

newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 18, 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. Please schedule your orders accordingly.

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.

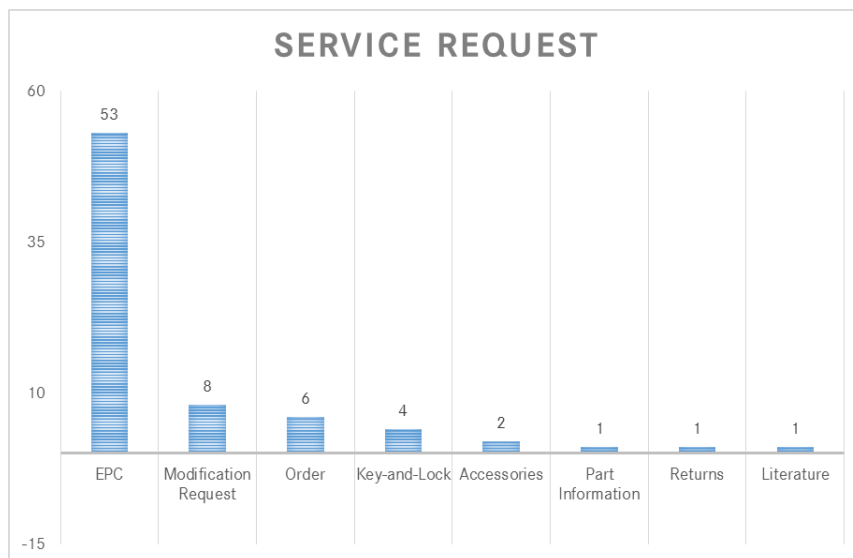
Less Than Truck Load Service:

- 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 7th, the PAC received **76** service requests; 4 (5%) unnecessary calls.



ETA REQUEST VOLUME

For the week of May 7th, the PAC processed 988* ETA requests – 833 emails/ 155 calls.

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

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.

Saturday PDC VOR Operations

PAC will operate with limited staffing from 10:00 am – 4:30 pm EDT to support the dealers with active work in the shop on that Saturday. All other call types are to be submitted when normal operations resume on Monday.