

newschannel update



TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: September 7, 2018

2007-2008 Takata Recall Campaign (\$75 Shell Gift Card)

Mercedes-Benz Vans hereby advises of a Tier 1 campaign to customers of 2007-2008 Freightliner van with an open Takata Recall Campaign urging them to have the free repair completed to receive a \$75 Shell Gift Card by Mail. This campaign may generate some questions from your customers and employees.

Owners may have received information as early as August 21, 2018. Customers receiving the postcard and/or e-mail communication will be offered a \$75 Shell gift card by mail for visiting an authorized Sprinter dealer (FL, NJ, NY, TX limited to authorized Freightliner service dealer) and completing the open Takata recall campaign(s). This offer has no expiration.

Mercedes-Benz Vans will cover ALL the costs of the Shell Gift Card. To initiate the process we ask the servicing dealer to e-mail the Accounting copy of the RO documenting the recall completion to the email address below. Should the gifts card be mailed to a different address than the invoice please include customers name, address and brief explanation for the discrepancy in the email.

Email Repair Accounting copy to: sprinter.takata@mbusa.com (active by 8/31).

Please refer to the *2007-2008 Takata Recall Campaign* NCA dated August 28, 2018 for additional information.

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

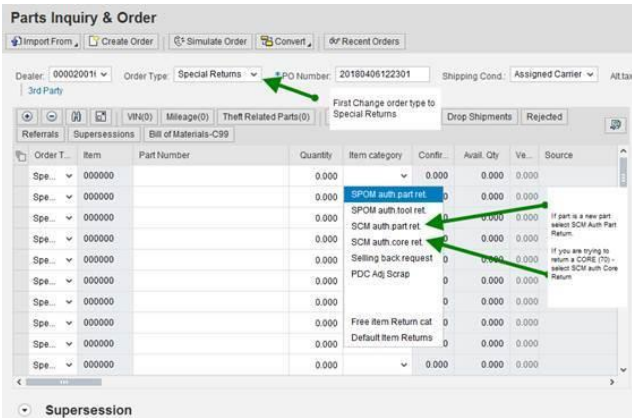
Parts Specification Requests

Please be reminded that all parts specifications requests must be submitted via the *Parts Specification Request Form* (*Forms & Links* tab on the PAC website) and not via email. Please transition to this process to avoid delay in processing of your requests.

PROGRAMS AND PRODUCT UPDATES (continued)

SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:



- Select “Special Returns” order type
- Select Item Category:
 - SCM auth part ret – If the part is new part, select “SCM Auth Part Return”
 - SCM auth core ret – If you are trying to return a Core part (70), select “SCM Auth Core Return”

Webinars – PAC Workbench, September 18-19

The Parts Assistance Center is happy to announce the launch of our new parts case system, PAC Workbench. The Workbench was developed to replace our current CRM system, Siebel, and improve your customer service experience.

The Workbench is a case management system which will allow you to send inquiries through an online portal. Dealers are to submit inquiries to the PAC via this primary application. The system will also allow you to search and find solutions for your parts inquiries. The workbench will launch on September 25th with webinars organized to train the entire dealer network; see below schedule.

US03 Session 1: Tuesday September 18 th 11:30 am to 12:15 pm EST Session 2: Wednesday September 19 th 11:30 am to 12:15 pm EST	US04 Session 1: Tuesday September 18 th 2:15 pm to 3:00 pm EST Session 2: Wednesday September 19 th 11 th 2:15 pm to 3:00 pm EST	US05 Session 1: Tuesday September 18 th 1:15 pm to 2:00 pm EST Session 2: Wednesday September 19 th 1:15 pm to 2:00 pm EST
US06 Session 1: Tuesday September 18 th 9:00 am to 9:45 am EST Session 2: Wednesday September 19 th 9:00 am to 9:45 am EST	US08 Session 1: Tuesday September 18 th 10:30 am to 11:15 pm EST Session 2: September 19 th 10:30 am to 11:15 pm EST	How to correctly enter a Virtual Classroom / Webinar: If you DO NOT have a login on this account: >> Click the ‘Enter as Guest’ radio button on the left side. >> In the name slot, please enter your: - First Name - Last Name - Dealer Code (or MB ID) **You must enter all this information in order to be accepted into the training and in order to receive proper credit

Link to Webinar: <https://mbusatraining.adobeconnect.com/r79aeu7d2093/>
 Dial in Phone: (888) 205-5513 Participant Code: 373224

If you have any questions or would like more information, please feel free to reach send an email to 171-PACMailbox@mbusa.com.

