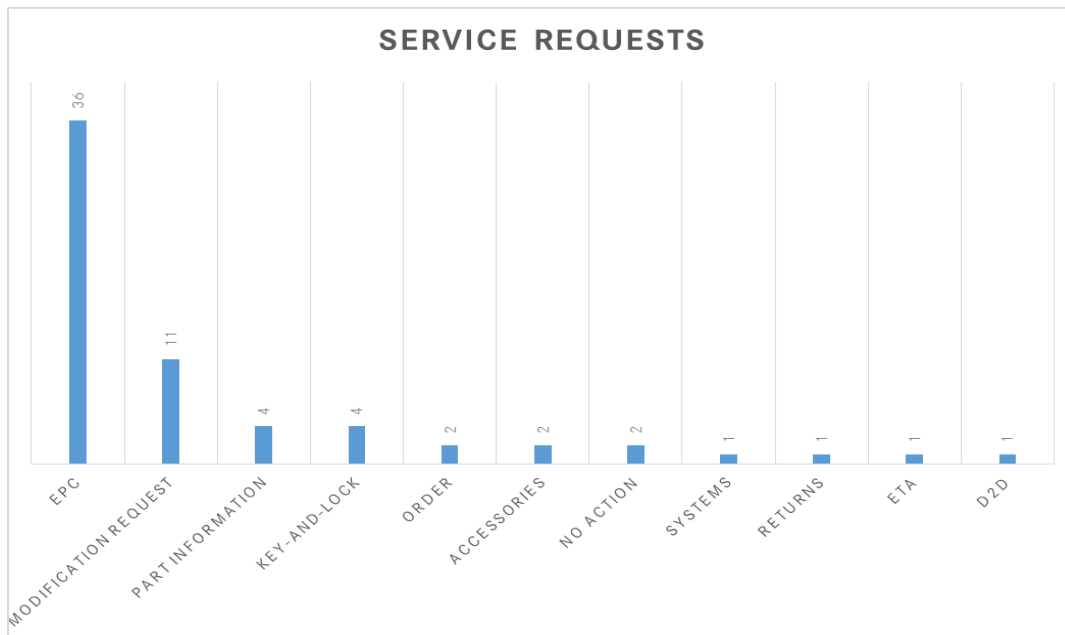
Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD	BACKORDER RECOVERY
		8/15-8/22	
A 000 982 95 10	CABLE CONNECTOR	2,236	AUGUST 2017

SP cases for additional CVP slot allocations for repairs involving constrained parts are still eligible for submission. Please remember to list "CVP Allocation Request" in the comment field when submitting a Special Procurement case for additional CVP slot allocations.

PAC SERVICE REQUEST VOLUME

For the week of **August 14th**, the PAC received 65 Sprinter service requests.



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of August 14th, the PAC processed 798 ETA requests - 683 emails/115 calls.

PROGRAMS AND PRODUCT UPDATES

PAC Emails

Please include your **dealer code** when submitting requests to the PAC email account.

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.