

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 9, 2017

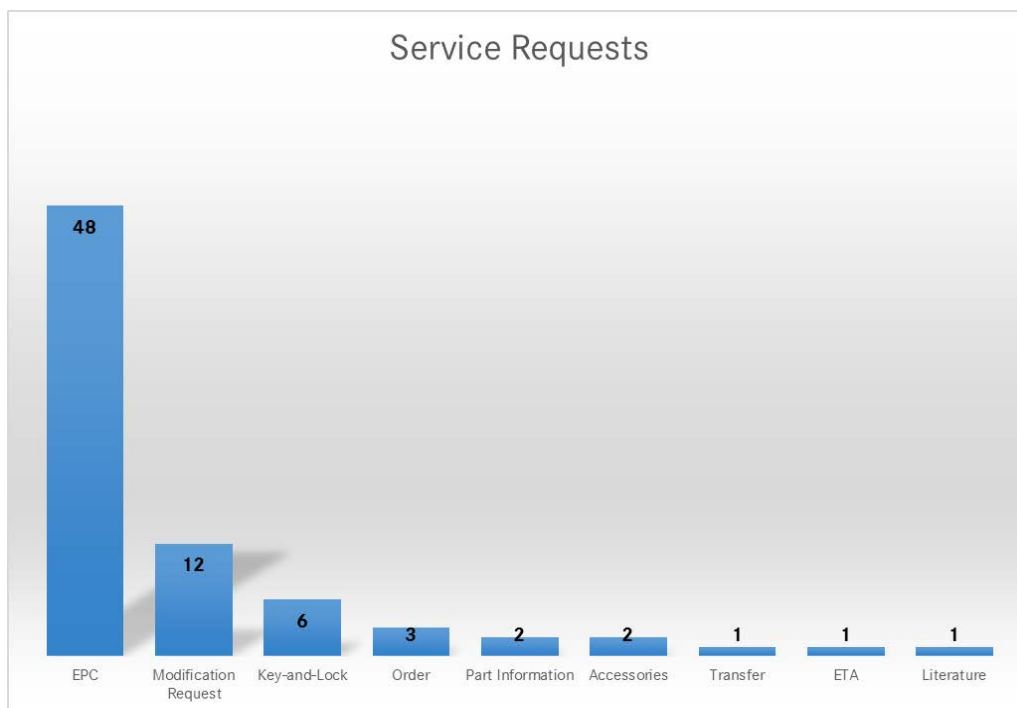
RECALL CAMPAIGN

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

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

PAC SERVICE REQUEST VOLUME

For the week of **May 29th**, the PAC received 76 Sprinter service requests; 4 unnecessary calls (5%).



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar – June 2017

This month’s webinar will cover Kilometers/Mileage Discrepancy, Canada Vehicles, NTG/ZM Time, Repair Forecast in Xentry, Sublet Policy and Best Practices.

June 21: Central and Northeast Region/11:30 am – 12:30 pm EST
June 22: Southern and Western Region/1:30 – 2:30 pm EST

Connectivity: <https://mbusawarranty.adobeconnect.com/june2017/>
Audio: (888) 394-8197 / Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – June 2017* NCA dated June 9, 2017 for additional information.