XPPI – Electronic Parts Catalog Updates

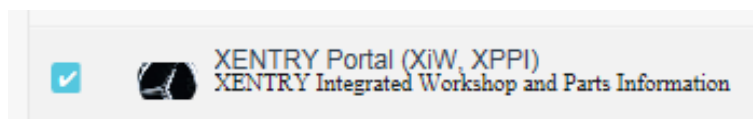
Access is available via NetStar to all Parts team member with a D7 User ID.

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)*.

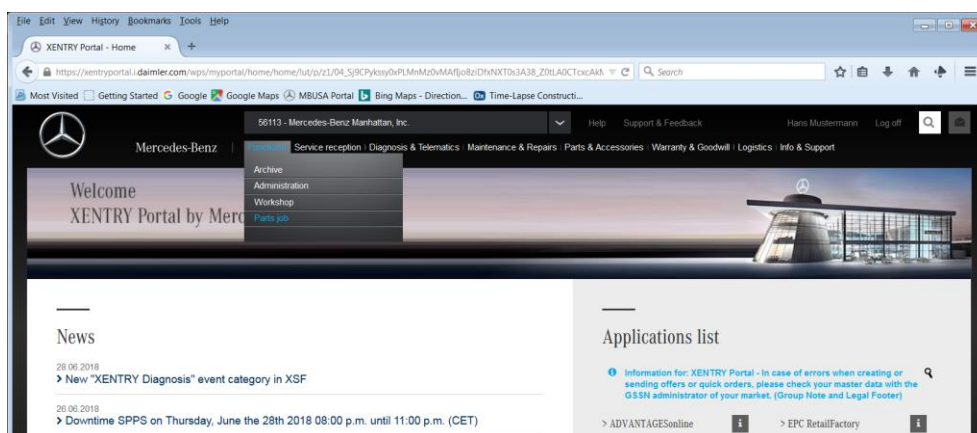
Please be reminded that the current EPC will sundown on September 30th.

To access the new system via NetStar:

- Click on LINKS
- Select the link to XENTRY Portal (XiW, XPPI)



After following the link, or by navigating directly to <<https://aftersales.i.daimler.com>>, select “Parts job” from the “Functions” menu



XPPI – Electronic Parts Catalog Updates (continued)

Printing a Shopping List, Parts List, or Image

This week we'll look at the two major printing options for shopping lists.



With the first, which appears after clicking the Print icon (only visible when there is an image displayed on the screen), you can select from a few printing options, including printing the Shopping Cart.

Multiple options can be selected here, with varying results:

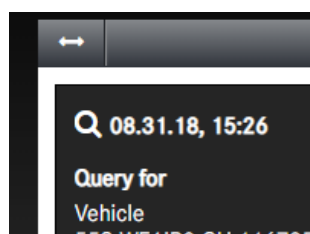
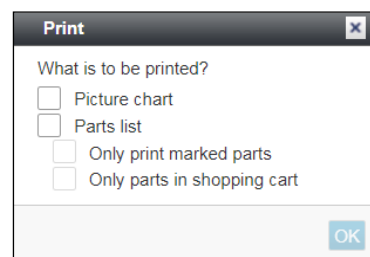
Picture chart: This prints the image currently displayed. Callouts that are marked as inapplicable for the VIN (greyed out) are printed without the grey highlighting.

Parts list: With only this selection checked, the entire parts list for the subgroup is printed. The options beneath will limit what is printed:

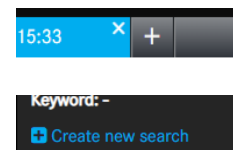
Only print marked parts: When this is checked, only the parts callouts selected (highlighted) will be printed, not the entire list. However, if the next option (Only parts in shopping cart) is also checked, no parts lists will be printed.

Only parts in shopping cart: When this is checked, only the parts in the shopping cart will be printed. However, if "Only print marked parts" is also selected, neither the shopping cart nor the marked parts will be printed.

If you want to print the "Job", with the tab on top open (highlighted blue), click the Magnifying Glass icon at the top left of the navigation menu. This opens the Job View, with a header for each vehicle in the query and a list of the contents of each query's shopping cart.



- If you create a new query using the "+" sign at the top for each vehicle, then only that vehicle will be listed in the Job View.
- If you create a new query for a vehicle by clicking "+ Create new search" on the navigation menu, then all vehicles created under that tab will be listed in the Job View.



To print from the Job View, click the Job Options button at top right. To exit from the Job View, click "Query parts" on the navigation menu.

Next week: Settings Options

Found a bug? Got an idea? Send an e-mail to XPPI-Feedback@mbusa.com with the details.