

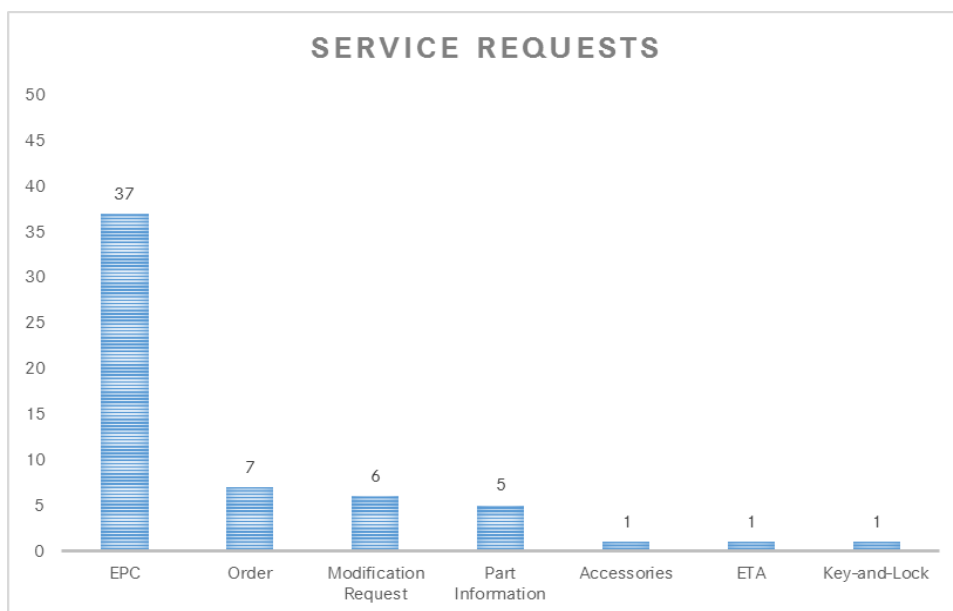
# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: April 20, 2018

## SERVICE REQUEST VOLUME

For the week of April 9<sup>th</sup>, the PAC received **58** service requests; 1 (2%) unnecessary calls.



## ETA REQUEST VOLUME

For the week of April 9<sup>th</sup>, the PAC processed 1,736 ETA requests – 1,484 emails/ 252 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](mailto: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](mailto:171-PACSPS@mbusa.com).

## PROGRAM AND PRODUCT UPDATES (continued)

### Warranty Webinar

Topics to be covered: MB Select, MB Select Plus, Navi Update

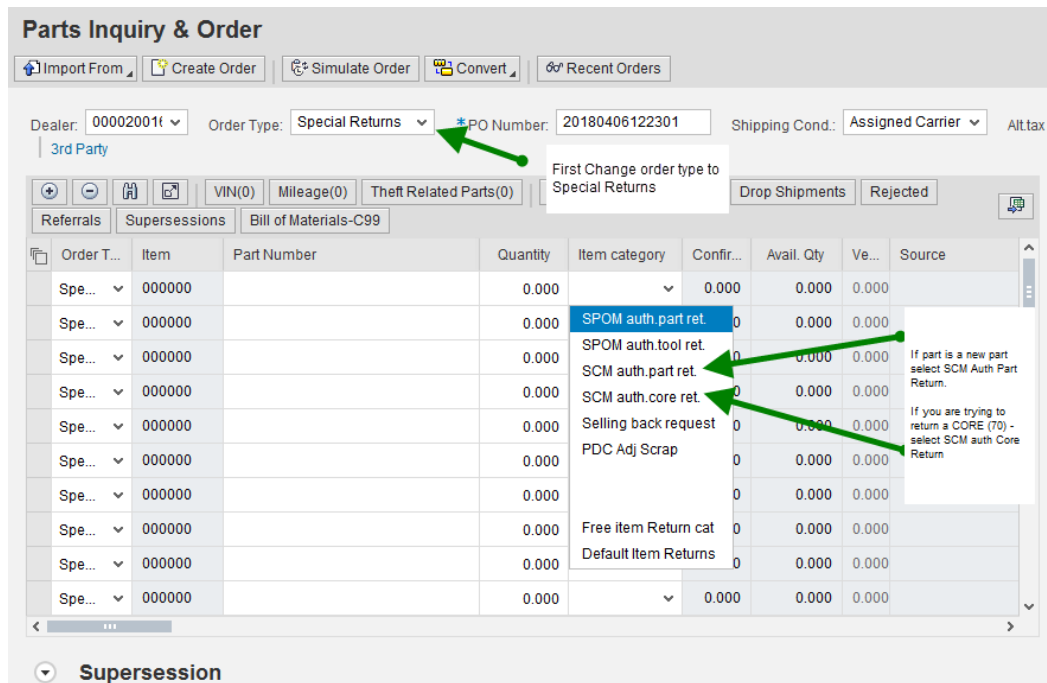
April 25            Central and Northeast Region    11:30 am – 12:30 pm EST  
 April 26            Southern and Western Region    1:30 – 2:30 pm EST

