

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: September 8, 2017

CONSTRAINED PARTS

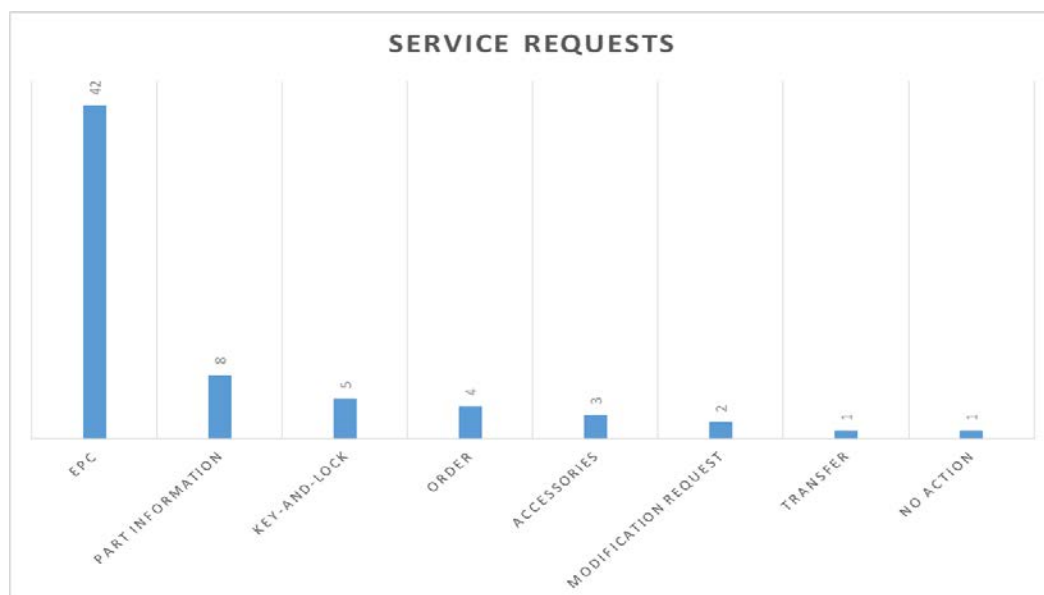
Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD 8/29-9/5	BACKORDER RECOVERY
A 000 982 95 10	CABLE CONNECTOR	5,622	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 28th**, the PAC received 66 Sprinter service requests; 6 unnecessary calls (9%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of August 28th, the PAC processed 674 ETA requests - 531 emails/ 143 calls.

PROGRAMS AND PRODUCT UPDATES

PAC Emails

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

Learning Link Downtimes

2 planned production downtimes are scheduled for September 6 (Learning Link) and 16 (Learning Link & DPMS). Please email mercedes-benz_academy@mbusa.com with any questions.

Please refer to *Planned Production Downtimes* in September NCA dated September 1, 2017 for additional information.