

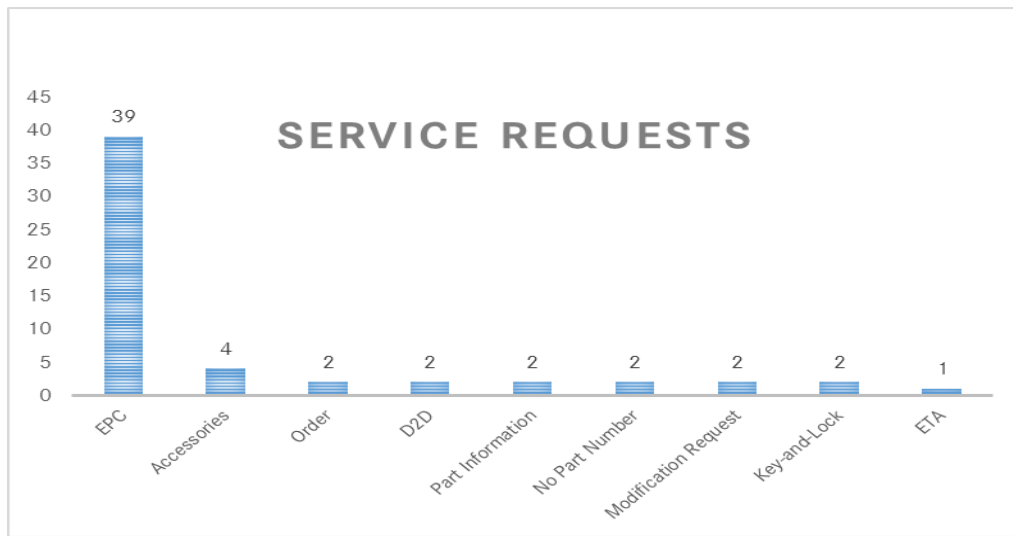
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 15 th , 2018

SERVICE REQUEST VOLUME

For the week of June 4th, the PAC received **56** service requests; 6 (11%) unnecessary calls.



ETA REQUEST VOLUME

For the week of June 4th, PAC processed 1,425* ETA requests – 1,289 emails/ 136 calls.

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

ETA REQUESTS

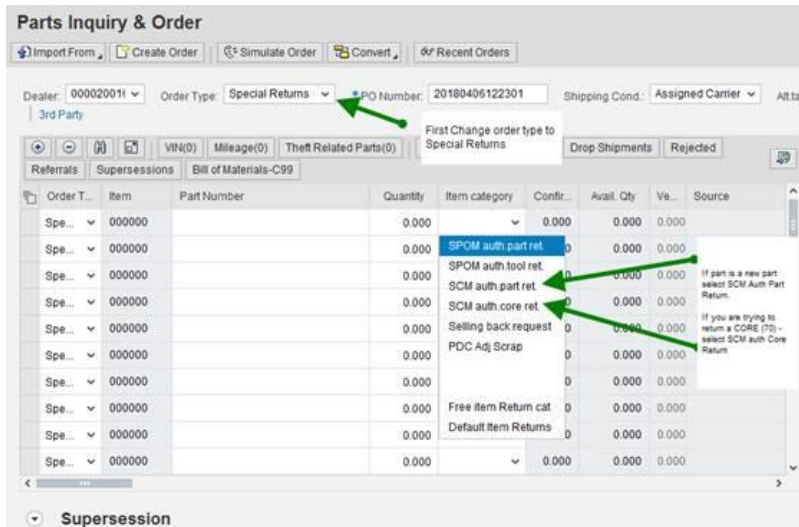
Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

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.

SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:



- Select “Special Returns” order type
- Select Item Category:
 - SCM auth part ret – If the part is new part, select “SCM Auth Part Return”
 - SCM auth core ret – If you are trying to return a Core part (70), select “SCM Auth Core Return”

PROGRAMS AND PRODUCT UPDATES

Warranty Policy Updates, effective July 1, 2018

The following policy updates will be effective as of Repair Order open date July 1, 2018:

- Section 3.25 – Labor Operations: Removal of 0.4 hours upper limit for additional cleaning work required due to consequential necessity
- Section 3.29 – Add-On Repairs: Management signature requirement removed
- Section 3.30 – Goodwill Repairs: Management signature requirement removed. Field Representative approval requirement for goodwill add-ons removed
- Section 7.3 – ZM Operations: “4-eye principle” and signature requirements removed
- Section 10.10 – Text Requirements: Required text on claims significantly reduced
- QEC Parts Return: Reduction from 2017 in-bound warranty parts return volumes

Please refer to *Policy Updates Effective July 1, 2018 NCA* dated June 15, 2018 for the full policy updates.

PROGRAMS AND PRODUCT UPDATES (continued)

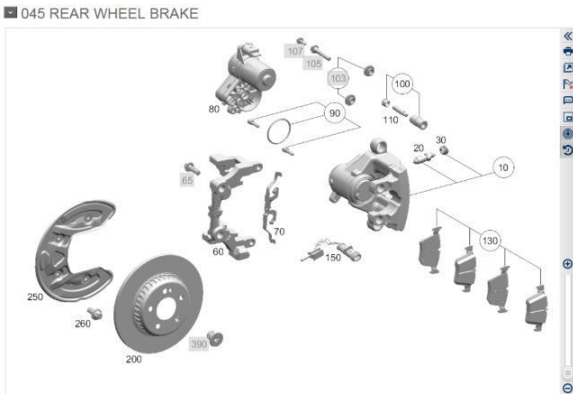
New Electronic Parts Catalog

MBUSA proudly announces the launch of our new Electronic Parts Catalog titled Xentry Portal Parts Information (or XPPI for short).

XPPI is an innovative solution for searching for parts and provides you with vehicle specific information efficiently and in a new clearly presented format.

Some of the key features of XPPI are:

- Better data filtering
- Data cards available as soon as the car is built (no more new models not showing up in the EPC)
- Search by last 8 of the VIN
- Customizable functionality
- Part number fly-outs
- Better parts illustrations
- Updated images
- ODUS integration
- Designation and word search
- Show oil capacity and oil quality
- Multiple sessions
- And much, much more!!!



XPPI will launch mid-July 2018. Please stay tuned for more information in the coming weeks.

Please refer to the *New Electronic Parts Catalog* NCA dated June 15, 2018 for additional information.