

Parts and Service Committee 9/10/19

Attendees:

- Paul Erdy
- Jeff Haskett
- Jessica Landrum
- Trey Meyer
- Peter Horn
- Bobby Balda
- Tracy Royal
- Carlos Billingsley

Aftermarket Parts Update - Tracy:

- WST specific 90% facing fill; 85% all-in
- WST national 98% facing fill; 98% all-in
- Supplier on-time shipment 69%
- 2.7k open backorder lines
- Top 5 chassis backorder parts:
 - HVAC control (WST only)
 - Shackle front spring
 - Pump
 - Header tank
 - Clutch
- DDC 88% facing fill; 85% all-in
- DDC 95% national fill; 95% all-in
- 6.7k open backorder lines
- Top 5 engine backorder parts:
 - Rocker arm
 - Drive assembly
 - Rocker arm assembly
 - Coolant line
 - Acry dr assembly
- Trey to work with council to ensure all members have reviewed and provided feedback on initial stocking
- If needed, Jessica to set-up meeting to review initial Wolfpack stocking list with group (Tracy's team to explain logic)

PDC Updates - Carlos Billingsley:

- In Phoenix; about 2 months away from opening PDC; next week take possession of building and start receiving stock; 1st delivery will be in November

Hadley Mirror Parts:

- Parts are getting loaded into aftermarket for mirror brackets; 300 parts initial stock

- Parts pro should be updated once parts are loaded and available
- Spot mirror falling out, mirror assembly vibrating, leaning - all issues contained on 6/5/19
- anything shipped after that date should be clean, including PDC stock

Elite Support Follow-Up:

- Paul to send list to Kevin Bangston to review and see if opportunities exist for getting more dealers certified

Wiper Motor Failures:

- Now a FRACAS and is part of top 10 quality review; Jeff will provide updates as they are available
- If you see failures, please report back to Field Service/DSM so that we can provide feedback to the vendor

Bobby:

- Published seat options - can we add National 2000 model as an option (has stronger, steadier base)
- Can we use warranty data to state our case? Share data with group - Jessica

Trey:

- Service training for Wolfpack - Paul to follow-up with training group
- Infant care for Wolfpack - bubbling along in the background, will provide updates as we have them

Peter:

- 5700 replacement parts pricing is quite high - can anyone look into this?

Next meeting Tuesday, October 15th, 2019