

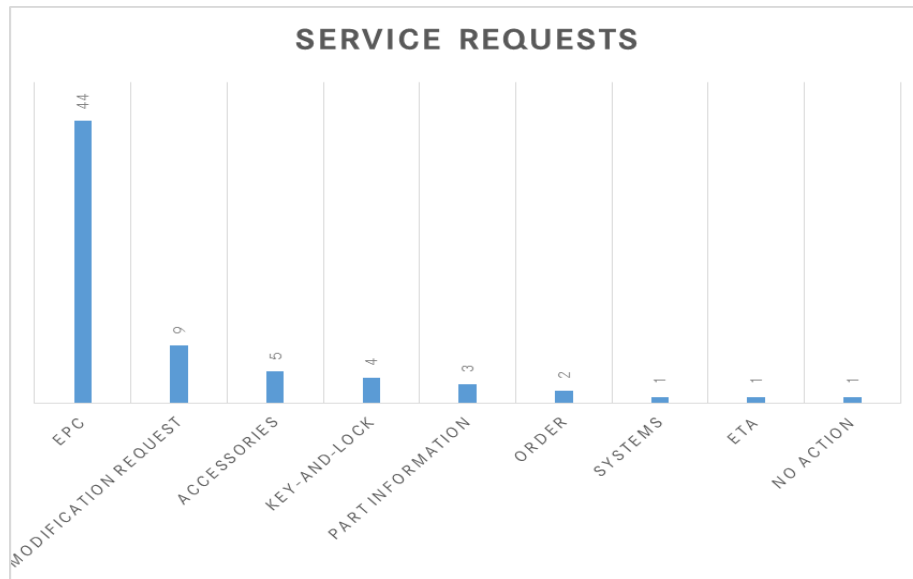
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: September 29, 2017

PAC SERVICE REQUEST VOLUME

For the week of **September 18th**, the PAC received 70 Sprinter service requests; 4 unnecessary calls (6%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of September 18th, the PAC processed 1,021 ETA requests - 860 emails/ 161 calls.

Parts Specification Requests

To efficiently expedite requests, all specification requests should be submitted via the "**Parts Specification Request Form**" on the PAC website (**Forms & Links** tab). Please do not email these types of requests.