

# newschannel update

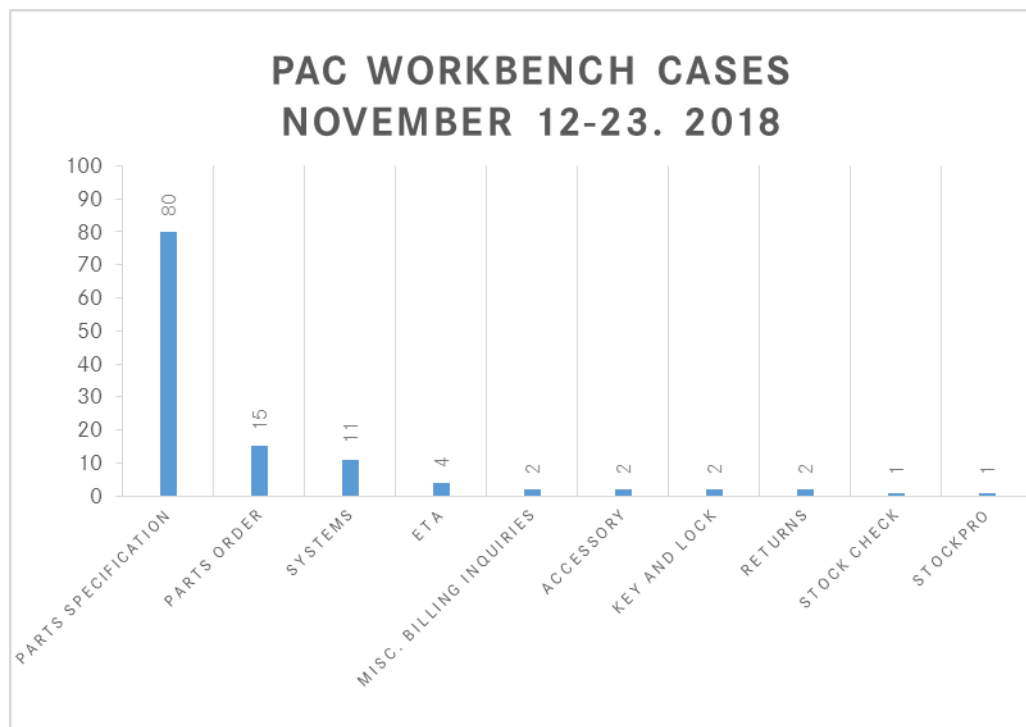


TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: November 30, 2018

## ETA REQUESTS

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

## PAC WORKBENCH CASES



## PROGRAMS AND PRODUCT UPDATES

### PAC Mailbox

Please be reminded that all part inquiries are to be submitted via the PAC Workbench; emails are only accepted in case of system outage with the Workbench.

### Engine Part Availability

Engines are no longer on the blocked part list and can be ordered as necessary.

## PROGRAMS AND PRODUCT UPDATES (continued)

### Purchase Order Numbers

Please be reminded that purchase order numbers can only be used once. Should you need to update an order, please label the purchase order with an “a” or “1” supplemental name (i.e., Order-a or Order-1).

### XPPI – Electronic Parts Catalog Updates

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)*.

### XPPI Tip of the Week - Errors

As with EPC, on occasion you'll come across an error in the Xentry Portal Parts Information catalog. When that happens, please report it to either <XPPI-Feedback@mbusa.com> or using the PAC Workbench so we can alert Daimler to correct it. Below are some specific errors we know about.

- Some newer G-Class (W463) models can be missing all groups higher than 58. This known issue is related to an incorrect documentation in VeDoc. To find parts in the missing groups, search using only the Baumuster (e.g., 463249) and use the data card or VeDoc to identify vehicle options. Of course, you may also contact the PAC to specify parts. We expect this issue to be corrected on December 20, 2018.
- Certain 107 (SL) vehicles have the Steering sub-catalog missing. In these cases, please attempt to identify the Steering Gear Box serial number installed on the vehicle, and notify us so it can be added to VeDoc. Searching under only the Baumuster (e.g., 107048) allows the steering sub-catalog to be visible and parts can then be specified. Of course, you may also contact the PAC to specify parts.
- Some older Catalogs do not automatically select the correct ES2 color code. In most cases, simply opening the Color footnote or adding the part to the shopping cart offers the opportunity to determine the ES2 code. If the ES2 table is completely missing, also check predecessor part numbers as some may have a valid table. If no ES2 table can be found, contact the PAC for assistance, and we'll be sure to report the error.
- Similarly, the Spring Selection is not automated in certain older catalogs; in these cases, open the spring footnote and, using the data card, add up the points needed to specify the springs and shims for the vehicle. Note that there may be several tables; be sure to use the correct one according to the vehicle codes.

Reporting new errors helps everyone by keeping the data clean and reliable. We report every error we know about, and hold Daimler accountable for corrections on a timely basis. With your help we can make a difference.