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Parts

newschannel update

TO: Parts Managers and Parts Advisors	FROM: Parts Logistics
RE: Windshield Free Glue Kit Fulfillment	DATE: May 4, 2018

The system update has been completed to include a free A0006700100 glue kit with all windshields. In an effort to ensure dealers receive glue kits for all windshields a process has been established for cases where a glue kit line is not automatically generated for a windshield order line.

If your windshield order line does not include a free glue kit when it should, please contact the PGW Direct Delivery team at 1-800-758-0811 or DirectDelivery@PGWAutoglass.com with the sales order, windshield part number, and windshield quantity. The Direct Delivery team will then work with MBUSA SCM to ensure free glue kit lines are added and delivered ASAP.

Recently some concerns have also been raised over expired glue kits that have been delivered. We will honor requests to reissue glue kits for expired product received from sales orders that are up to 2 months old. Please provide the sales order, windshield part number, windshield quantity, and expiration date of expired glue kit.

Going forward, requests to replace glue kits that are received expired should be submitted as soon as possible to the Direct Delivery team.

An example template for these requests has been provided below for simplicity.

Sales Order #	Windshield Part #	Qty	Date expired

Michael Basak
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