

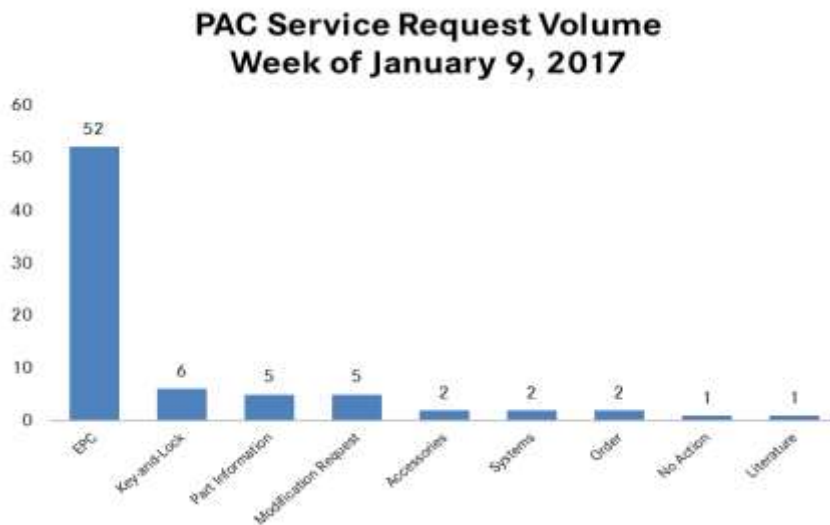


# newschannel update

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 9<sup>th</sup>, the PAC received **76** Sprinter service requests.



\*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

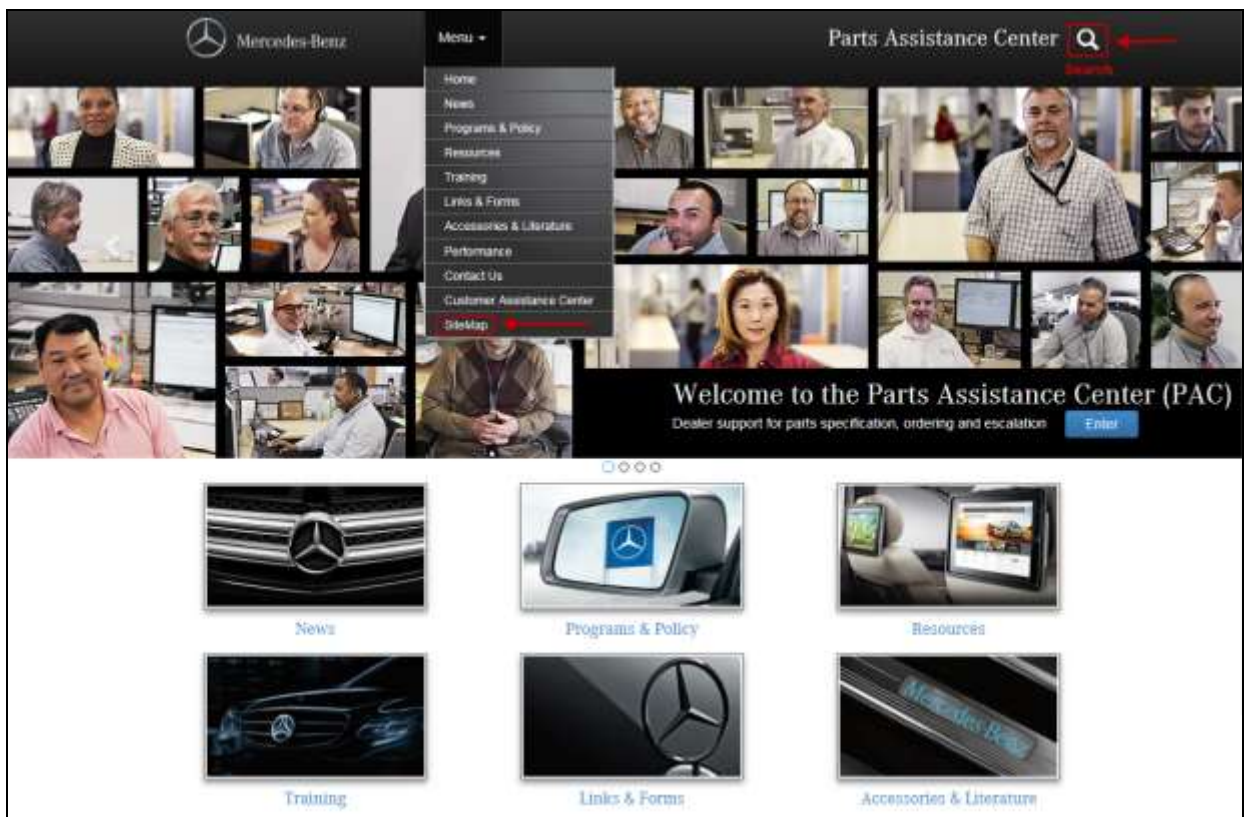
The Certified Collision Program is introducing the M-B Commercial Vehicle Certified Collision Program (MBCVCCP). The program is an extension of our current program tiers with a focus on Sprinter and Metris repairs and provides dependable repair facilities that meet the requirements of larger vehicles.

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](mailto: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

