



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: August 19, 2016

RECALL CAMPAIGNS WITH STOP SALE ORDER

Campaign Number	Information
2016070006 Certain MY15-16 906 Sprinter Vehicles Check Adhesion of Paintwork on Body, repair if necessary	<ul style="list-style-type: none"> • 4 MY15-16 Sprinter Vehicles flagged in VMI as “pending”. • The affected vehicles must be held, and not retailed, until further instructions are provided. • Loaner and demonstrator vehicles may continue to be driven but must not be retailed. • Certain replacement parts and special adhesive are not yet available. • Recall is scheduled to launch towards the end of August when the parts become available. An interim owner letter was mailed on August 10th to notify customers of the pending recall. Once the parts are available, the final customer notification letters will be mailed starting one week after the recall launch.
2016070007 Certain MY15-06 Sprinter Vehicles Check Adhesion of Paintwork on Body (including Windshield), repair if necessary	<ul style="list-style-type: none"> • 4 MY15-16 Sprinter Vehicles flagged in VMI as “pending”. • The affected vehicles must be held, and not retailed, until further instructions are provided. • Loaner and demonstrator vehicles may continue to be driven but must not be retailed. • Certain replacement parts and special adhesive are not yet available. • Recall is scheduled to launch towards the end of August when the parts become available. An interim owner letter was mailed on August 10th to notify customers of the pending recall. Once the parts are available, the final customer notification letters will be mailed starting one week after the recall launch.

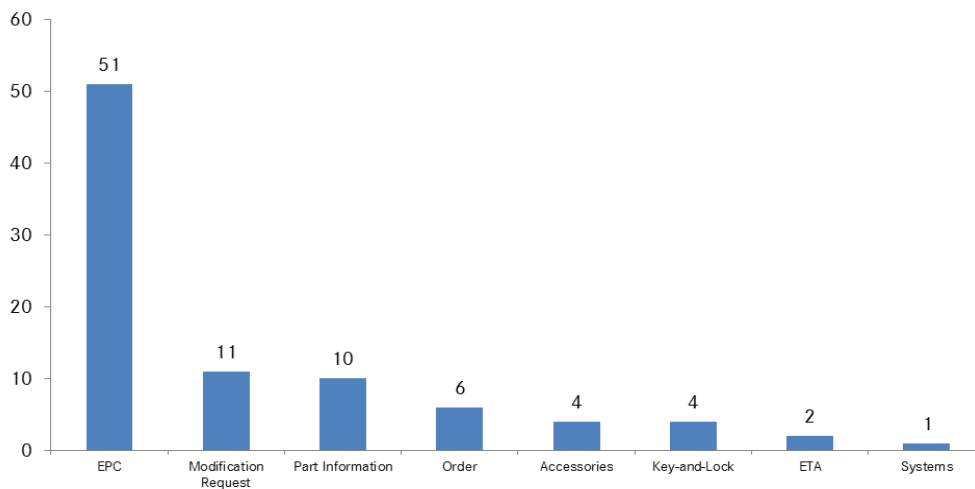
Please refer to the above referenced Recall Campaign NCAs for additional information.

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 August 8th, the PAC received **89** Sprinter phone calls.

**PAC Call Volume
Week of August 8, 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.

Tip of the Week: Will Call Pick-Up

Ordering:

- Order Type must be VOR (back-orders and referrals are **not** eligible for Will Call).
- Orders must be placed in Paragon by designated local cutoff (see below chart).
- For all Will Call orders, the **Shipping Condition** must be changed to **'PICK UP'** in the shipping condition line.

Will Call Order & Pick-Up Times:

Order placement and pick-up of Will Call orders at the PDCs will be between the following hours:

PDC Will Call Hours (Local Time)	
Order Release Schedule	Pick-Up Time Window
9:00 am – 2:30 pm	9:00 am – 3:00 pm

- Will Call orders will be available for pick-up at **doors designated at each PDC** – Signage should be available at the facilities to guide you to the proper area.
- If “Will Call” is needed after 3PM, please phone the PAC, and provide the order information. The PAC will contact the PDC and ask them to prepare the shipment.

Dealership Driver Requirements:

- Drivers will be required to stay in the designated pick-up areas to avoid safety issues as the PDC will be in full operation during this time.
- Drivers will be required to observe and obey all posted traffic signs and follow any directions given by security while on the PDC premises.
- All pick-up drivers will be required to sign in with security and be prepared to show identification and proof of employment at the applicable dealership.
- Security/Designated PDC personnel will ensure all available parts are ready for pick-up, and drivers will be required to load their own vehicles.
- It is the responsibility of the driver to check the order before departing and if any issues with the order arise, the driver must discuss with the PDC Team Leader in charge of the shipping area prior to leaving the premises. Issues include but are not limited to: suspected damage, shortages and or picking errors.
- Please remember, MBUSA does not accept discrepancy returns on orders picked up via Will Call.
- Drivers must be authorized by the dealership. Sending direct customers or wholesale customers to the PDC for Will Call order pick-up is NOT permitted under any circumstances.