



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 6, 2016

BACKORDER INFORMATION

Supply Chain Management has implemented reporting enhancements that will provide better ETA information in Paragon. As detailed in the April 8th NCA, backorder recovery dates for Top Constrained parts are now posted on the Dealer Exception Report tab in Paragon; the recovery date should be used as your ETA. As a result of these modifications, the weekly backorder listing will no longer be published.

PROGRAMS AND PRODUCT UPDATES

PGW Damaged Glass Return Process

Effective May 1, 2016, customer must notify their local PGW branch within 24 hours of delivery to claim that a part was damaged on delivery. PGW will pick up the part and review it to determine if credit will be issued. This new process allows PGW to expedite a credit and implement actions to eliminate future occurrences. Please note this new process as PGW will no longer accept any product that is damaged, primed or otherwise unsaleable after 24 hours from delivery. Pictures of the defect are now required to be attached to the return in order to receive credit.

Please visit the PAC website for additional information: Programs & Policy → National Accounts (CV) → PGW Damaged Glass Return Process (May 1, 2016).

Warranty Webinar, May 18 and 19

Topic	Date/Time
- April Survey Results - Tips for Complex Repairs - Mbrace – Product Awareness and Best Practices - WIS/ASRA – Open Q&A	May 18: Central and Northwest Regions: 11:30 am – 12:30 pm EST May 19: Southern and Western Regions: 1:30 – 2:30 pm EST
Connectivity: https://mbusawarranty.adobeconnect.com/may2016/	
Audio: (888) 394-8197; Passcode: 460 843 3934	

Please refer to the *Warranty Webinar – May 2016* NCA dated May 6, 2016 for additional information.

Memorial Day Holiday Schedule

In observance of the Memorial Day holiday, the entire MBUSA organization (including PAC and PDCs) will be closed Monday, May 30th. Normal business operations will resume on Tuesday, May 31st.

TIP OF THE WEEK: PAC Website Sitemap

The below sitemap can be used as a reference sheet to navigate through the PAC website.

PAC Commercial Vehicles Website Sitemap

News	Programs & Policy	Resources
- News Updates (NCAs) - General Parts Information - PDC Info - PDC Cutoff Times - Holiday Schedule - Will Call Information - Parts Information - Fast Moving Parts List - Comm Block Definitions - C-Code Listing	- TRP - Parts Order and Return Policy - D2D - Keys & Locks - WebParts - HazMat - Reman Core & Parts - National Accounts Program - PAC Protocols	- Paragon 2.0 User Guides - EPC - VeDoc - Technical 2016 Sprinter Vans Baumuster - VIN Charts - Special Procurement
Training	Links & Forms	Accessories & Literature
- Webinar Presentations - Link to L&P website	Forms - MBUSA5020 - Stock Check Request Form - D2D Oversized Shipment Form - Dealer Return Slip – Form 14060 - Accessories Specification Request - Part Specification Request - Debit, Credit Request/Inquiry Form - Extended Length Seat Belt Request - Today Sure Form - Empty Cage – Return to PDC sign - Sheet Metal Claims Form - TRP Policy Acknowledgement Form - SP Comm Block 5 & Order Upgrade Request Links (external websites)	- Accessories - Literature - Returns, credits, shortages information
Performance	Contact Us	Customer Assistance Center
Dealer Call Volume Reporting (under development)	PAC Department Information & Org Chart	CAC Overview & Org Chart

As of May 6, 2016