

### Introduction

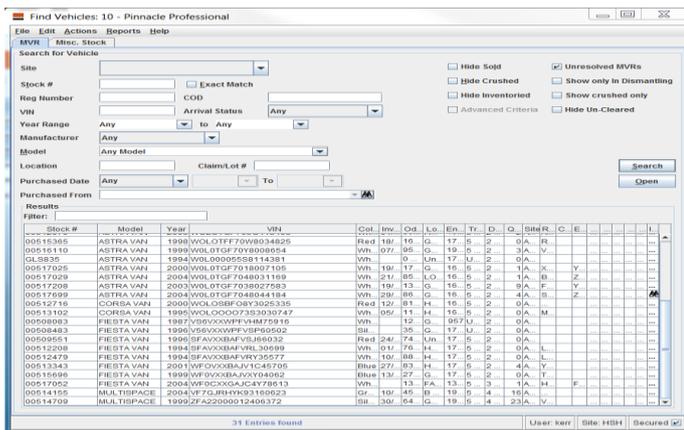
The IC Team have been tidying up the Pinnacle model database, by deleting duplicate models and combining models where only minor differences exist. This will mean that there may be a few extra resolutions in the short term as a consequence, the main one being that some of your MVR's will need their models resolved, and then the parts in turn will need resolved to the appropriate interchange option. This Quick Guide focuses on how to resolve models in an MVR that are in resolution.

### Finding unresolved models

To find any unresolved models navigate to *Management -> Interchange Update -> Process Resolutions -> Resolve MVR Models*:

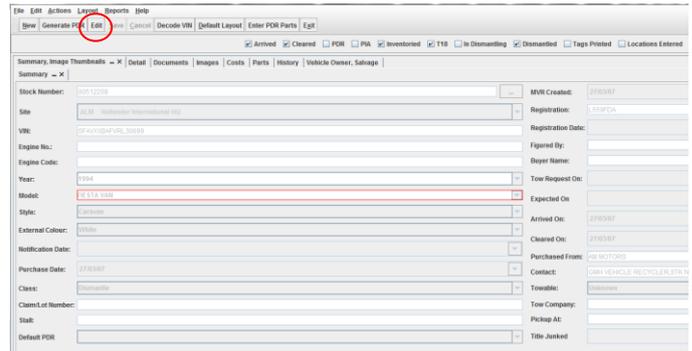


Ensure that *Hide Sold* and *Hide Crushed* check boxes are ticked. A list of all your currently unresolved models will be displayed. Double click on an MVR to select it, or select required MVR and click onto **Open**:



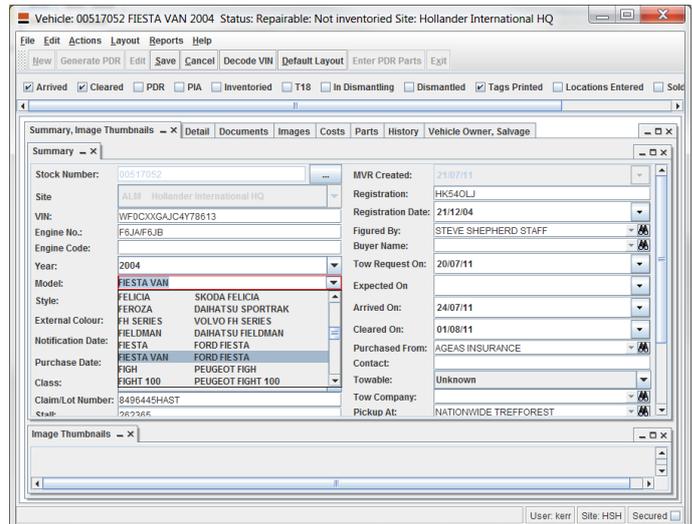
### Reselect Model

From the *Summary, image Thumbnails* tab click on the **Edit** button to allow reselection of the model:



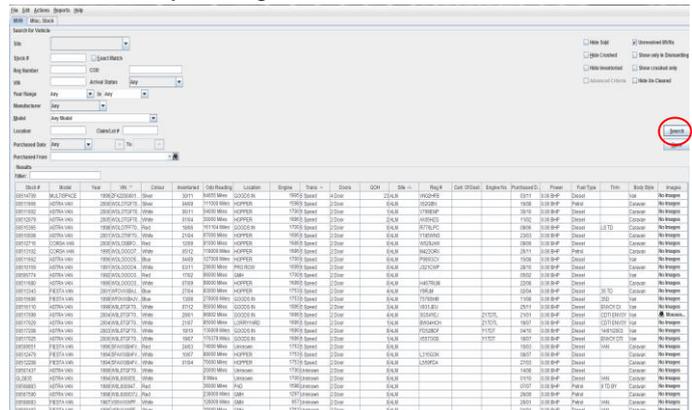
**Note:** The Model field will be outlined in red indicating a resolution.

