303 Perimeter Center North
Suite 202, Floor 6
Atlanta, GA 30346

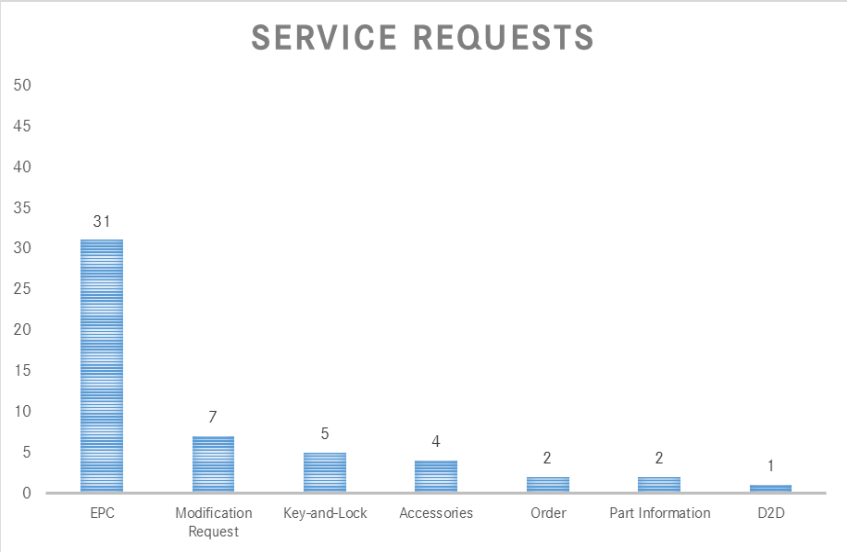
newschannel update

Commercial Vans

TO:	Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE:	Weekly Parts Update	DATE: April 6, 2018

SERVICE REQUEST VOLUME

For the week of March 26th, the PAC received **52** service requests; 3 (6%) unnecessary calls.



ETA REQUEST VOLUME

For the week of March 26th, the PAC processed 1,698 ETA requests – 1,523 emails/ 175 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.

Parts Specification Requests

Please be reminded that requests for parts specification should be submitted via the "*Parts Specification Request*" form on the Forms & Links tab on the PAC website. Please include the complete 17-digit FIN (complete baumuster/chassis number) and not the VIN. The FIN is found in the upper left area of VEDOC after your enter the VIN. Incomplete submissions/emails will delay identification requests.