

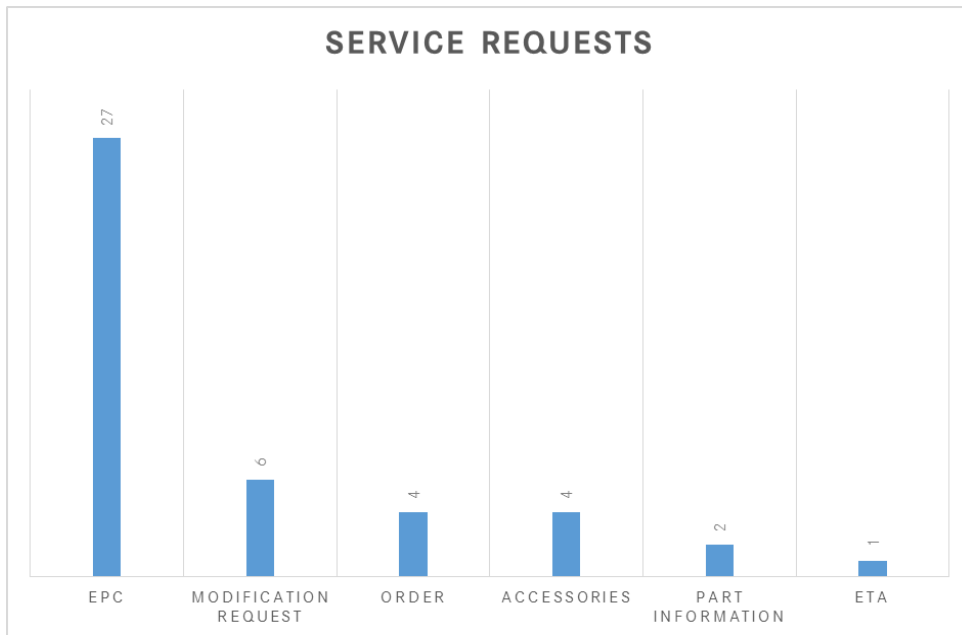
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: October 13, 2017

PAC SERVICE REQUEST VOLUME

For the week of **October 2nd**, the PAC received 44 Sprinter service requests; 1 unnecessary calls (2%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of October 2nd, the PAC processed 890 ETA requests - 776 emails/ 114 calls.

Warranty Webinar

Topic: WSG Frequently Asked Questions

October 18th Central and Northeast Regions/ 11:30 am – 12:30 pm EST

October 19th Southern and Western Regions/ 1:30 – 2:30 pm EST

Connectivity: PC / Visual = <https://mbusawarranty.adobeconnect.com/october2017>

Phone / Audio = 1-888-394-8197 / Participant Access Code: 460 843 3934

Please refer to the *Warranty Webinar - October 2017* NCA dated October 6, 2017 for additional information.

PAC REMINDERS

Parts Credits and Debits

Inquiries for outstanding credits and debits should be emailed to the Cars Parts Accounting team, Parts_Credits_Debits@mbusa.com. Please ensure to include the Paragon order number, the outbound number as well as part numbers in your inquiry.

Parts Specifications

There has been increase in emails for specifying parts. Please be reminded that these request types should be submitted via the Parts Specification form on the PAC website, under *Forms & Links*.

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/psr/psrform>

The screenshot shows the 'Links & Forms' page of the Sprinter Parts Assistance Center Vans website. The page header includes the 'SPRINTER' logo, a 'Menu' dropdown, and the page title 'Parts Assistance Center Vans'. Below the header, there is a sub-header 'Links & Forms' with a small image of a van. The main content area is divided into two sections: 'Forms' and 'Links'. The 'Forms' section lists various online forms available for dealers, with the 'Part Specification Request Form' highlighted by a red box. The 'Links' section provides a list of useful dealer links.

Form/Link Name	Action
MBUSA5020 Form	➔
Stock Check Request Form	➔
D2D Oversized Shipment Form	➔
Dealer Return Slip - Form 14060	➔
Accessories Specification Request Form	➔
Part Specification Request Form	➔
Debit, Credit Request/Inquiry Form	➔
Extended Length Seat Belt Request Form	➔
Today Sure Form	➔
"Empty Cage - Return to PDC" sign	➔
Sheet Metal Claims Form	➔
TRP Policy Acknowledgement Form	➔
SP Comm Block 5 & Order Upgrade Request Form	➔

Link Name	Action
Stock Check Request	➔
Dealer Tire	➔
FedEx Tracking	➔
Pittsburgh Glass Works (PGW)	➔
Auto Konnect	➔
Auto Wireless Solutions (AWS)	➔
Material Safety Data Sheets (MSDS) Website	➔