

newschannel update



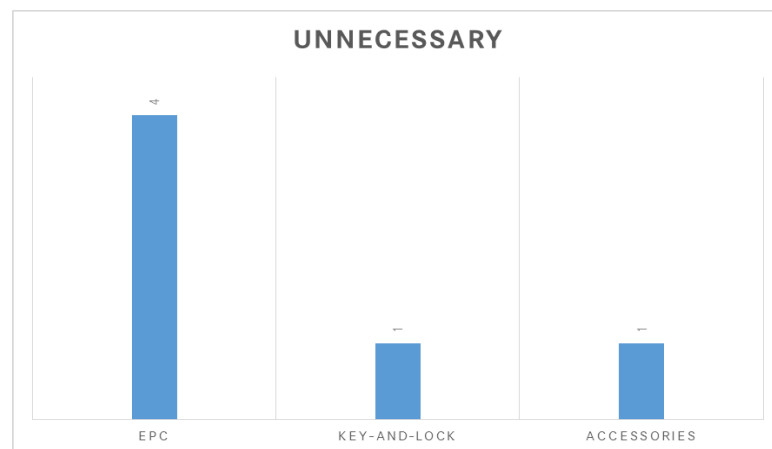
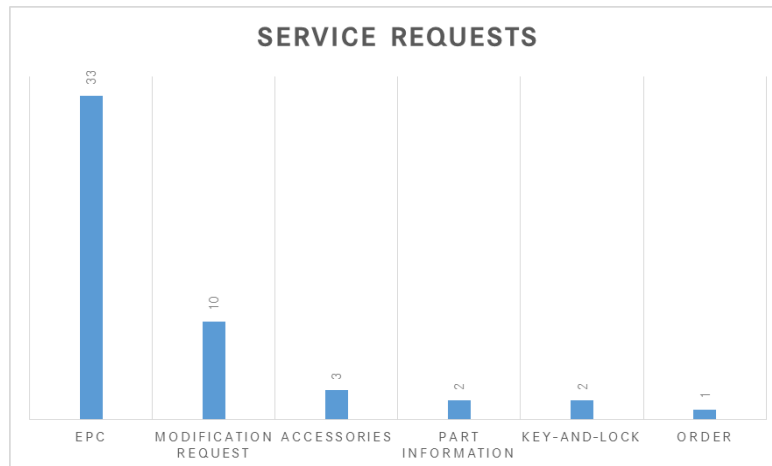
TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 12, 2018

MARTIN LUTHER KING, JR. HOLIDAY SCHEDULE

In observance of the Martin Luther King, Jr. holiday, MBUSA will be closed on January 15, 2018; however, the PAC and PDCs will operate on a limited schedule, 10:00 am – 6:00 pm. VOR order cut-off time will be 3:00 pm local PDC time.

SERVICE REQUEST VOLUME

For the week of January 1st, the PAC received **51** service requests; 6 (12%) unnecessary calls.



ETA REQUEST VOLUME

For the week of January 1st, the PAC processed 1,255 ETA requests – 1,098 emails/ 157 calls.

PROGRAMS AND PRODUCT UPDATES

Fill Rate Performance Update

Our current fill rates are below acceptable performance. Challenged by global air freight operations, our Parts Logistics team has increased air freight spend and capacity. We expect the fill rate performance to recover over the next 2-4 weeks as a result of our support of the drop-ship program.

Please refer to the *Fill Rate Performance Update* NCA dated January 10, 2018 for additional information.

Parts and Service Forums 2018

All Dealer Principles, General Managers, Service Managers and Parts Managers are invited to the 2018 Parts & Service Forum meeting scheduled for February – March, 2018. The registration website is <http://www.cvent.com/d/8tq317>; deadline is January 19, 2018.

Please refer to the *Parts and Service Forums 2018* NCA dated January 9, 2018 for additional program information.

Warranty Webinar

Topics to be covered: Dealer Directory in NetStar 5 and RAPS in NetStar 5

January 24	Central and Northeast Region	11:30 am – 12:30 pm EST
January 25	Southern and Western Region	1:30 – 2:30 pm EST
Connectivity:	https://mbusaes.adobeconnect.com/january2018	
Phone:	(888) 394-8197 / Access Code 460 843 3934	

Please refer to the *Warranty Webinar – January 2018* NCA for additional information.

PAC REMINDERS

Please be reminded of the following resources for your parts needs. All forms are on the “Forms & Links” tab on the PAC website.

ETA Requests

ETA requests are to be submitted via the *Exception Tab* in Paragon.

Special Procurement Inquiries

SP case inquiries are to be emailed to 171-SpecialProcurement@mbusa.com. The subject line must include the Paragon number, part number, VIN number and SP case number. Follow-ups regarding open cases should also be directed to the SP team for status.

Parts Specifications

All parts specification requests should be submitted via the Parts Specification Request form.

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/psr/psrform>

Stock Check Requests

Requests should be submitted on the Stock Check form and include:

- Pictures of all parts tags on the box
- Picture of any casting numbers on the parts
- Side by side picture of incorrect and correct part

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/scr/scrform>

PAC REMINDERS (continued)

Debits and Credit Requests

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

<https://dealercommon.mbusa.i.daimler.com/DealerCommon/PAC/dc/dcinquiryform>

Updates to the Dealer Roster

The PAC team does not have access or authority to modify the dealer's roster. Personnel changes (includes system access) is performed by the System Administrator at the dealership.