Connectivity:    <https://mbusaes.adobeconnect.com/warrantywebinar>  
 Phone/Audio:    (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – April 2018* NCA for additional information.

### 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”

## PAC Reminders

### Authorized Callers/ Dealer Roster

- Please ensure that all active Parts personnel are included on your roster. The PAC **cannot** modify the dealer roster; the System Administrator at each dealership is responsible for updating the roster in NetStar under the *Dealer Personnel Maintenance* tab.

### Core Returns

- Core return inquiries should be emailed to [core-return-inquiries@mbusa.com](mailto:core-return-inquiries@mbusa.com). This inbox is monitored daily with a reply delivered within a week of submission.

### Credits and Debits

- Requests for debits/credits are to be submitted via the *Debit, Credit Request/Inquiry Form* on the PAC website. Inquiries for your submissions should be emailed to [Parts\\_Credits\\_Debits@mbusa.com](mailto:Parts_Credits_Debits@mbusa.com).

### Accessories and Part Specification Requests

- To efficiently expedite requests, all specification requests should be submitted via either the "*Accessories Specification Request Form*" or "*Parts Specification Request Form*" on the PAC website (*Forms & Links* tab).

### D2D - HazMat Parts

- Parts classified as HazMat cannot be shipped D2D. These part types are only available for pick-up at your facing PDC as will-call.

### Literature (Returns/Credits)

- Literature part numbers are searchable in Paragon as well as available in StarTekInfo. Please replace the spaces in the part numbers in StarTekInfo with dashes when placing order in Paragon.
- Literature orders placed by 2:00 pm Eastern will ship the same day; orders received after 2:00 pm Eastern will ship the next business day.
- Short shipments and credit requests are to be handled directly with RRD. Please do not enter credit requests in Paragon.
- Returns are to be initiated by the dealer directly with RRD (email: [MBUSA@rrd.com](mailto:MBUSA@rrd.com)). Please contact RRD to coordinate a pre-paid return. Credit will be issued once the returned material is confirmed by RRD.

### National Accounts

- Returns, debits/credits inquiries are to be submitted to the respective National Accounts vendor (Dealer Tire, ExxonMobil, PGW). MBUSA Contact Person - David Wheat, [David.Wheat@mbusa.com](mailto:David.Wheat@mbusa.com) or (770) 705-3714.

### Stock Checks

- Requests must be submitted via the "*Stock Check Request Form*" on the PAC website (*Forms & Links* tab). Please include pictures of the part (side by side) in question as well as the label and box.

### Special Tools

- Inquiries are to be emailed to [mbtoolsandequipment@mbusa.com](mailto:mbtoolsandequipment@mbusa.com).

### StockPro

- Inquiries/issues with the StockPro program should be emailed to [StockPro@mbusa.com](mailto:StockPro@mbusa.com).