

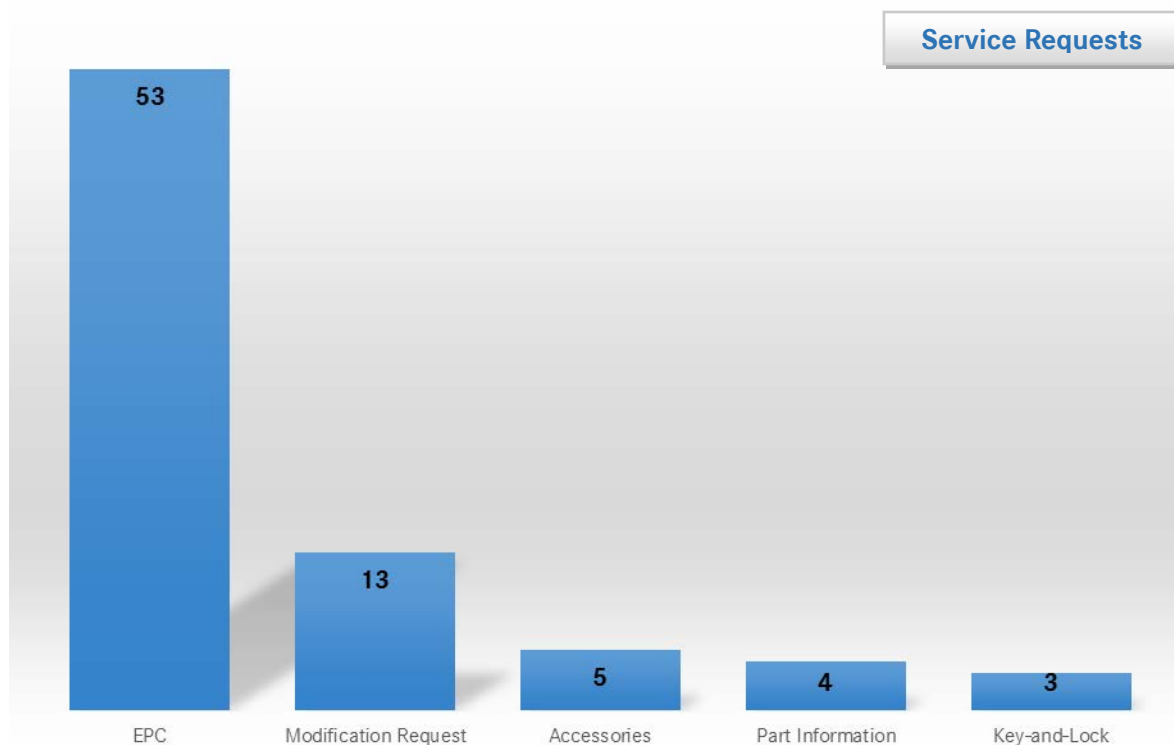
# newschannel update



|                                                                                |                                |
|--------------------------------------------------------------------------------|--------------------------------|
| TO: Parts Managers and Parts Advisors<br>Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update                                                        | DATE: May 5, 2017              |

## PAC SERVICE REQUEST VOLUME

For the week of **April 24<sup>th</sup>**, the PAC received **78** Sprinter service requests; 7 unnecessary calls (9%).



\*The above chart does not include emails or faxes.

## ETA REQUEST VOLUME

For the week of April 24<sup>th</sup>, the PAC processed **936** ETA requests (745 emails, 191 calls).

**Please be reminded that ETA requests are to be submitted in Paragon.**

## PROGRAMS AND PRODUCT UPDATES

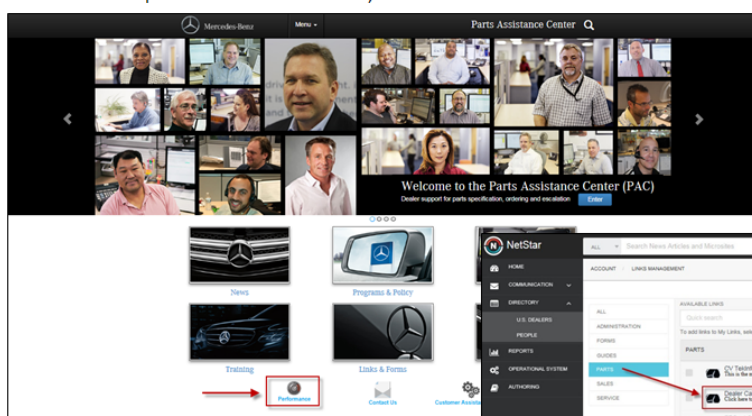
### Dealer Call Volume Reporting

As previewed at the National Parts & Service Managers Meeting in Phoenix, we are pleased to announce the official launch of the **Dealer Call Volume Reporting** tool. Designed to provide a call history overview, the report will detail the following dealer activities:

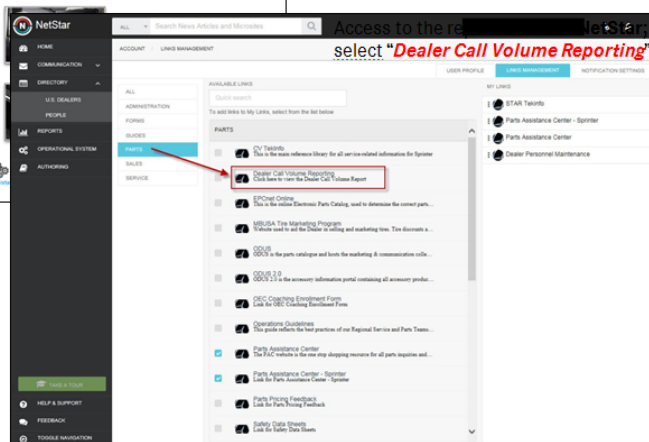
1. Number of calls and call types
2. Number of calls compared to total parts purchased
3. Call volume status compared to the entire dealer network
4. Individual Parts personnel call history

The link is now active on the PAC website (under *Performance*) as well as in NetStar (under *Links Management* → *Parts* tab).

Access to the report is via the **PAC website**; select "**Performance**"



OR



We believe this tool will afford the Parts Assistance Center team as well as the dealer network the opportunity to review spikes and implement remediation resources for a more efficient experience.

Please refer to the *Dealer Call Volume Reporting* NCA dated April 13, 2017 for additional information.

### Theft-Relevants Parts Policy

Please be advised that Section 7 of TRP policy (Policy Audits) has been updated to be more consistent with our intent of the policy. The revised policy is posted in NetStar as well as on the PAC website (*Programs & Policy* tab).

### Glass Returns

Please be reminded all glass returns must be coordinated with PGW and not returned to the PDC. Please call (800) 758-0811 to coordinate your respective return.