

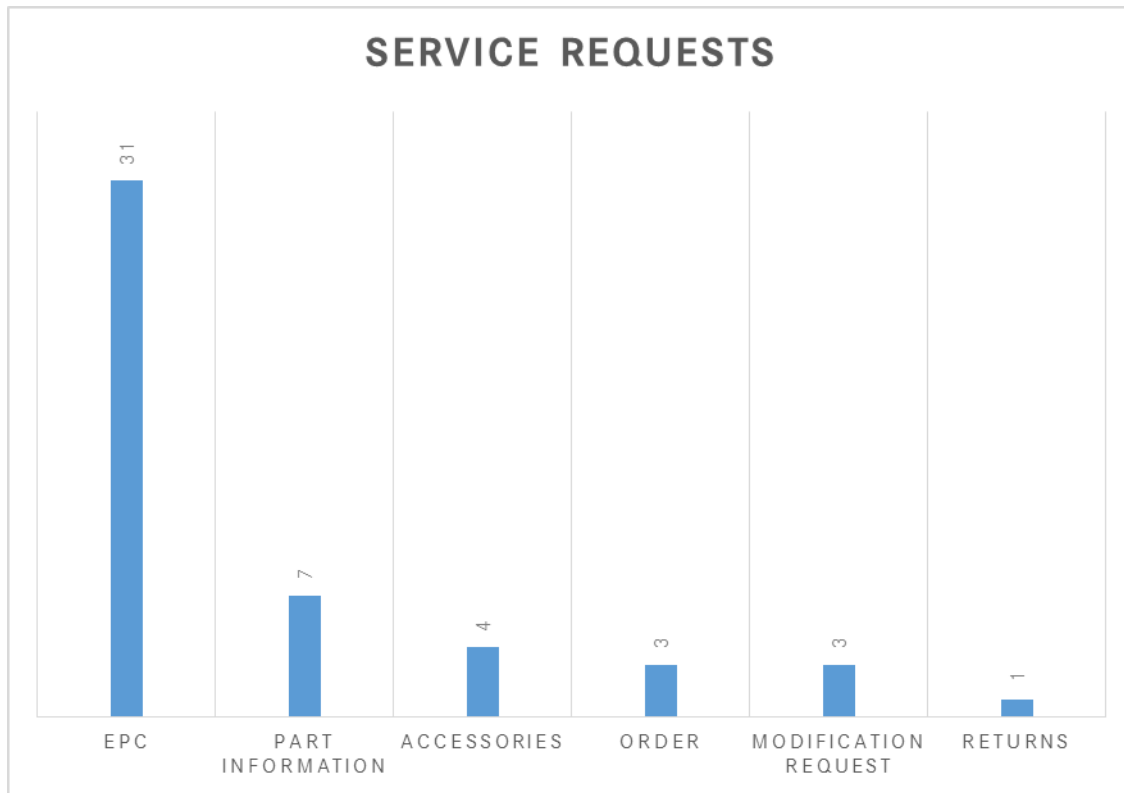
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: October 20, 2017

PAC SERVICE REQUEST VOLUME

For the week of **October 9th**, the PAC received 49 Sprinter service requests; 3 unnecessary calls (6%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of October 9th, the PAC processed 877 ETA requests - 752 emails/ 125 calls.

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 MBUSA Parts Assistance Center Vans website. The page has a dark header with the 'SPRINTER' logo, a 'Menu' dropdown, and the text 'Parts Assistance Center Vans' with a search icon. Below the header, the page title is 'Links & Forms' and there is a small image of a van. The main content area is titled 'FORMS' and includes a sub-header 'The following online forms are available for dealers as an alternative to calling the PAC. We encourage you to utilize this time-saving option.' Below this, there is a list of forms with a red box highlighting the 'Part Specification Request Form'. The list includes: MBUSA5020 Form, Stock Check Request Form, D2D Oversized Shipment Form, Dealer Return Slip - Form 14090, 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, and SP Comm Block 5 & Order Upgrade Request Form. Below the forms section, there is a 'Links' section with the sub-header 'Below is a list of useful dealer links.' and a list of links: Stock Check Request, Dealer Tire, FedEx Tracking, Pittsburgh Glass Works (PGW), Auto Kconnect, Auto Wireless Solutions (AWS), and Material Safety Data Sheets (MSDS) Website.