

# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: September 15, 2017

## CONSTRAINED PARTS

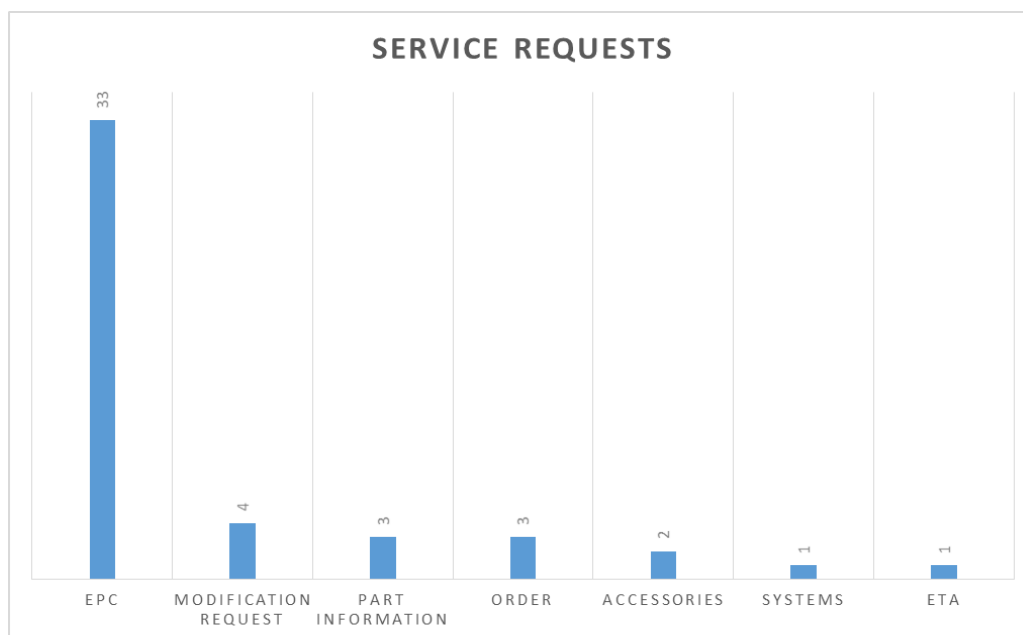
Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD 9/5-9/12	BACKORDER RECOVERY
A 000 982 95 10	CABLE CONNECTOR	1,584	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 **September 4<sup>th</sup>**, the PAC received 47 Sprinter service requests; 2 unnecessary calls (4%).



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

## ETA REQUEST VOLUME

For the week of September 4<sup>th</sup>, the PAC processed 676 ETA requests - 556 emails/ 120 calls.

## PROGRAMS AND PRODUCT UPDATES

### Warranty Webinar

Topics to be covered: New Claim Appeal/Review Buttons in EVA, Vehicle Status Updates (VMI) and Best Practices

September 20	Central and Northeast Region	11:30 am – 12:30 pm EST
September 21	Southern and Western Region	1:30 – 2:30 pm EST

Connectivity: <https://mbusawarranty.adobeconnect.com/september2017/>

Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – September 2017* NCA for additional information.

### PAC Emails

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