



newschannel update

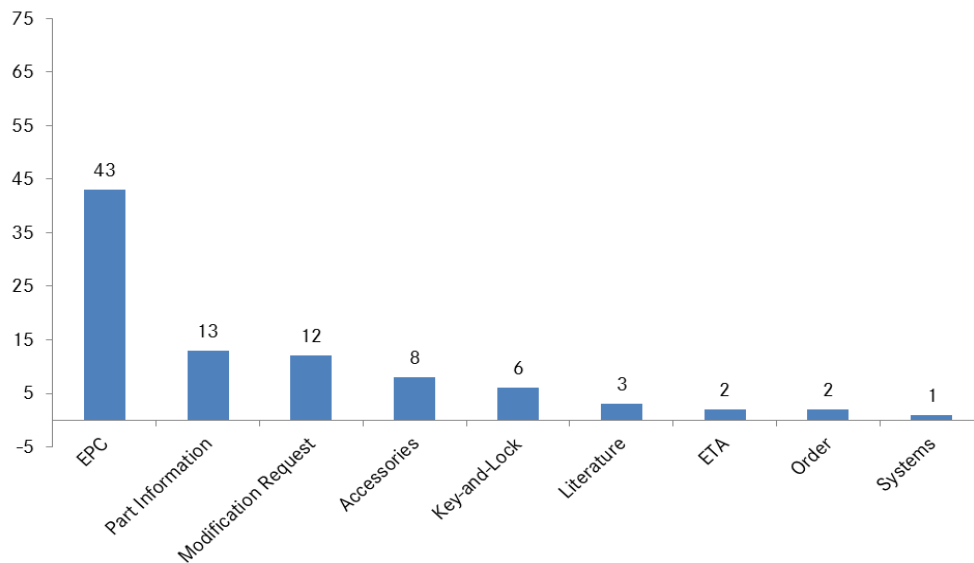
TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: August 5, 2016

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 25^h, the PAC received **90** Sprinter phone calls.

**PAC Call Volume
Week of July 25, 2016**



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Credit/Debits

Requests for debits/credits are to be submitted via the *Debit, Credit Request/Inquiry* form. Inquiries for your submissions should be emailed to **pac_credits_debits@mbusa.com**.

Warranty Webinar

The topic of this month’s webinar is “Shoot the Breeze” (Open Q&A Session)

August 17 Central and Northeast Region; 11:30 am – 12:30 pm EST
August 18 Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity: PC/Visual: <https://mbusawarranty.adobeconnect.com/aug2016/>
Phone: (888) 394-8197; Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – August 2016* NCA dated August 5, 2016 for additional information.

TRAINING

Single-Use Fasteners eLearning Course – (X0007-US.TTA)

This brief (5 minute) course focuses on the requirements for self-locking single-use fasteners and recommended for all dealership employees who may need to replace fasteners, who code or submit warrant claims as well as their management. The course is available on The Learning Link, <http://learn/mbusa.com>.

Please refer to the *Single-Use Fasteners eLearning Course* NCA dated August 5, 2016 for additional information.