

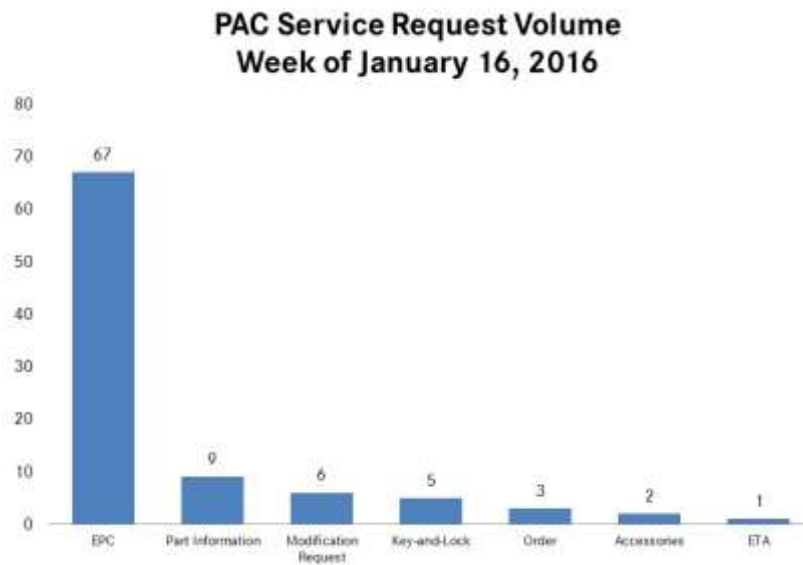
newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: January 27, 2017

PAC SERVICE REQUEST VOLUME

For the week of January 16th, the PAC received **93** Sprinter service requests.



*The above chart does not include emails or faxes.

PROGRAMS AND PRODUCT UPDATES

Warranty

- **EVA** - An EVA Pilot Environment is available from January 23 – February 17; accessible through NetStar 5 → Links. You will be able to navigate and become more familiar with the EVA claim processing system and all the facets of claim entry/coverage experienced on your day-to-day role.
- **VMI and WSG Online** – The following enhancements are available via the Service link as of January 23: VMI, WSG Online and Take a Tour.

Please refer to the above referenced *Warranty* NCAs dated January 20, 2017 for additional information.

PROGRAMS AND PRODUCT UPDATES (continued)

M-B CV Certified Collision Program

The Certified Collision Program is introducing the M-B Commercial Vehicle Certified Collision Program (MBCVCCP). The program is an extension of our current program tiers with a focus on Sprinter and Metris repairs and provides dependable repair facilities that meet the requirements of larger vehicles.

Please refer to the *Mercedes-Benz Commercial Vehicle Certified Collision Program – January 2017 Launch* NCA dated January 20, 2017 for additional information.