

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 5, 2018

SERVICE REQUEST VOLUME

For the time period of December 18 – 29, 2017, the PAC received **2,082** service requests (Passenger Cars – 1,981; Sprinter – 101); 139 (7%) unnecessary calls.

ETA REQUEST VOLUME

For the time period of December 18 – 29, 2017, the PAC processed 2,080 ETA requests – 1,983 emails/ 97 calls.

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.

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>

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/dcinquryform>

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.

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.