

STARTUNED®

Information for the Independent Mercedes-Benz Service Professional

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IN THIS ISSUE:

3 **STOPPING ON A DIME**

SBC Brake Systems

6 **ANATOMY OF A COLLISION REPAIR**

Cost-effective restoration plan

10 **PICKING PARTS PERFECTLY**

Streamline your work with EPC

14 **THE NET**

Tech info for you



Mercedes-Benz

TO OUR READERS:

Welcome to StarTuned, the magazine for independent service technicians working on Mercedes-Benz vehicles. Your Mercedes-Benz dealer sponsors StarTuned and provides the information coming your way in each issue.

Mercedes-Benz wants to present the information you need to know to diagnose and repair Mercedes-Benz vehicles accurately, quickly and the first time; text, graphics, on-line and other technical sources combine to make this possible.

Feature articles, derived from approved company sources, focus on being useful and interesting.

Our digest of technical information can help you solve unanticipated problems quickly and expertly.

We want StarTuned to be both helpful and informative, so please let us know just what kinds of features and other diagnostic services you'd like to see in it. We'll continue to bring you selected service bulletins from Mercedes-Benz and articles covering the different systems on these vehicles. Send your suggestions, questions or comments to us at: StarTuned

One Mercedes Drive
Montvale, New Jersey 07645
Phone: 1 800 225 6262, ext. 7112
e-mail: andrew.webb@mbusa.com

Group Publisher

Christopher M. Ayers, Jr.
cayers@automotivedatamedia.com

Editorial Director

Bob Freudenberger
bfreud@automotivedatamedia.com

Contributing Editor

Chip Keen
ckeen@automotivedatamedia.com

Contributing Editor

Kerry Jonsson
kjonsson@automotivedatamedia.com

Contributing Editor

Tom Nash
tnash@automotivedatamedia.com

MBUSA Technical Content Advisor

Donald Rotolo
Donald.Rotolo@mbusa.com

MBUSA Project Manager

Adam Green
adam.green@mbusa.com

Art Director & Circulation Mgr.

Christopher M. Ayers III
ayersc3@automotivedatamedia.com

Visit us at our website

www.MBWholesaleParts.com to view this issue and all past issues of StarTuned, along with a wealth of information on Genuine Mercedes-Benz Parts.

To locate a Mercedes-Benz dealer near you, go to **www.mbusa.com**.

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STOPPING

on a Dime

One of Mercedes-Benz's main focal points is safety. SBC brake systems reduce stopping distances and allow the driver more control over the vehicle.

Let us maintain this system to keep it at its optimal performance.

—Mercedes-Benz has always believed that cutting-edge technology can be used to make vehicles safer, not just more efficient and luxurious. Nowhere is this more evident than in the company's braking systems. In the past, it was possible to lock up the wheels during a panic stop, causing a loss of directional stability – at that point the driver is no longer in control of the vehicle. Anti-lock brake systems have pretty much eliminated this dangerous situation since 1984. These computer-controlled systems have evolved throughout the years into ASR, ETS, ESP, BAS, and, finally, the Sensotronic Brake Control system (SBC). With conventional brakes, when the driver applies the pedal, muscle force levers a master cylinder piston forward providing pressurized fluid to the calipers. With Sensotronic, on the other hand, the brake pedal serves as more of a sensor, signaling the SBC unit to send braking pressure to the wheels. This improves response time and provides more precise control of braking pressure.

