

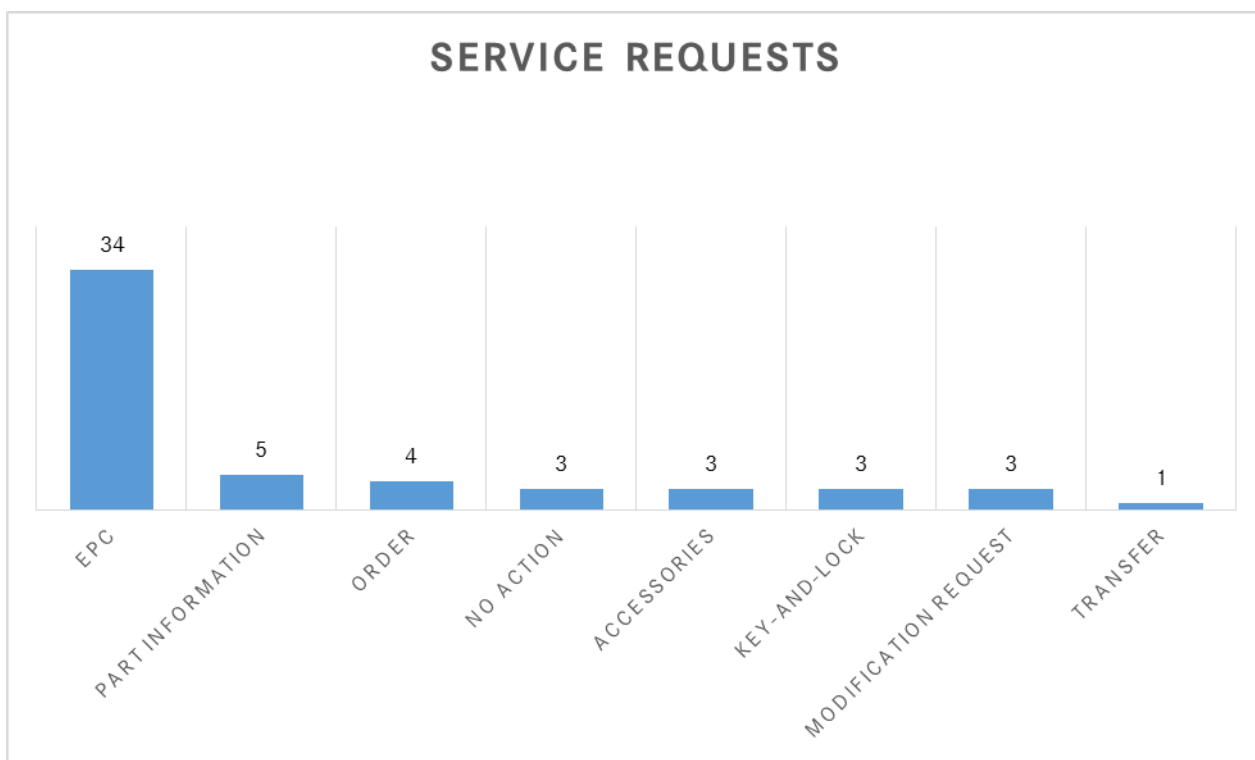
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: October 27, 2017

PAC SERVICE REQUEST VOLUME

For the week of **October 16th**, the PAC received 56 Sprinter service requests; 4 unnecessary calls (7%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of October 16th, the PAC processed 1,004 ETA requests - 888 emails/ 116 calls.

PROGRAMS AND PRODUCT UPDATES

Consolidated Packing Slips

As posted in Paragon, the current packing slip format is temporary. IT is working with IBM to revert the format back to the original layout. We thank you in advance for your patience as the resolution is in progress.

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 'SPRINTER' logo and 'Parts Assistance Center Vans' header. The main content area is titled 'Links & Forms' and includes a sub-section for 'Forms'. A list of forms is provided, with the 'Part Specification Request Form' highlighted by a red box. Below the forms section is a 'Links' section with a list of useful dealer links.

Form 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	➔

Mobile-Optimized Course Grading Issue

The issue of grades from the new mobile-optimized courses not being viewable in Learning Link is being resolved. The grades are saved if a user completes and passes a course.

Please refer to the *Mobile-Optimized Course Grading Issue* NCA dated October 25, 2017 for additional information.