

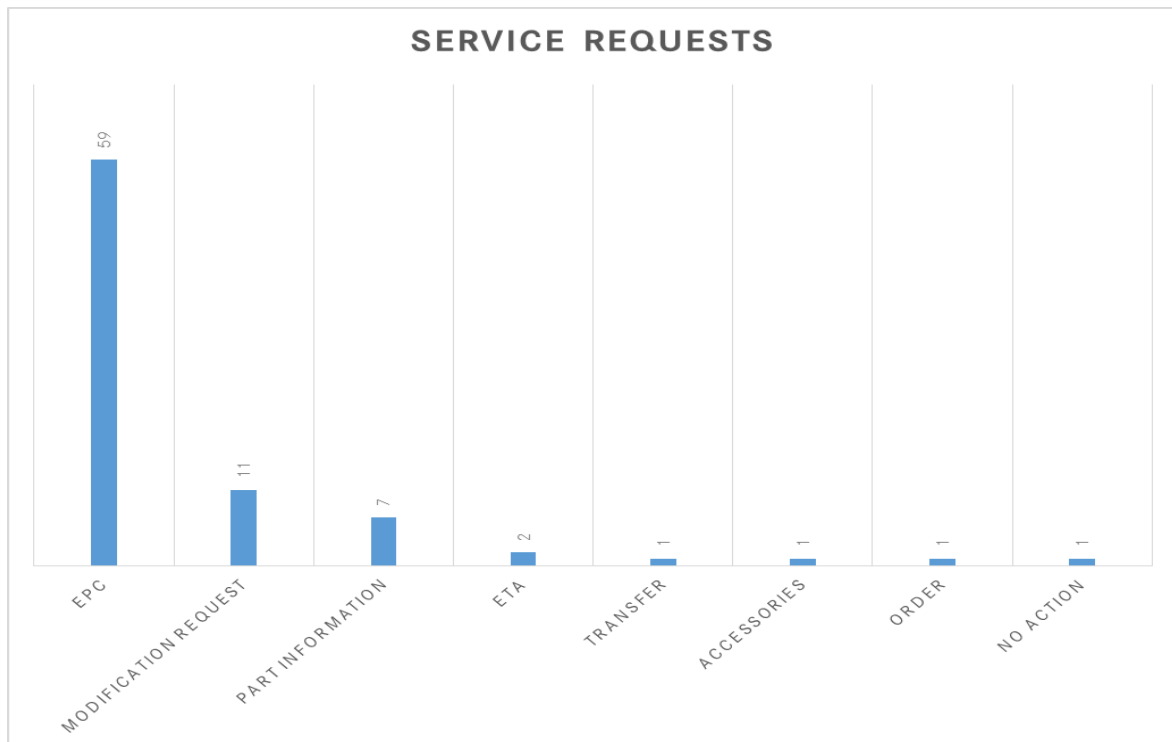
# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: July 28, 2017

## PAC SERVICE REQUEST VOLUME

For the week of **July 17<sup>th</sup>**, the PAC received 83 Sprinter service requests; 5 unnecessary calls (6%).



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

## Reminders:

### PAC Reminders

#### Authorized Callers/ Dealer Roster

- Please ensure that all active Parts personnel are included on your roster. The PAC cannot modify the dealer roster; the System Administrator at each dealership is responsible for updating the roster in NetStar under the *Dealer Personnel Maintenance* tab.

#### Core Returns

- Core return inquiries should be emailed to **core-return-inquiries@mbusa.com**. This inbox is monitored daily with a reply delivered within a week of submission.

#### Credits and Debits

- Requests for debits/credits are to be submitted via the **Debit, Credit Request/Inquiry form on the PAC website**. Inquiries for your submissions should be emailed to **Parts\_Credits\_Debits@mbusa.com**.

#### Accessories and Part Specification Requests

- To efficiently expedite requests, all specification requests should be submitted via either the "Accessories Specification Request Form" or "Parts Specification Request Form" on the PAC website (*Forms & Links* tab).

#### D2D - HazMat Parts

- Parts classified as HazMat cannot be shipped D2D. These part types are only available for pick-up at your facing PDC as will-call.

#### Literature (Returns/Credits)

- Literature part numbers are searchable in Paragon as well as available in StarTekInfo. Please replace the spaces in the part numbers in StarTekInfo with dashes when placing order in Paragon.
- Literature orders placed by 2:00 pm Eastern will ship the same day; orders received after 2:00 pm Eastern will ship the next business day.
- Short shipments and credit requests are to be handled directly with RRD. Please do not enter credit requests in Paragon.
- Returns are to be initiated by the dealer directly with RRD (email: MBUSA@rrd.com). Please contact RRD to coordinate a pre-paid return. Credit will be issued once the returned material is confirmed by RRD.

#### National Accounts

- Dealer Tire, Batteries, Oil Program, Fluids: Contact person - David Wheat, David.Wheat@mbusa.com or (770) 705-3714.

#### Stock Checks

- Please include pictures of the part (side by side) in question as well as the label and box.

#### Special Tools

- Inquiries are to be emailed to **mbtoolsandequipment@mbusa.com**.

#### StockPro

- Inquiries/issues with the StockPro program should be emailed to **StockPro@mbusa.com**.