—With computer-controlled braking, additional features can easily be programmed into the system. To bring the vehicle's speed down smoothly, hydraulic pressure is reduced as the vehicle comes to a stop. When the wiper input is put on the CAN, light brake pressure is applied to keep friction

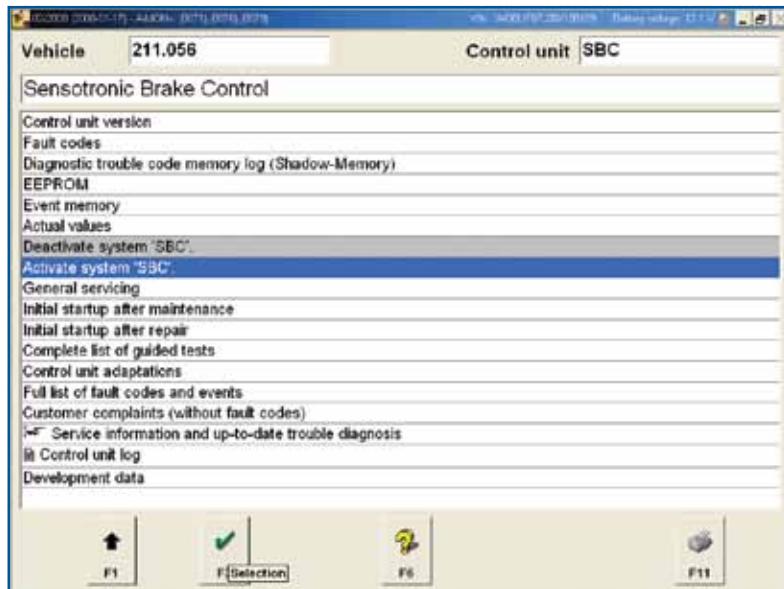


The heart of the Sensotronic braking is the SBC hydraulic unit. You can see the high-pressure hydraulic pump on the left and a pressure reservoir below it. This unit actually produces the fluid psi that stops the vehicle.

surfaces wiped dry. Inputs that predict rapid brake application are looked at. With sudden release of the gas pedal, the SBC control unit precharges the brakes to remove play in the system. This helps reduce braking distances when the brakes are actually applied. SBC is part of the overall dynamic chassis control system, which includes ASR (Automatic Slip Reduction), ESP (Electronic Stability Program), ABS (Anti-lock Braking System), and BAS (Braking Assist System). Wheel speed sensors, the ASR hydraulic unit, and a brake operating unit make up the SBC system. The system wakes up when a door is opened, the remote Smart Key is operated, the key is turned on, the brakes are applied, or when the parking brake is released.

—A self-check is performed when the system wakes up. Pressure is applied to the calipers while the system cycles solenoids and checks for leaks. This feature coupled with high brake pressures means we need to be extra careful while repairing these systems. SBC needs to be deactivated while servicing the system, even if only the brake pads and rotors are being replaced. This way the technician will not inadvertently activate the system while components are apart, which would cause damage and be a safety threat. This is done with a Mercedes-Benz SDS tool available for purchase from the company. Once work is completed, SBC must be reactivated. Also, if the hydraulic system is opened for service, a specific bleed procedure using the SDS must be followed. You will need somewhat less than two liters of approved brake fluid, which you may want to add to your order from your Mercedes-Benz dealer.

—When the driver steps on the brake pedal, he or she is really engaging Pedal Value sensors. These two hall-effect



The SDS is needed to de-activate and re-activate the SBC system before any brake job or other service work can be performed. This reduces SBC pressure, and fluid lines can be opened.



While picking up SBC components at your Mercedes-Benz dealer, you should purchase at least two liters of approved brake fluid to completely bleed the system. Since brake fluid is hygroscopic, it is recommended that it be replaced every two years as normal maintenance.

Keep it Genuine, and you'll keep the customer.

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COMPETITIVE PRICE | PROVEN RELIABILITY | PRECISION FIT | LIMITED WARRANTY



When the SBC is deactivated, or there is a failure in the system, you will see a warning message in the instrument cluster. Pull codes and look at pressure in the system before disconnecting any brake lines.



Follow the steps outlined in the bleed procedure in your SDS unit. Make sure to secure your brake bleeder lines to the screws since high pressure brake fluid comes out when opened.

sensors tell how much pressure is applied how quickly to the brake pedal. This information is sent to the software in the SBC hydraulic unit, which determines how much pressure is applied to each wheel. A pedal simulator gives the driver the feel of a conventional brake pedal. There is still a rod that applies pressure to the piston in the tandem master cylinder, so in the event of SBC power loss this brake pressure is applied mechanically to the two front wheels through valves in the hydraulic unit.

