



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 10, 2016

PROGRAMS AND PRODUCT UPDATES

Warranty Webinar

The topic of this month's webinar is "Policy Updates/Clarification" (Open Q&A Session)

June 15 Central and Northeast Region; 11:30 am – 12:30 pm EST
June 16 Southern and Western Region; 1:30 – 2:30 pm EST

Connectivity: PC/Visual: <https://mbusawarranty.adobeconnect.com/june2016/>
Phone: (888) 394-8197; Participant Code: 460 843 3934

Please refer to the *Warranty Webinar – June 2016* NCA dated June 3, 2016 for additional information.

Accessories

New items have been added to the MB Vans Collection. Visit the Parts tab on NetStar and navigate to "The Sprinter Collection Online". To view the items, click on the "New Arrivals" link in the side navigation.

Please refer to the *New MB Vans Lifestyle Accessories Arrivals* NCA dated May 27, 2016 for additional information.

Dealer Parts Personnel

The PAC has received an uptick in "unauthorized" calls → personnel not on the dealer roster or non-Parts team members. To avoid service delay for your Parts personnel, we recommend that the dealer roster is updated regularly. These updates are managed by the System Administrator at your dealership via the "Dealer Personnel Maintenance" tab in NetStar.

M-B Special Tools and Equipment

Inquiries for special tools and equipment should be emailed to mbspecialtoolsandequipment@mbusa.com. Inquiries will be routed to the subject matter expert for your respective issue.

Miscellaneous Form

Please be reminded that the Miscellaneous Form was discontinued as it duplicated efforts of other forms on the PAC website. Please use the appropriate action form so that we can more efficiently prioritize and respond to your inquiries.

TIP of the WEEK: EPC Filter Settings

Please set your EPC filters to show all part numbers: **Options > Set up > Filter >**. Make sure collapse “replace by” chain is not checked; then click “OK”.

