303 Perimeter Center North Suite 202, Floor 6

newschannel update



TO:	Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE:	Weekly Parts Update	DATE: January 20, 2017

PAC SERVICE REQUEST VOLUME

For the week of January 9th, the PAC received **76** Sprinter service requests.



PAC Service Request Volume Week of January 9, 2017

*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty

- EVA An EVA Pilot Environment is available from January 23 February 17; accessible through NetStar 5 → Links. You will be able to navigate and become more familiar with the EVA claim processing system and all the facets of claim entry/coverage experienced on your day-to-day role.
- VMI and WSG Online The following enhancements are available via the Service link as of January 23: VMI, WSG Online and Take a Tour.

Please refer to the above referenced Warranty NCAs dated January 20, 2017 for additional information.

PROGRAMS AND PRODUCT UPDATES (continued)

M-B CV Certified Collision Program

The Certified Collision Program is introducing the M-B Commercial Vehicle Certified Collision Program (MBCVCCP). The program is an extension of our current program tiers with a focus on Sprinter and Metris repairs and provides dependable repair facilities that meet the requirements of larger vehicles.

Please refer to the *Mercedes-Benz Commercial Vehicle Certified Collision Program – January 2017 Launch* NCA dated January 20, 2017 for additional information.

PAC Website Enhancements

We are pleased to announce the implementation of the following PAC website enhancements:

- 1. Sitemap: Quickly navigate through website tabs via sitemap links
- 2. Search: Query specific topics for review



We believe these features will enhance your browsing experience.

Please contact Marsha Pettway (PAC) with questions on these new features, (201) 573-2209 or Marsha.Pettway@mbusa.com.

Tip of the Week: How to Look Up Engine Part Numbers

Using the EPC, enter the complete VIN number in the system.

- 1. Click on the data card icon
- 2. Click on the engine number in the data card or the word "engine"
- 3. The result will be the engine number

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