

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 30, 2017

July 4th/Independence Day Holiday Schedule (July 3-4, 2017)

In observance of the Independence holiday, please be advised that the entire MBUSA organization (including the PAC and PDCs) will be closed on July 3-4, 2017.

Delivery schedule is as follows:

- Dedicated Delivery Service
 - Orders processed Monday, July 3rd and Tuesday, July 4th will not ship until Wednesday, July 5th and delivered on Thursday, July 6th.
- Less than Truck Load Service
 - FedEx LTL will be closed on Tuesday, July 4th.
 - Pick-ups from Monday, July 3rd will not move until Wednesday, July 5th.
- StockPro Dealer Proposals
 - There will be no StockPro proposals on Tuesday, July 4th.
 - Proposals from Friday, June 30th and Monday, July 3rd will not be shipped until Wednesday, July 5th and will be delivered Thursday, July 6th.

Please refer to the *Independence Day, July 4th Ordering/Shipping Schedule* NCA dated June 16, 2017 for additional information.

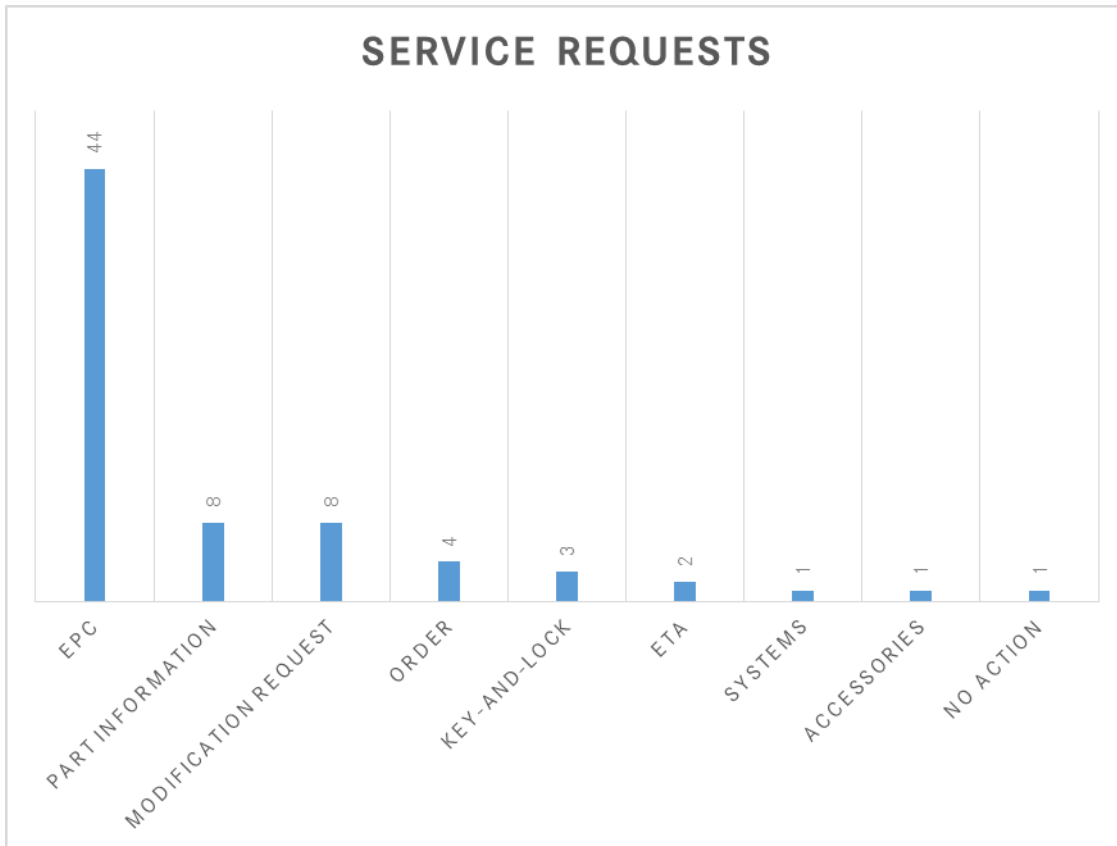
RECALL CAMPAIGNS

Recall	Information
2017050029 MY 2016, Model 906 (Sprinter 2500, 3500), Mercedes-Benz and Freightliner Retrofit Drive Shaft Bearing Support	<ul style="list-style-type: none"> • 892 affected vehicles flagged in VMI • 64 affected vehicles in dealer inventory • Parts are available and can be ordered as necessary • Customers were notified via interim letter on May 6, 2017; final remedy letters will be mailed in late June 2017
2017050021 MY17 447 (Metris) Replace Front Seatbelts	<ul style="list-style-type: none"> • 305 affected vehicles flagged in VMI • 135 affected vehicles in dealer inventory • Parts are available and can be ordered as necessary • Customers letters will be mailed on July 7, 2017

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

PAC SERVICE REQUEST VOLUME

For the week of **June 19th**, the PAC received 72 Sprinter service requests; 4 unnecessary calls (6%).



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

EVA Error Code 099

Error code “099 – Claim entered more than once” will be non-confirmable effective June 26th. Should you have a legitimate need to manually re-enter a claim, you will need to open a WSG case so that your scenario can be reviewed.

Please refer to the *EVA Error Code 099 – Claim entered more than once* NCA dated June 23, 2017 for additional information.

Stella Survey

The survey launch went well and the PAC team has received positive feedback on their customer service performance. Phase 2 of the survey will be launched later this year and it will include a 2nd question so that we can further assess the PAC’s customer satisfaction performance.

Thank you for your support and do not hesitate to contact us with any questions regarding this survey process.