— You can evaluate sensor inputs by looking at data in the SBC system, and you can read the Pedal Value sensor signal and individual wheel brake pressures. This information can lead to quicker and more accurate diagnosis.

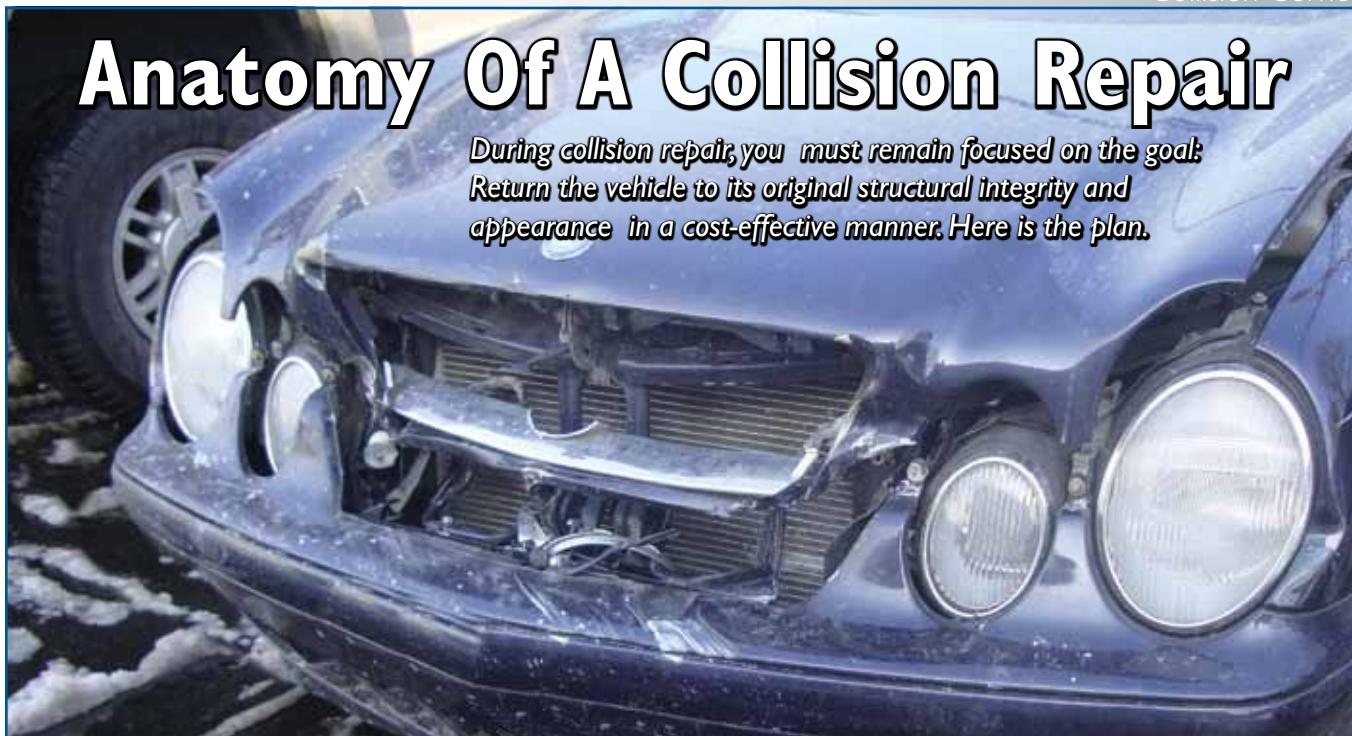
— Bleeding the system and checking for air after replacing any components is critical to proper performance and will eliminate any possible fault codes after work is completed. All of the steps are in the SDS when you select to bleed the system. You will need other special tools to complete the job, however. A Mercedes-Benz-approved power bleeder will have to be attached to the brake fluid reservoir to insure that the hydraulic circuits do not run dry while bleeding. The sequence starts at the right front wheel, followed by the right rear, left rear and left front wheels. You will need to secure a hose to the bleeder screw since high pressure fluid comes out when it is opened. After the process is complete, clear the codes and verify that you have no codes left in the SBC system. A test drive should be performed before the vehicle is delivered. A complete job will provide your customer with all of the benefits SBC has to offer in safety and car control, and that's a job well done. |



