

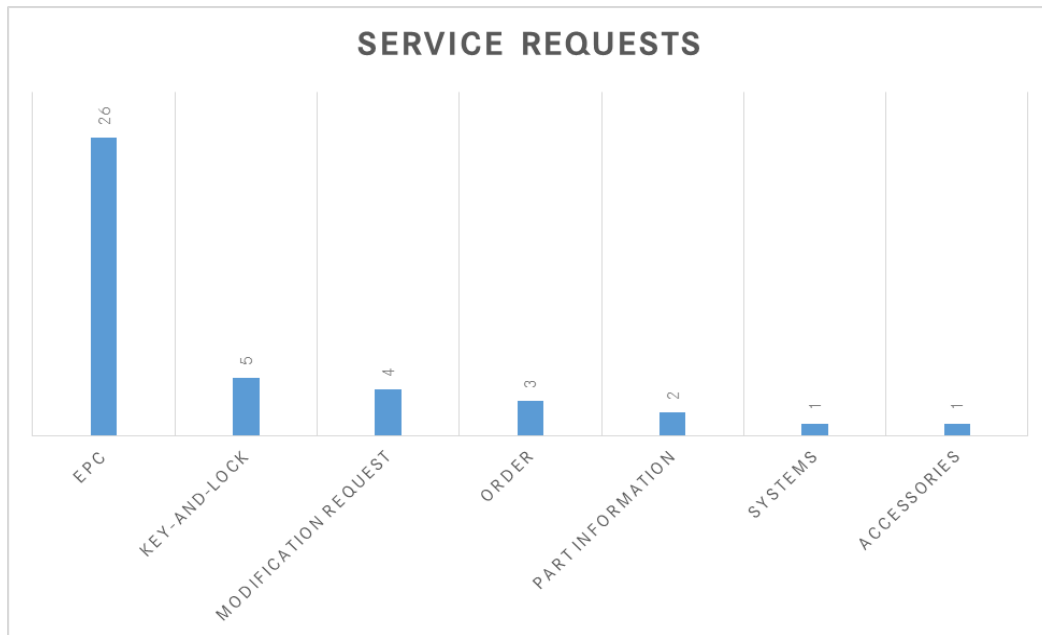
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: October 6, 2017

PAC SERVICE REQUEST VOLUME

For the week of **September 25th**, the PAC received 42 Sprinter service requests; 5 unnecessary calls (12%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of September 25th, the PAC processed 950 ETA requests - 824 emails/ 126 calls.

Changes to Current Vehicle Status 7 Stolen and Status 8 AOM Review and New Secondary Status

Effective October 15th, the following changes will be made in NetStar Vehicle Master Inquiry (VMI):

- Current Status 8 (AOM Review Required) will be updated to reflect Status R (AOM Review Required)
- Current Status 7 (Stolen) will be updated to reflect Status 3 (Stolen)

VMI will display these new statuses and all respective historical VIN records will be updated to reflect the new aforementioned status number/letter.

Status 56 (check for possible flood/hurricane damage) is a new secondary informational status that has been created for new and CPO vehicles that were in inventory at dealerships in the areas affected by Hurricanes Harvey and Irma.

Please refer to *Changes to Current Vehicle Status 7 Stolen and Status 8 AOM Review and New Secondary Status* 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>

