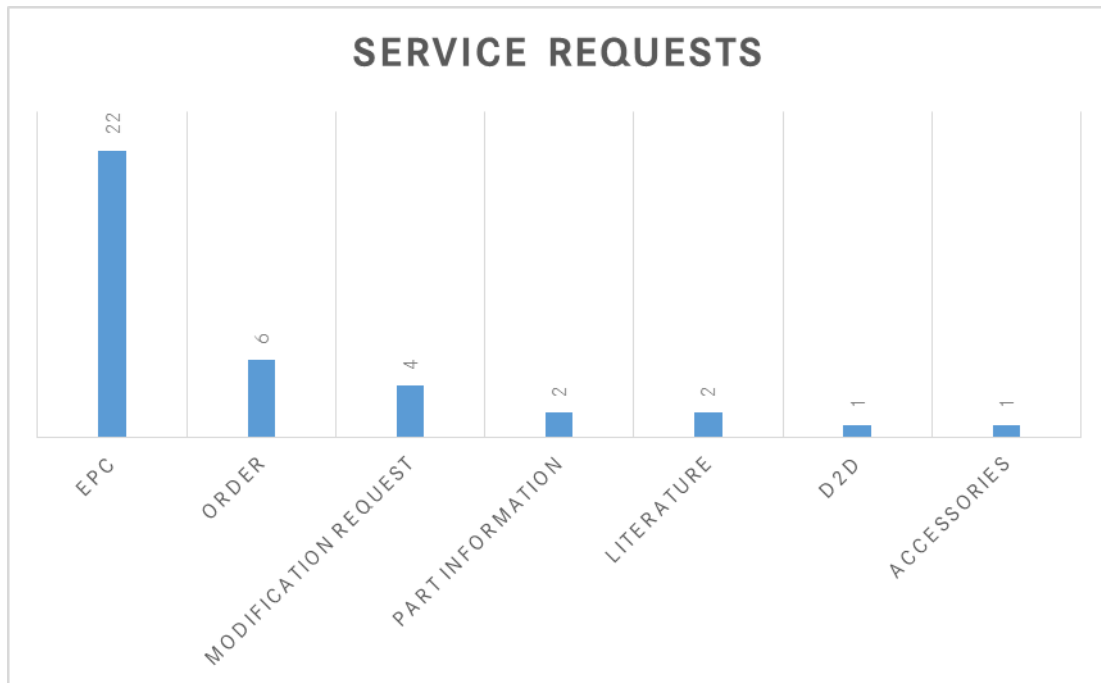




TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: December 1, 2017

PAC SERVICE REQUEST VOLUME

For the week of **November 20th**, the PAC received 38 Sprinter service requests; 1 unnecessary calls (3%).



*The above chart does not include emails or faxes.

ETA REQUEST VOLUME

For the week of November 20th, the PAC processed 646 ETA requests – 575 emails/ 71 calls.

PROGRAMS AND PRODUCT UPDATES

Parts with Core Values

Any part that has a core value associated with it (70 suffix) will have the core automatically deducted from the warranty claim in EVA. This means that EVA will automatically convert this part to a “60” suffix and also list the core with a “70” suffix. The core with the “70” suffix will be automatically deducted from the claim and you will be paid the DNET price minus the core value.

Please refer to the *Parts with Core Values* NCA dated December 1, 2017 for additional information.