

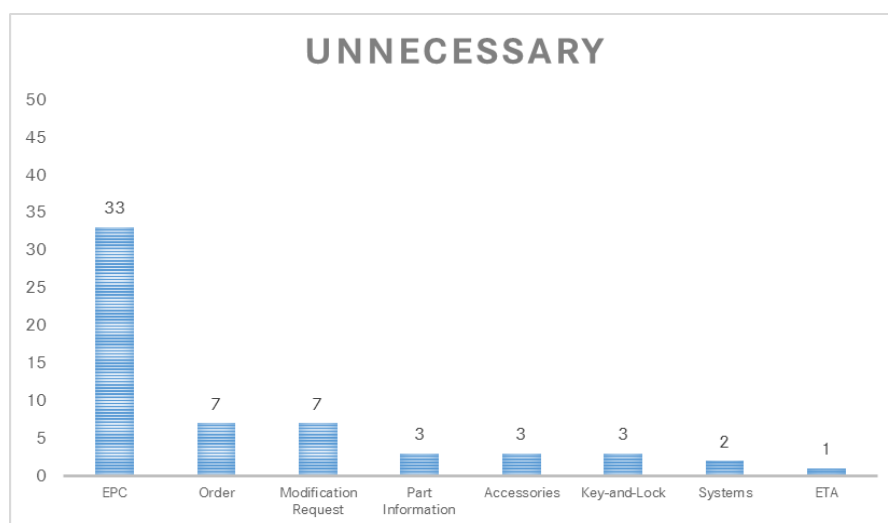
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: March 16, 2018

SERVICE REQUEST VOLUME

For the week of March 5th, the PAC received **59** service requests; 4 (7%) unnecessary calls.



ETA REQUEST VOLUME

For the week of March 5th, the PAC processed 1,507 ETA requests – 1,381 emails/ 126 calls.

PROGRAM AND PRODUCT UPDATES

ETA Requests

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

Special Procurement ETA Requests

Please email SP case inquiries to 171-SpecialProcurement@mbusa.com. Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry.

CB5 orders/inquiries should be emailed to 171-PACSPS@mbusa.com.

Battery Policy Update

Effective March 19th, a policy revision pertaining to CPO inspections and battery replacements will be in effect; please refer to the following Warranty Manual policies: **1.2.5** Battery (Policy) and **2.1** General Coverage (Guidelines)

Please refer to the *Battery Policy Update – March 2018* NCA dated March 16, 2018 for additional policy information.