

# newschannel update



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| TO: Parts Managers and Parts Advisors<br>Service Managers and Service Advisors | FROM: Dealer Assistance Center |
| RE: Weekly Parts Update  | DATE: July 6, 2018             |

## ETA REQUESTS

Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

## SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to [171-SpecialProcurement@mbusa.com](mailto:171-SpecialProcurement@mbusa.com). Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry. CB5 orders/inquiries should be emailed to [171-PACSP@mbusa.com](mailto:171-PACSP@mbusa.com).

## PROGRAMS AND PRODUCT UPDATES

### Webinars - New Electronic Parts Catalog (XPPI) – Sprinter Dealers

As previously communicated, the new EPC – “XPPI” – will launch the week of July 10<sup>th</sup>. In preparation of this launch, the PAC will host several webinars to demonstrate this new system. See below schedule; no advance sign-up is required.

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|--|--|---|
| <p><b>US03</b><br/> <b>Session 1:</b> Tuesday July 10<sup>th</sup><br/>         12:30 pm to 1:30 pm EST.</p> <p><b>Session 2:</b> Wednesday July 11<sup>th</sup><br/>         12:30 pm to 1:30 pm EST.</p> | <p><b>US04</b><br/> <b>Session 1:</b> Tuesday July 10<sup>th</sup><br/>         3:30 pm to 4:30 pm EST.</p> <p><b>Session 2:</b> Wednesday July 11<sup>th</sup><br/>         3:30 pm to 4:30 pm EST.</p>     | <p><b>US05</b><br/> <b>Session 1:</b> Tuesday July 10<sup>th</sup> 2:00 pm to 3:00 pm EST.</p> <p><b>Session 2:</b> Wednesday July 11<sup>th</sup><br/>         2:00 pm to 3:00 pm EST.</p>   |
| <p><b>US06</b><br/> <b>Session 1:</b> Tuesday July 10<sup>th</sup><br/>         9:00 am to 10:00 am EST.</p> <p><b>Session 2:</b> Wednesday July 11<sup>th</sup><br/>         9:00 am to 10:00 am EST.</p> | <p><b>US08</b><br/> <b>Session 1:</b> Tuesday July 10<sup>th</sup><br/>         10:30 am to 11:30 am EST.</p> <p><b>Session 2:</b> Wednesday July 11<sup>th</sup><br/>         10:30 am to 11:30 am EST.</p> | <p><b>How to correctly enter a Virtual Classroom / Webinar:</b><br/> <b>If you DO NOT have a login on this account:</b><br/>         &gt;&gt; Click the 'Enter as Guest' radio button on the left side.<br/>         &gt;&gt; In the name slot, please enter your:<br/>         - First Name<br/>         - Last Name<br/>         - Dealer Code (or MB ID)<br/> <i>**You must enter all this information in order to be accepted into the training and in order to receive proper credit</i></p> |

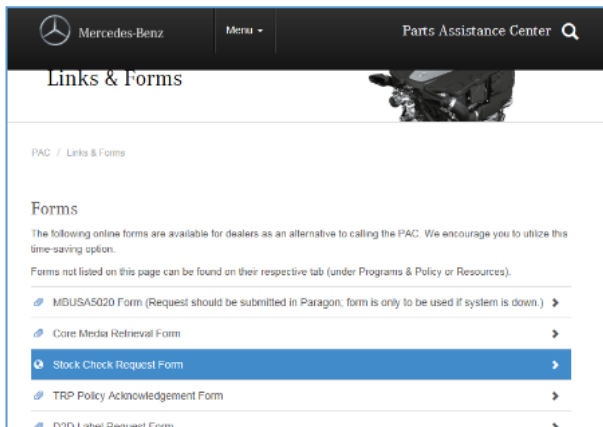
Link to Webinar: <https://mbusatraining.adobeconnect.com/r79aeu7d2093/>  
 Dial-In Number: (888) 205-5513 Participant Code: 373224

Please refer to the *Webinars: Electronic Parts (XPPI) NCA* dated June 29, 2018 for additional information.

## PROGRAMS AND PRODUCT UPDATES (continued)

### STOCK CHECKS

Requests for stock checks are to be emailed via the **Stock Check Request Form** (*Links & Forms* tab on PAC website).



Please complete the form as outlined:

1. Part Ordered – use capital letter and numbers with no spaces or dashes (i.e., 12345678909B51)
2. Part Received – leave blank if unsure
3. Priority – only high priority if it applies
4. Questions/Comments – include brief description/overview of issue
5. Pictures – attach up to 4 pictures; size limit of 5 mb total. Pictures should be clear and 640 x 480. Include a picture of the blue and white parts label in your submission.

The screenshot shows the 'Stock Check Request Form' interface. At the top, it says 'Use this form to request an investigation for a specific part number that appears to be incorrect, although correctly specified. Please provide as much information as possible to ensure the fastest response. For photos, be sure to review the Dealer Guide to Photography for Parts personnel, located on the Parts Information page. All stock check requests require a digital picture of subject part and complete VIN or chassis as stipulated in the NCS dated March 16th, 2007, otherwise the request cannot be processed.' Below this is the form itself with the following fields: Reference # (pre-filled with 408280557), Dealer Code, Dealer Name, Part Ordered, Part Received, Your Name, Your Email Address, Your Phone Number, SAP Order Number, Date Ordered, Chassis/VIN Number, PDC Received From (dropdown menu), Problem Details (dropdown menu), Priority (dropdown menu set to Normal), and Questions / Comments (text area). At the bottom, there is an 'Attachments' section with a 'Browse...' button and a note: 'Click the "Browse" button to locate and upload the picture(s) of the Part Received (MANDATORY, max = 4) and Original part (max = 4). (Please limit images to 640 x 480 resolution) of total size less than 5MB. Please hold 'Ctrl' button on keyboard to select multiple files.' A 'Submit' button is at the very bottom.