

newschannel update



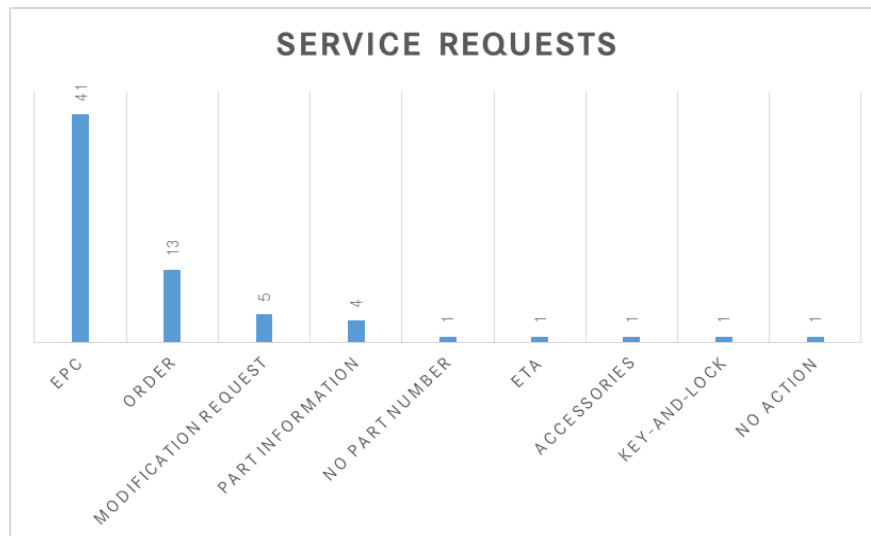
TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: February 23, 2018

RECALL CAMPAIGNS

Campaign	Information
2018010002 Phase 3 MY 2013, Models 2500, 3500 (Freightliner and M-B Sprinters) Passenger-Side Airbag	<ul style="list-style-type: none">17,413 affected vehicles flagged in VMI as "Pending"Parts are currently not available.Additional notification will be communicated once the parts are available and will be based on vehicle Priority Group.Interim owner letter will be mailed in Q1 2018 to notify customers of pending recall.

SERVICE REQUEST VOLUME

For the week of February 12th, the PAC received **68** service requests; 5 (7%) unnecessary calls.



ETA REQUEST VOLUME

For the week of February 12th, the PAC processed 1,676 ETA requests – 1,527 emails/ 149 calls.

PROGRAM AND PRODUCT UPDATES

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.