From the Model drop down menu select the new model. Please note it may look like you are selecting the same model as before. This is because a new model alias with the same name as the old model has been created for all the models that have been removed. This has been done so staff could type in Ford Fiesta or Ford Fiesta Van and they will both arrive at the correct (same) model.



Because you are selecting a model with the same name as the old one the text filter in the drop down menu works better if you click on another model first. For example click on "1 Series" first, then type in the model you need.

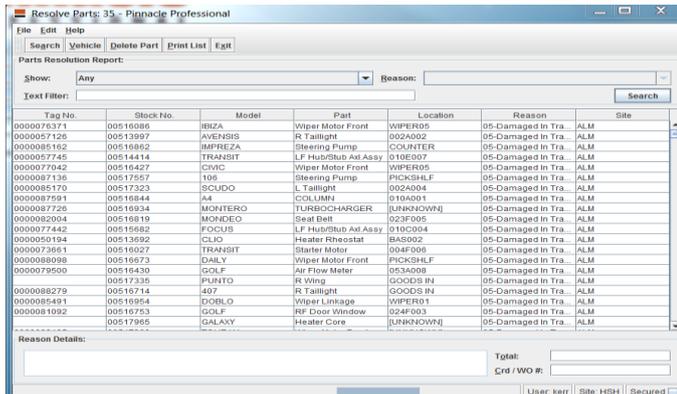
Click onto the **Save** button once the correct model has been chosen. After this action return to the *Unresolved MVR* screen and refresh it by clicking on the **Search** button.



## Resolve Models

Once the *Reselect Model* process is complete you will be able to resolve your parts as normal by going into the part resolution screen: *Inventory -> Utilities -> Resolve Parts*  
Or

*Management -> Interchange Update -> Process Resolutions -> Resolve Parts*



Tag No.	Stock No.	Model	Part	Location	Reason	Site
0000076371	00516086	IBIZA	Wiper Motor Front	WIPER05	05-Damaged In Tra	ALM
0000057125	00513997	AVENSIS	R Taillight	002A002	05-Damaged In Tra	ALM
0000085182	00516862	MPREZA	Steering Pump	COUNTER	05-Damaged In Tra	ALM
0000057745	00514414	TRANSIT	L/F Hub/Sub Ass Assy	010E007	05-Damaged In Tra	ALM
0000077042	00516427	CIVIC	Wiper Motor Front	WIPER05	05-Damaged In Tra	ALM
0000087136	00511557	106	Steering Pump	PICKSHLF	05-Damaged In Tra	ALM
0000085170	00517323	SCUDO	L Taillight	002A004	05-Damaged In Tra	ALM
0000087591	00516844	A4	COLLIMN	010A001	05-Damaged In Tra	ALM
0000087726	00516934	MONTERO	TURBOCHARGER	[UNKNOWN]	05-Damaged In Tra	ALM
0000082004	00516819	MONDEO	Seat Belt	023F005	05-Damaged In Tra	ALM
0000077442	00515882	FOCUS	L/F Hub/Sub Ass Assy	010C004	05-Damaged In Tra	ALM
000009194	00513992	CLIO	Heater Rheostat	845002	05-Damaged In Tra	ALM
0000073661	00516027	TRANSIT	Starter Motor	004F006	05-Damaged In Tra	ALM
0000088098	00516073	DAILY	Wiper Motor Front	PICKSHLF	05-Damaged In Tra	ALM
0000078090	00516430	GOLF	Air Flow Meter	053A008	05-Damaged In Tra	ALM
0000088279	00517335	PLUNTO	R Wing	GOODB IN	05-Damaged In Tra	ALM
0000088279	00516714	407	R Taillight	GOODB IN	05-Damaged In Tra	ALM
0000085481	00516954	DOBLO	Wiper Linkage	WIPER01	05-Damaged In Tra	ALM
0000081092	00516753	GOLF	RF Door Window	024F003	05-Damaged In Tra	ALM
	00517965	GALAXY	Heater Core	[UNKNOWN]	05-Damaged In Tra	ALM

If you have any questions regarding this Quick Reference or have any issues regarding Pinnacle please contact Support using the follow information:

eMail: [support@hollandereu.com](mailto:support@hollandereu.com)

Tel: +44(0)131 538 8999

**Note:** Before calling support please ensure that you have TeamViewer loaded, this application can be uploaded from the following site: <https://www.teamviewer.com>. When prompted select Basic Installation and Personal use.