

newschannel update



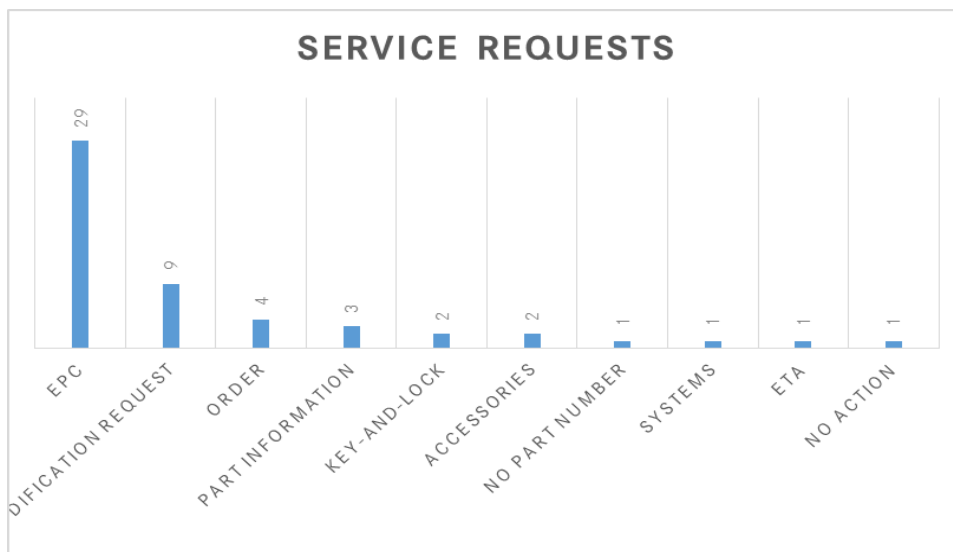
TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: December 15, 2017

RECALL CAMPAIGN

Recall Campaign	Information
2017030012 MY 2007-2013, Models 2500, 3500 (Sprinter, Freightliner) Replace Takata Driver-Side Airbag	<ul style="list-style-type: none"> 61,812 affected vehicles flagged in VMI Airbags are available and may be ordered as required; VIN is required for all airbag orders. The steering wheel will not be replaced on the affected vehicles under this campaign. Customer letters were mailed in November 2017

PAC SERVICE REQUEST VOLUME

For the week of **December 4th**, the PAC received 53 Sprinter service requests; 0 unnecessary calls.



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of December 4th, the PAC processed 949 ETA requests – 795 emails/ 154 calls.

YEAR-END HOLIDAY SCHEDULE

Listed below is the year-end schedule for the PAC and PDCs:

Date	PAC and PDC Schedule
December 22, 2017	10:00 am – 6:00 pm EST; 3:00 pm cut-off time for VOR orders
<i>December 25, 2017</i>	<i>Closed</i>
December 29, 2017	10:00 am – 6:00 pm EST; 3:00 pm cut-off time for VOR orders
<i>January 1, 2018</i>	<i>Closed</i>

Please refer to the *Christmas and New Year's Ordering/Shipping Schedule* NCA dated December 4, 2017 for the complete Parts Transportation delivery schedule.

Please be advised that this is the last Weekly Parts Update for 2017.