Mercedes-Benz

Anatomy Of A Collision Repair

During collision repair, you must remain focused on the goal: Return the vehicle to its original structural integrity and appearance in a cost-effective manner. Here is the plan.

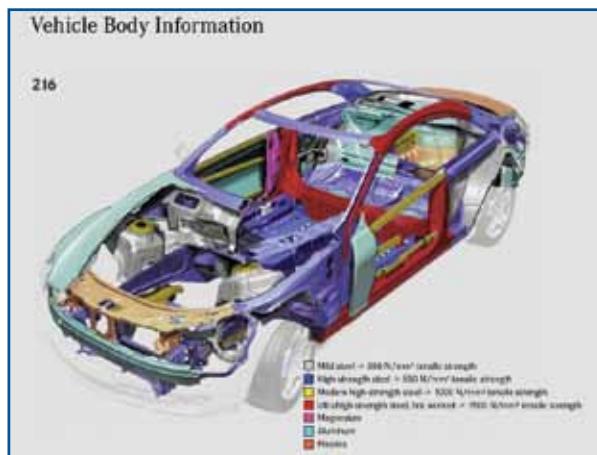


— From the moment a vehicle comes into your shop for repair, the clock is ticking. The insurance company has its agenda, the customer wants his or her car back, and you have to make them both happy. With new insurance and EPA regulations, it seems you don't have a moment's rest from running your business, keeping your people employed, and turning a profit. You must return the car with the same crash-worthiness and finish it had before the accident. This is certainly possible, but nothing can reduce profits more than having to go back and do something over, or realizing that there is more damage than you'd seen before. To prevent this from happening, you need to come up with a plan the moment the vehicle comes in for repairs. This is not always easy depending on the damage. Mercedes-Benz vehicles have higher monetary value than ordinary cars, and as a consequence are more likely to be repaired instead of totaled, so it's very important that you get it right the first time.

Step One

— Of course, every accident is different, but you should focus on what is similar about every one. There are accidents where only the body is contacted, others that include suspension pieces. Either way, you need to check for structural

damage. The front and rear crumple zones are collapsible structures. They are meant to absorb the energy of an impact and not pass it on to the occupants. Even if the impact appears light enough and one or two corners are written off, you must get this vehicle on a lift. Mercedes-Benz insists on the use of a chassis alignment jig when frame straightening to assure accuracy. Traditional measurement methods, such as those taken off the centerline of the chassis to various pick-up points,



The first step before performing any repair work is a visit to www.mbcollisioncenters.com for a look at the vehicle's construction materials. This is an essential safety step and will let you know when magnesium or ultra-high-strength steel is used. Repair procedures will be different as a result.

Opposite Page: Here we have a front-end hit on a 2002 208 chassis CLK. There is the obvious damage to the hood, center support, and front crashbox, but what about underlying damage? The headlight frame mounting was damaged on the passenger's side and may not have been put on the estimate.

are simply too crude for “the best engineered cars in the world.” In fact, the company doesn’t even publish these dimensions.

Crash Analysis

—The use of jig sets prevents any surprises when the bodywork is complete, such as finding that wheel alignment can’t be accomplished because there isn’t enough range of adjustment to make up for dimensional discrepancies. This is especially true if a wheel, upright spindle, or suspension arm has been bent. Also, be prepared to remove fenders so the adjuster can look at possible damage under the surface paneling.

