

# 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: January 6, 2017          |

## RECALL CAMPAIGN

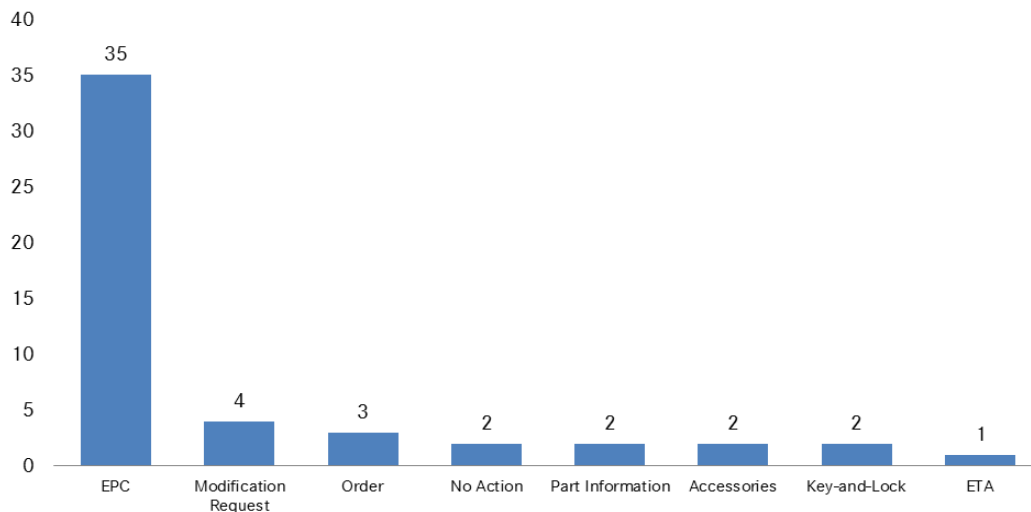
| Recall                                                              | Information                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2016110010</b><br>Model 903 (Sprinter), MY2003-2006<br>Brake MIL | <ul style="list-style-type: none"> <li>3,422 affected vehicles flagged in VMI</li> <li>Parts are currently not available</li> <li>Recall remedy not yet finalized</li> <li>An interim owner letter will be mailed January 6, 2017 to notify customers of the pending recall</li> <li>Once parts are available, final customer notification will be mailed starting one week after the recall launch</li> </ul> |

Please refer to the *Recall Campaign 2016110010 Model 903 (Sprinter) MY 2003 – 2006 Brake MIL* NCA dated January 6 for additional information.

## PAC SERVICE REQUEST VOLUME

For the week of December 26<sup>th</sup>, the PAC received **51** Sprinter service requests.

### PAC Service Request Volume Week of December 26, 2016



\*Week of December 26, 2016 included 1 holiday and 1 limited schedule work day.

\*\*The above chart does not include emails or faxes.

## PROGRAMS AND PRODUCT UPDATES

### EVA Training

NetStar warranty claims application will be replaced by EVA on February 20, 2017. Dealer warranty administrators and bookers are encouraged to attend a webinar session to become familiar with the new system.

- Connectivity: PC / Visual = <https://mbusawarranty.adobeconnect.com/evatraining/>  
Phone / Audio = 1-888-394-8197 / Participant Access Code: 460 843 3934
- Attend session(s) based on your regional office as shown in the below schedule:

| REGION(s)                   | DATE                   | TIME                                                   |
|-----------------------------|------------------------|--------------------------------------------------------|
| Central<br>and<br>Northeast | Tuesday, January 17th  | 10 a.m. - 12 noon<br>Eastern Standard<br>Time<br>(EST) |
|                             | Tuesday, January 24th  |                                                        |
|                             | Tuesday, January 31st  |                                                        |
|                             | Tuesday, February 7th  |                                                        |
|                             |                        |                                                        |
| Southern<br>and<br>Western  | Thursday, January 19th | 2 p.m. - 4 p.m.<br>Eastern Standard<br>Time<br>(EST)   |
|                             | Thursday, January 26th |                                                        |
|                             | Thursday, February 2nd |                                                        |
|                             | Thursday, February 9th |                                                        |

Please refer to the *EVA (Claims Processing System) Training Schedule* NCA dated January 6, 2017 for additional information.

## NetStar 5: Dealer Personnel Maintenance

As a result of the transition to NetStar 5, outlined below are the steps to access the Dealer Personnel Maintenance tab.

Please remember that inquiries into the PAC must be made by an authorized dealer part personnel team member.

### NetStar 5

**Step 1:** Click link and tabs will populate for your respective actions. Select **“Administration”**.

The screenshot displays the NetStar 5 web application interface. On the left is a dark sidebar with navigation options: HOME, COMMUNICATION, DIRECTORY, REPORTS, and AUTHORIZING. Below these is a green 'TAKE A TOUR' button and links for HELP & SUPPORT, FEEDBACK, and TOGGLE NAVIGATION. The main content area is titled 'ACCOUNT / LINKS MANAGEMENT'. At the top right, the user profile 'Marsha Pettway / MERCEDES-BENZ USA, LLC' is shown, along with a 'Click link' button (marked with a red '1') and a notification bell. The 'LINKS MANAGEMENT' tab is active. On the left of the main area is a list of tabs: ALL, SALES, SERVICE, PARTS, GUIDES, ADMINISTRATION (marked with a red '2' and a red arrow pointing to it with the text 'Click "Administration" tab'), and FORMS. The central pane, titled 'AVAILABLE LINKS', contains a list of links with checkboxes, including 'SALES', '2015 TSD Training Registration', 'Auto Show / Event Display Rental', 'C3 Remarketing Program', 'CARFAX', 'CEP - Administration and Reporting', 'CEP - Customer Experience Program Survey Tool', 'Certificate Program', 'Competitor Information', 'Courtesy Vehicle Program', 'Customized Delivery (Prior to MY08)', 'DE1', 'DE1 - Freightliner', 'Dealer Ordering Guide', and 'Dealer Ordering Guide - FTL'. On the right, the 'MY LINKS' section shows a list of links: 'STAR Tekinfo', 'Parts Assistance Center - Sprinter', and 'Parts Assistance Center'.

## NetStar 5: Dealer Personnel Maintenance (continued)

**Step 2:** Select “Administration” for access to dealer roster listing

The screenshot displays the NetStar 5 web application interface. On the left is a dark sidebar with navigation options: HOME, COMMUNICATION, DIRECTORY, REPORTS, and AUTHORIZING. Below these is a green 'TAKE A TOUR' button and links for HELP & SUPPORT, FEEDBACK, and TOGGLE NAVIGATION. The main content area has a top header with the NetStar logo, a search bar, and user information (Marsha Pettway, MERCEDES-BENZ USA, LLC). Below the header, there's a 'LINKS MANAGEMENT' tab. A left sidebar lists categories: ALL, SALES, SERVICE, PARTS, GUIDES, ADMINISTRATION (highlighted in blue), and FORMS. The main area shows 'AVAILABLE LINKS' with a list of links. The 'ADMINISTRATION' category is expanded, and the 'Dealer Personnel Maintenance' link is checked. A red arrow points to this link with the text 'Select "Administration" to enter roster listing'. On the right, the 'MY LINKS' section shows a list of links including STAR Tekinfo, Parts Assistance Center - Sprinter, Parts Assistance Center, and Dealer Personnel Maintenance.