



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 25, 2018

MEMORIAL DAY HOLIDAY SCHEDULE

In observance of the Memorial Day holiday, the entire MBUSA organization and PDCs will be closed on Monday, May 28th. Normal business operations will resume on Tuesday, May 29th.

The Robbinsville PDC and Fontana PDC will be closed on Saturday, May 26th. All orders placed after the Friday VOR cutoff will ship on Tuesday, May 29th for Wednesday delivery. Normal Saturday PDC VOR operations will continue the following Saturday, June 2nd.

Transportation Schedule

Dedicated Delivery Service:

- Orders that normally drop to the Parts Distributions Centers on Monday, will be processed on Tuesday, May 29th for delivery on Wednesday, May 30th.

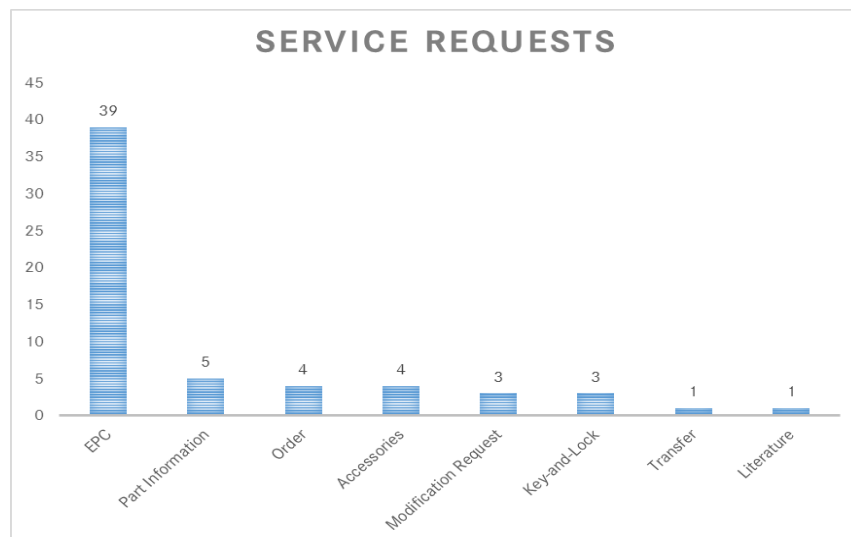
Less Than Truck Load Service:

- Please note that FedEx LTL will be closed Monday, May 28th in observance of Memorial Day
- Pickups starting Friday, May 25th will not move until Tuesday, May 29th

If you have any questions or concerns, please notify Parts Transportation Supervisor, Deborah Mackenzie at email: Deborah.Mackenzie@mbusa.com or (770) 705 – 2049.

SERVICE REQUEST VOLUME

For the week of May 14th, the PAC received **60** service requests; 4 (7%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 14th, the PAC processed 1,129* ETA requests – 988 emails/ 141 calls.

*Please note that constrained parts is not included in this service level report.

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-PACSP@mbusa.com.

PROGRAM AND PRODUCT UPDATES

PAC Support for Saturday PDC VOR Operations - UPDATED

As a follow-up to the recent announcement regarding the Saturday PDC VOR Service, the Parts Assistance Center (PAC) has concluded its 4 week Saturday pilot. Our goal was to provide parts specification and ordering support for VOR vehicles.

The results of the pilot demonstrated extremely low call volume for the four Saturdays that the PAC was open – an average of 7 calls per Saturday. Based on this performance, the PAC is suspending Saturday support services, effective immediately. We will continue to monitor the program to determine if there is a need for PAC support in the future.

Please note that the Saturday PDC VOR program with the Parts Distribution Centers (Robbinsville and Fontana) will continue as planned.

Please refer to the *PAC Support for Saturday PDC VOR Parts Ordering* NCA dated May 23, 2018 for additional information.