

## **Sprinter / Crossfire Module & Lock Parts Group Update**

**If you have installation or programming issues, please go to Dealer Connect and / or call your Tech Advisor. They will provide assistance. STCMW only deals with shipping and or part verification.**

When a dealer places a part order for **Sprinter / Crossfire key, Key cylinders, Key lock modules, SKREEM / Gateway modules or WSP modules** within GOP or Dealer Connect, a confirmation statement of order and an estimated shipping date is received. At this point, the dealer order is transmitted to the Daimler Order / Paragon system for the Daimler key and cylinder parts.

**Once the order is placed the order CANNOT BE CANCELLED. The dealer will be billed for the order. Please make sure that the part is needed as at this time the order WILL be processed and shipped.**

Unfortunately, the message concerning the actual shipping status provided by GOP or Dealer Connect is inaccurate on MBUSA / Daimler Parts and does not represent the actual status of the order. The Daimler Order / Paragon SAP system does not have the ability to “communicate” back to GOP or Dealer Connect, once the order is received on their end and/or provide an actual order status. These parts are usually shipped within (24 hours).

These specific locking type parts are usually programmed and/or cut during the same day the order is transmitted to the Daimler Order / Paragon SAP system. Orders received by 11:00am (Eastern Time) usually ship the same day. The estimated arrival time on these orders is 24 hours for domestic and 48 hours for international, Canada & Mexico, dependent upon there being no issues with the initial order.

If at any time you do not receive your order within these estimated times, please direct your inquiry to the Sprinter / Crossfire Module & Lock Parts Group at STCMW@fcagroup.com . This group will verify and monitor the dealer order, as well as communicate with Daimler regarding the order. The group will then provide feedback to the customer regarding their order.

DO NOT RE-ORDER or attempt to contact the Expediting Hot Line. They do not have access to the Daimler Order System and will forward all dealer requests back to this email address.

**These security parts are NOT RETURNABLE.**

**If there is an issue with the part, example wrong cut or not coded correctly DO NOT RE-ORDER as you will be billed once again and you may receive a wrong coded or cut part again. Daimler / MBUSA will NOT PROVIDE CREDIT on any part once the order has been processed even if the part is coded wrong.**

**You only have (2) WEEKS to place verification claim once the order is received. MBUSA has the right to decline any claims after (2) WEEKS. Contact STCMW as soon as possible for claim process.**

**Daimler / MBUSA only do exchanges once certain steps are taken to verify the order. Please contact the Sprinter & Crossfire Lock and Key Group for assistance. These parts once cut and or coded cannot be reused as they are coded to the individual Security Code on record for the VIN used on the order.**

**DO NOT MRA the part as the claim WILL BE DENIED.** Please contact the Sprinter & Crossfire Lock and Key Group for assistance. [STCMW@fcagroup.com](mailto:STCMW@fcagroup.com) .

STCMW Key & Lock Group