

# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: September 22, 2017

## CONSTRAINED PARTS

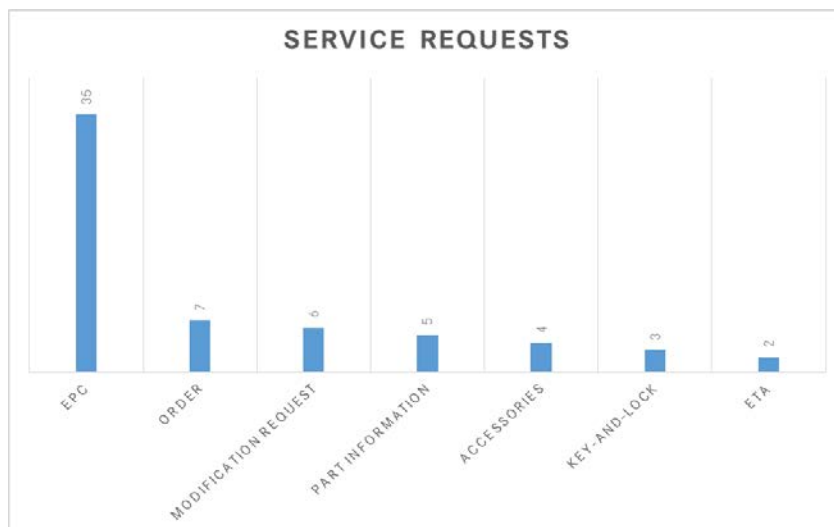
Listed below is the list of top constrained parts. Please use the backorder recovery date as your ETA. Also, the below listed parts are not be eligible for special procurement case submission.

PART NUMBER	PART DESCRIPTION	QTY RCVD 9/12-9/19	BACKORDER RECOVERY
A 906 545 21 00	TS Trailer Socket	3	October 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 11<sup>th</sup>**, the PAC received 62 Sprinter service requests; 2 unnecessary calls (3%).



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

## ETA REQUEST VOLUME

For the week of September 11<sup>th</sup>, the PAC processed 957 ETA requests - 818 emails/ 139 calls.

## PROGRAMS AND PRODUCT UPDATES

### Literature Brochures

Listed below are MY18 brochure part numbers.

MY18 MB Vans Collateral		
PART #	DESCRIPTION	ARRIVAL TO DEALER
<b>Event Brochure</b>		
SMB-17-1045	MY18 MB VANS FAMILY EVENT BROCHURE	By 10/16/17
<b>Product Sheets</b>		
SMB-17-0005	MY18 MB METRIS CARGO QUICK FACTS	By 9/29/17
SMB-17-0009	MY18 MB METRIS PASSENGER QUICK FACTS	By 9/29/17
SMB-17-0002	MY18 MB SPRINTER CARGO QUICK FACTS	By 10/16/17
SMB-17-0004	MY18 MB SPRINTER 4X4/CC/CREW QUICK FACTS	By 10/16/17
SMB-17-0003	MY18 MB SPRINTER PASSENGER QUICK FACTS	By 10/16/17
<b>Upfitter Sheets</b>		
SMB-17-0011	MY18 MB SMARTLINER INFORMATION SHEET	By 9/29/17
SMB-17-0008	MY18 MB KNAPHEIDE REEFER INFORMATION SHEET	By 9/29/17
SMB-17-0006	MY18 MB RANGER INFORMATION SHEET	By 9/29/17
SMB-17-0007	MY18 MB SORTIMO INFORMATION SHEET	By 9/29/17
SMB-17-0001	MY18 MB KNAPHEIDE BODIES INFORMATION SHEET	By 9/29/17
<b>MBFS Trifold</b>		
81-001-2348	MBFS COMMERCIAL VANS FINANCE SOLUTIONS TRIFOLD	By 10/16/17

Digital versions will soon be available on the Mercedes Marketing asset website under “Campaigns & Programs” → “MB Vans” tab → “MY18 Mercedes-Benz Vans Family”. You may also click this link to download directly: <https://www.dropbox.com/sh/my4utrpspp4948k/AADWAPTVxN7PJdgjoWV6IAjKa?dl=0>

MY18 Freightliner Sprinter Collateral		
PART #	DESCRIPTION	ARRIVAL TO DEALER
<b>Event Brochure</b>		
SFL-17-1030	MY18 FRTLNR SPTR EVENT BROCHURE	By 10/16/17
<b>Product Sheets</b>		
SFL-17-0002	MY18 FRTLNR SPRINTER CARGO QUICK FACTS	By 10/16/17
SFL-17-0004	MY18 FRTLNR SPRINTER 4X4/CC/CREW QUICK FACTS	By 10/16/17
SFL-17-0003	MY18 FRTLNR SPRINTER PASSENGER QUICK FACTS	By 10/16/17
<b>Upfitter Sheets</b>		
SFL-17-0011	MY18 FRTLNR SMARTLINER INFORMATION SHEET	By 9/29/17
SFL-17-0008	MY18 FRTLNR KNAPHEIDE REEFER INFORMATION SHEET	By 9/29/17
SFL-17-0006	MY18 FRTLNR RANGER INFORMATION SHEET	By 9/29/17
SFL-17-0007	MY18 FRTLNR SORTIMO INFORMATION SHEET	By 9/29/17
SFL-17-0001	MY18 FRTLNR KNAPHEIDE BODIES INFORMATION SHEET	By 9/29/17
<b>DTF Trifold</b>		
81-009-2000	DTF COMMERCIAL VANS FINANCE SOLUTIONS TRIFOLD	By 10/16/17

Digital versions of these materials will soon be available on the Freightliner Sprinter Marketing asset website under “Campaigns & Programs” → “MY18 Freightliner Sprinter”. You may also click this link to download directly: <https://www.dropbox.com/sh/vrsn2owpg0w5sm2/AAAhzRwoDi3EBM2hOTFXONYSa?dl=0>

The MY18 Full-Length Brochure is expected to be in dealerships in mid-December. In the meantime, please utilize the Event Brochure (condensed version). More information to follow in the coming months. Please contact Lindsey Sweetnich at [lindsey.sweetnich@mbusa.com](mailto:lindsey.sweetnich@mbusa.com) with any questions related to printed collateral.