

# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 2, 2017

## TEXAS PDC UPDATE

The transition of the operations to the new Texas PDC was successful. Key and Lock date for transition will be June 24<sup>th</sup> with facing dealer shipments sent via FedEx during this time.

Please direct any inquiries for this transition to Deborah Mackenzie ([Deborah.Mackenzie@mbusa.com](mailto:Deborah.Mackenzie@mbusa.com)) or Jamie Obiofuma ([Jamie.Obiofuma@mbusa.com](mailto:Jamie.Obiofuma@mbusa.com)).

Please refer to *New Texas PDC - Keys and Locks* NCA dated May 26, 2017 for additional information.

## RECALL CAMPAIGN

Recall	Information
<b>2017030017</b> MY 2015, Model 906 (Sprinter 2500, 3500) Replace Fuel Tank	<ul style="list-style-type: none"> <li>2 affected vehicles flagged in VMI</li> <li>Interim customer letter mailed April 10, 2017; secondary customer notification will be mailed on June 2, 2017</li> </ul>
<b>2017030018</b> Model 2015, Model 906 (Sprinter 2500, 3500) Drive Shaft Catch Strap	<ul style="list-style-type: none"> <li>2 affected vehicles flagged in VMI</li> <li>Interim customer letter mailed April 10, 2017; secondary customer notification will be mailed on June 2, 2017</li> </ul>

Please refer to the respective *Recall Campaign* NCAs for additional information/instructions.

## CONSTRAINED PARTS

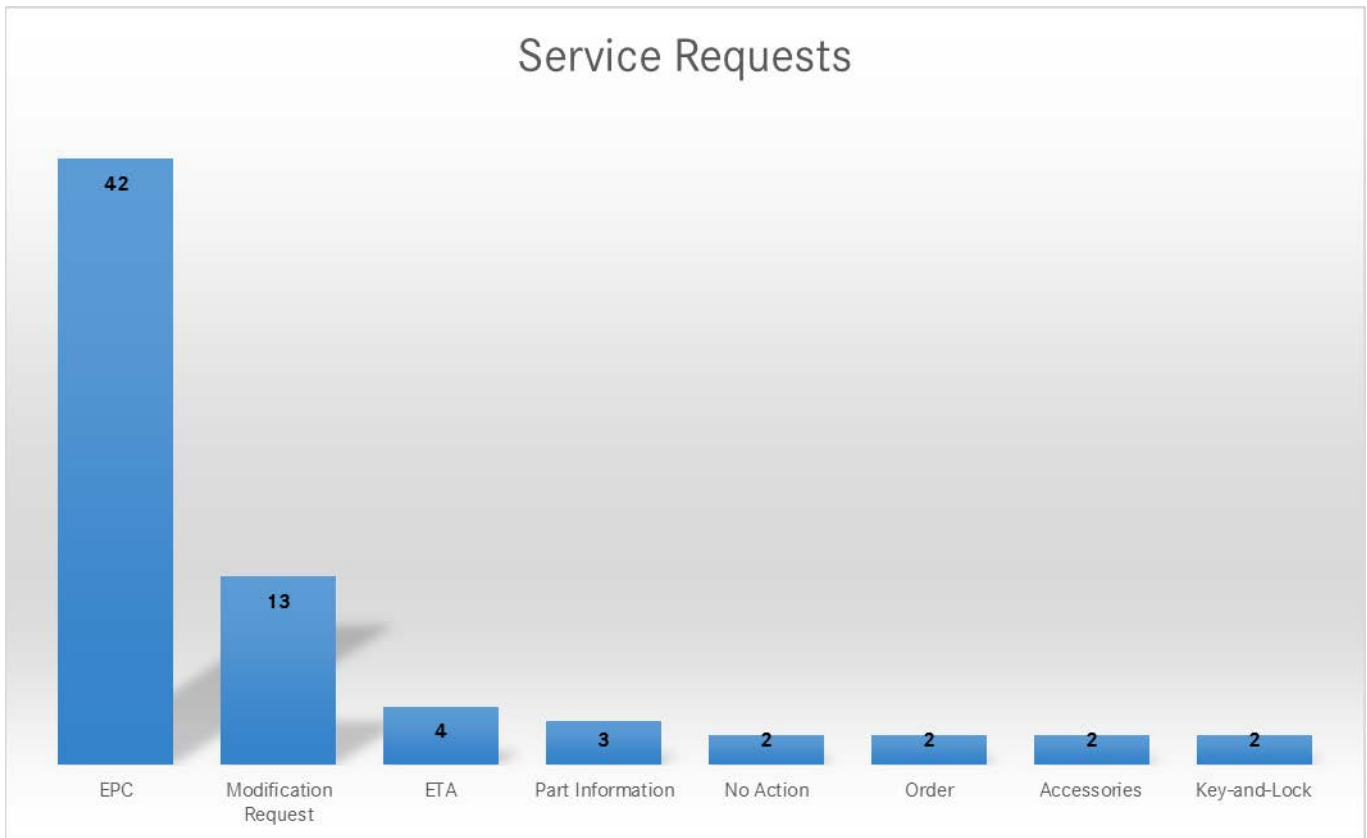
Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD 5/23-30	BACKORDER RECOVERY
A 281 180 02 10	OIL FILTER	51	JUNE 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. **Inquiries for SP cases should be emailed to 171-SpecialProcurement@mbusa.com.**

## PAC SERVICE REQUEST VOLUME

For the week of **May 22<sup>nd</sup>**, the PAC received 70 Sprinter service requests; 7 unnecessary calls (10%).



\*The above chart does not include emails or faxes.

## ETA REQUEST VOLUME

For the week of May 22<sup>nd</sup>, the PAC processed **867** ETA requests (696 emails, 171 calls).

**Please be reminded that ETA requests are to be submitted in Paragon.**