

# newschannel update



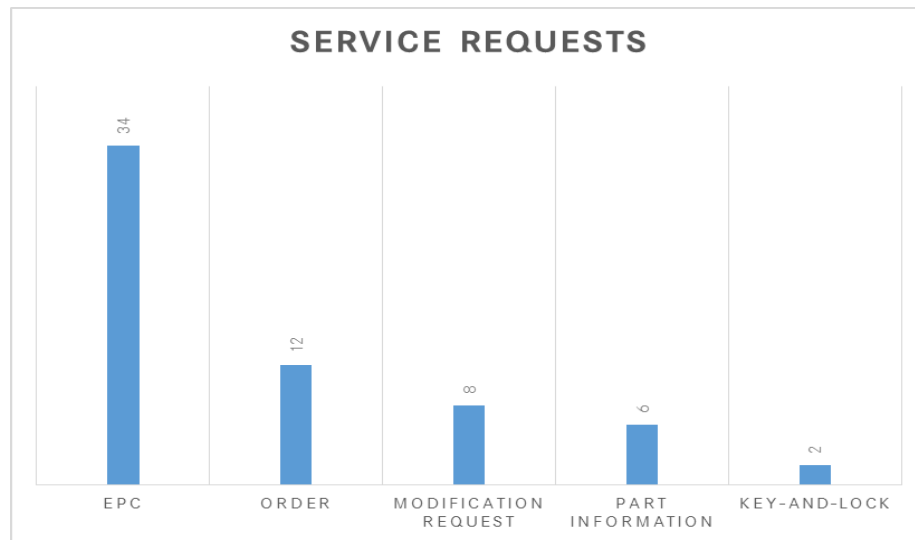
|                                                                                |                                |
|--------------------------------------------------------------------------------|--------------------------------|
| TO: Parts Managers and Parts Advisors<br>Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update                                                        | DATE: February 16, 2018        |

## **PRESIDENT'S HOLIDAY – FEBRUARY 19**

In observance of the President's Day holiday, MBUSA will be closed on Monday, February 19<sup>th</sup>; however, the PAC and PDC will operate on a limited schedule, 10:00 am – 6:00 pm. VORs will have an early cut-off of 3:00 pm local PDC time.

## **SERVICE REQUEST VOLUME**

For the week of February 5<sup>th</sup>, the PAC received **62** service requests; no unnecessary calls.



## **ETA REQUEST VOLUME**

For the week of February 5<sup>th</sup>, the PAC processed 1,592 ETA requests – 1,446 emails/ 146 calls.

## PROGRAMS AND PRODUCT UPDATES

### Warranty Webinar

Topics to be covered: Garmin Update at PDI Service Recheck and Rework in RAPS

|               |                                                                                                                 |                         |
|---------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|
| February 21   | Central and Northeast Region                                                                                    | 11:30 am – 12:30 pm EST |
| February 22   | Southern and Western Region                                                                                     | 1:30 – 2:30 pm EST      |
| Connectivity: | <a href="https://mbusaes.adobeconnect.com/warrantywebinar">https://mbusaes.adobeconnect.com/warrantywebinar</a> |                         |
| Phone:        | (888) 394-8197 / Access Code 460 843 3934                                                                       |                         |

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

### Improved WIS/ASRA Feedback via XSF

Effective immediately, WIS and ASRA have been added to the Xentry Support & Feedback (XSF) process and will no longer require separate forms to be completed via the TekInfo websites. You are now able to launch XSF directly through WIS/ASRA by clicking the “Write Feedback” button on the top right portion of the screen.



To help you become familiar with XSF and how to use it we have created an eLearning course as well as a Service Guide specific to WIS/ASRA tickets. Course X0002E-US.TPA can be accessed via the MB Academy website @ <https://learn.mbusa.com/learn>.

Please refer to the *Improved WIS/ASRA Feedback via XSF* NCA dated February 16, 2018 for additional information.