



Mercedes-Benz
The best or nothing.

star bulletin



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Standard Procedure for Engine Complaints

Temperature Measurement

To reduce defective major assembly removals to improve product quality, follow this standard procedure when repairing engine complaints. It applies to all the stated gasoline and diesel engines.

This procedure applies without limit in time until further notice and should only be applied to engines under warranty.

First, the complaint must be understandable to the workshop (presence of the customer preferable).

Noise in Engine Complaint

Analysis Sheet for Engine noises OF00.10-P3000-03A is to be used in the repair acceptance process

- Is a reference vehicle with the same engine available? This will rule out a series production complaint status.
- Does the vehicle correspond to the series production configuration? Example: Installed tuning measure on engine.
- Is an applicable TIPS document published in Xentry TIPS? Recommended search for the appropriate symptom.
- Has further applicable Service Information (SI) been published?
- In case of no clear findings after diagnosis:
- Generate PTSS case and add attachments to the case.

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Records.

General Complaints involving mechanical engine components, engine lubrication, engine cooling, engine management, fuel system, exhaust system

The following items are to be included in the process:

- Perform quick test.
- Stored fault codes are to be processed corresponding to the stored guided test.
- Store (print out) all important diagnosis steps and fault freeze frame data.
- Deal with complaints without a stored fault code stored in DAS/Xentry in accordance with any test for symptoms to allow specific diagnosis and record measuring results.
- All stored (printed out) diagnostic data and tests conducted must be attached with the appropriate information to a PTSS case (if case creation required).

As the customer complaint is important for case evaluation, the analysis sheet must already have been used in the repair acceptance process.

The maintenance records of the vehicle are to be checked in each case prior to the work being done.

The same applies to the existence of a tuning measure on the engine.

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Expenditures for filling out the analysis sheet can be invoiced under the warranty period under labor operation number 02-3952.

Equipment Unit Replacement

Use the analysis sheet for engine replacement, form OF01.10-P-3000-01A as guidelines for the necessary questions from the service advisor to the customer and for test step documentation.