



newschannel update

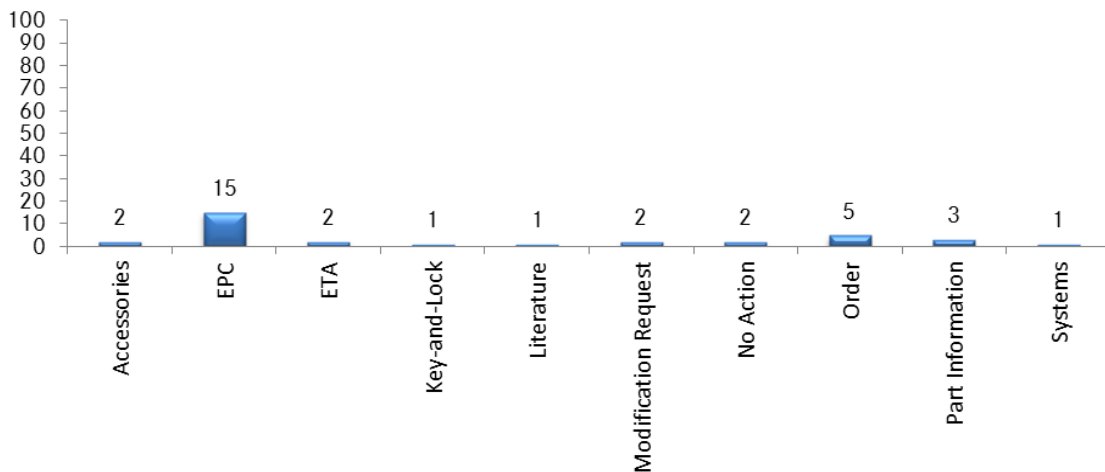
TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: July 15, 2016

PAC CALL VOLUME REPORTING

In order to provide more transparency to our PAC operations, we will now include weekly call volume stats in the Weekly Parts Update. The chart will highlight the types of calls with their respective totals. We are also using this data to evaluate call volume spikes and then escalate to the respective business units for recovery options.

For the week of July 4th, the PAC received **34** Sprinter phone calls.

PAC Call Volume Week of July 4, 2016



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar

The topic of this month's webinar is "Diagnostic Time".

July 20 Central and Northeast Region; 11:30 am – 12:30 pm EST
June 21 Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity: PC/Visual: <https://mbusawarranty.adobeconnect.com/july2016/>
Phone: (888) 394-8197; Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – July 2016* NCA dated July 8, 2016 for additional information.