

newschannel update



TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: July 20 th , 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. 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.

PROGRAMS AND PRODUCT UPDATES

PAC Fax Disconnected

Effective immediately, the PAC will no longer have a fax number. Please use the Lockset form in Paragon 2.0 when ordering locksets.

XPPI – Electronic Parts Catalog

As discussed in this week’s webinars, the XPPI tool will be available on July 18, 2018. The webinar session and Q&As will be posted on the PAC website; ETA – week of July 16th. Access is available via NetStar to all Parts team member with a D7 User ID.

The XPPI User Document is posted on the PAC website and available to download under the *Resources* tab → *Electronic Parts Catalog (EPC)* → *Xentry Portal Parts Information (XPPI) User Document (July 2018)*.

Please submit all questions and feedback to XPPI-Feedback@mbusa.com.

Warranty Webinar – Sprinter

Topics to be covered:

How to Appeal a Claim in EVA, How to Rework a Claim in EVA and How to Create ESKULAB/AOM Authorization in EVA

July 26	Central and Northeast Region	11:30 am – 12:30 pm EST
	Southern and Western Region	1:30 – 2:30 pm EST

Connectivity: <https://mbusaes.adobeconnect.com/warrantywebinar>
Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – July 2018 NCA* for additional information.

PROGRAMS AND PRODUCT UPDATES (continued)

XENTRY Update Service (RDS Box)

The Xentry Update Service allows diagnosis updates, control unit software, Digital Operator’s Manuals and AKUBIS® training content to be downloaded online. This is now made possible with the “Retail Data Storage Box” (RDS Box). This will replace the DVD’s currently provided, and the DVD’s will not be available after 10/2019. The RDS Launch Supporting Documentation is available on STAR TekInfo NG and CV TekInfo.

- STAR TekInfo NG>>StarDiagnosis/XENTRY>>Retail Data Storage (RDS Box)
- CV TekInfo>> StarDiagnosis/XENTRY>>Retail Data Storage (RDS Box)

Please refer to the *Xentry Update Service (RDS Box)* NCA dated July 20, 2018 for additional information.