—This prevents any surprises when the bodywork is complete, but wheel alignment cannot be accomplished because there is not enough range of adjustment. This is especially true if a wheel, upright spindle, or suspension arm has been bent.

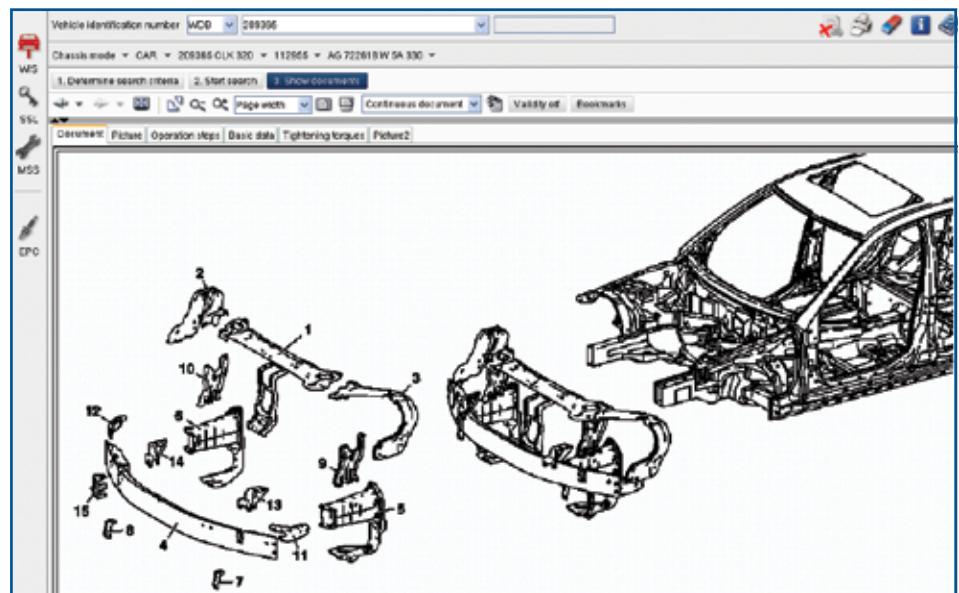
—Your goal is to not miss any needed work on the original estimate and reduce the cost of any supplements. Use WIS (Workshop Information System, available with a paid subscription to www.startekinfo.com) to identify any repairs and procedures not included in the estimating guides (and, of course, to fix the car right). It gives detailed repair instructions for the job, and tells you the materials involved in the vehicle’s construction that may necessitate the use of special tools, equipment,

and repair processes. This information will allow you to give the adjuster a truly accurate account of the time involved. EPC (Electronic Parts Catalog) is also an essential tool for doing estimates. You can look at the repair parts that Mercedes-Benz makes available to make sure you’re ordering exactly the right things.

—Also, be prepared to remove fenders so the adjuster can look at possible damage under the surface paneling. Your goal is to put as much needed work on the original estimate and reduce the cost of any supplements. WIS gives detailed repair instructions for the job so you can give the adjuster a truly accurate account of the time involved. EPC is also an essential tool for doing estimates. You can look at the repair parts that Mercedes-Benz makes available.

Using Your Tools

—Our example here is a 2002 208 chassis CLK that has been in a front-end collision. It appears on the surface that it will need a hood, upper radiator support, center support, and a front bumper cover. A deeper inspection, however, showed that the crossmember support, lower radiator support,



Before you start to take the damaged section apart, look at the repair instructions at www.startekinfo.com, and the parts information on EPCnet (<http://epc.startekinfo.com>). This will help you generate an accurate estimate. Also, by quickly removing panels, you can look for further damage to the structure.

and passenger side headlight stiffening support were all damaged. After reviewing the cost of the components and the cost in labor of straightening them, it was agreed with the adjuster that each damaged component should be replaced instead of being repaired. This saved a significant amount of labor time and ended up being cost-effective for everyone involved.

