

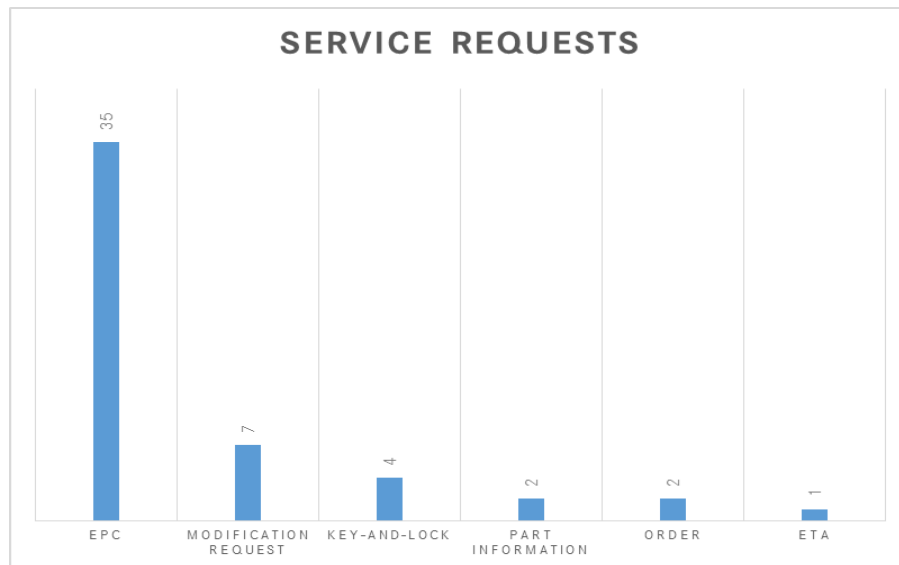
# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: July 14, 2017

## PAC SERVICE REQUEST VOLUME

For the week of **July 3<sup>rd</sup>**, the PAC received 51 Sprinter service requests; 3 unnecessary calls (6%).



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

## PROGRAMS AND PRODUCT UPDATES

### Parts Returns

Please be reminded that all returned parts must be complete, new and unused as well as in the original packaging, if possible. Do not affix return labels to any parts; include with the packaging instead. Painted and damaged parts will not be accepted back into inventory as they will be deemed unsaleable.

### Dealer Roster Listing

The PAC team does not have access or authority to modify the dealer personnel roster. Personnel changes (including system access) is performed by the System Administrator at the dealership.

Please review your respective roster listings and update with the current dealer email assignment.

### Debit and Credit Requests

Requests for debits and credits are to be submitted via the Debit, Credit Request/Inquiry form; follow-up inquiries should be emailed to [Parts\\_Credits\\_Debits@mbusa.com](mailto:Parts_Credits_Debits@mbusa.com).