



## Mack Dealer Support Communication - Selecting The Proper SR Area For Creating An eService



> Internal Content

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# Dealer Support Communication

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## Selecting the Proper SR Area for Creating an eService

Example:



SR Number: 1-1870391771

Area:

- Factory Support
- Tech Support
- VDA Update
- Cab Repair / Paint
- Reliability
- Warranty
- Parts Specifications

By selecting the proper SR area when creating an eService case will ensure your case is routed to the correct eService team. Please see the SR area descriptions listed below.

- **Factory Support:** This area is used if a vehicle is received with a quality concern upon delivery and found during the in-service of the vehicle. Miss builds, Transport Damage, and Cab Repair / Paint should continue to be reported in the established processes for these issues and are NOT a part of the Factory Support area. (Will NOT receive an immediate response)
- **Tech Support:** For technical assistance when diagnosing a customer's complaint or clarification of a repair procedure. See the TSS information gathering form on the TDP to guide you in providing as much information as possible in the initial eService entry so we can furnish a prompt and accurate response. (Will receive a response within 2 hours)
- **VDA Update:** Select this area when you have replaced a part and/or component that will need to be updated in VDA. (Will NOT receive an immediate response)
- **Cab Repair / Paint:** To provide supporting documentation to repair issues as required by the claims handling process. (Will NOT receive an immediate response)
- **Reliability:** For communication of product quality concerns. These cases are intended for product concern reporting purposes and should not be used for technical support, or general diagnostic questions. (These cases are for informational purposes only)
- **Warranty:** To send pre-authorization request documents to the Warranty Department. (Will NOT receive an immediate response)
- **Parts Specifications:** To send in questions and comments regarding components as they apply to vehicle build records, chassis modification requests, and horsepower conversion requests. To ensure an accurate and expedient response, a VIN must be provided.

If you would like to learn more on how to properly open an eService case, you can log into the Learning Management System (LMS) and take the available eLearning course “eService for Technical Support Requests”.

If you have any questions on when to use one of the above SR Areas you may contact your TSM or call the technical support team at (800) 888-2039.

**Thank you for your support for our customers**