

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: September 1, 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.

RECALL CAMPAIGN

Campaign	Information
2017070006 MY13-14. Model 906 (Freightliner/Sprinter) Update SCN Coding	<ul style="list-style-type: none">• 7 affected vehicles flagged in VMI• Customer notifications will be mailed September 2017.

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

SERVICE CAMPAIGN

Campaign	Information
2017080008 MY2003-2006. Model 903 (Sprinter) Brake MIL Lamp	<ul style="list-style-type: none">• 3,417 affected vehicles flagged in VMI• Customer notifications will be mailed September 2017.

Please refer to the respective *Service Campaign* for additional information.

CONSTRAINED PARTS

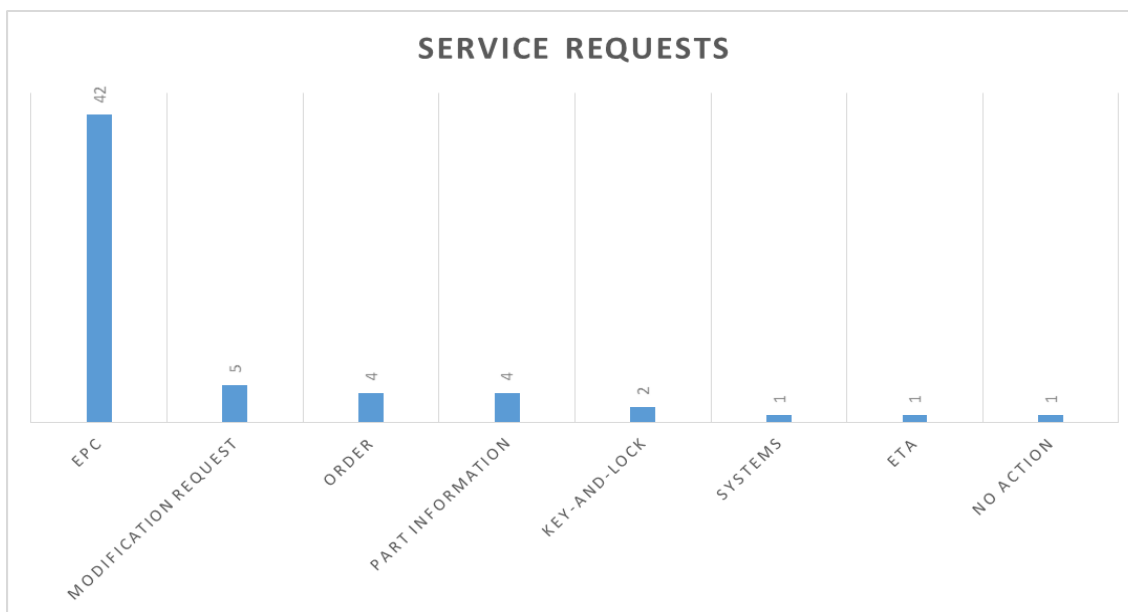
Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD 8/22-8/29	BACKORDER RECOVERY
A 000 982 95 10	CABLE CONNECTOR	5,045	September 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 21st**, the PAC received 60 Sprinter service requests; 4 unnecessary calls (7%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of August 21st, the PAC processed 815 ETA requests - 675 emails/140 calls.

PROGRAMS AND PRODUCT UPDATES

PAC Emails

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