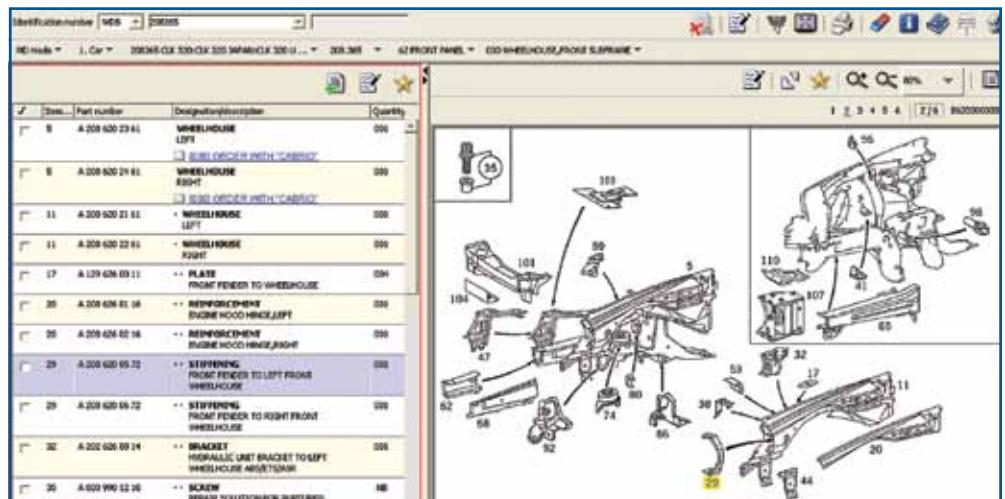
—If you are a Mercedes-Benz collision shop, your next step should be to visit the Mercedes-Benz Collision website, www.mbcollisioncenters.com. Here you will find specific information, especially about tools and body construction materials. This is an important safety step. Mercedes-Benz uses hybrid construction in many models. This means panels may be made of several different materials.

Hybrid Construction

—Checking what materials are used is critical before starting any repair. Mercedes-Benz uses ultra-high-strength, high-strength, and mild steels, aluminum, magnesium, and plastics to build a vehicle. If you decided to cut an inner door panel on a 215 chassis CL-Class, for instance, you need to know that it is made of magnesium. This material burns a bright hot white and may ignite while being cut. The panel is also only available as a whole piece, so it does not make any sense to work it. In the case of the 208 chassis CLK320, the body is constructed of mild steel. If you have looked at EPC for parts ordering and Startekinfo

for work instructions, you know the materials you may cut and reform, and you can now begin tearing down the crash damage. Following the steps outlined in Startekinfo, you can begin with the front crash box. If there had been frame damage, you may need to put the vehicle on a CarBench or Celette bench and reposition it.

—We realize you probably don't get paid for the time spent coming up with an efficient repair plan. While in negotiations with the insurance adjuster, you should not let him or her dictate how this particular vehicle will be repaired. By investing some time and researching Mercedes-Benz Startekinfo, EPC and the collision website, you have armed yourself with the specific information about what the manufacturer requires to restore this vehicle to its previous crashworthiness, fit, and finish. With an accurate assessment of time and money, jobs remain profitable and customers are happy. |



Looking at EPC, you can see the many stiffening support brackets in the front crashbox that can be replaced instead of worked straight. It may be cheaper and faster to replace components instead of straightening them, and you get O.E. crashworthiness, too.



Even with light hits, using OEM parts like this ML rear bumper cover will reduce labor time. You will not have to modify the part to make it fit. It comes already primed so all you have to do is prep it for painting.

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Picking Parts Perfectly



Mercedes-Benz

EPC is a great tool for streamlining your work and avoiding errors. And it's free.

—A common element of most repairs is the need for replacement parts. Since there are so many different parts, each one has its own number. Finding the right number – quickly and accurately – is of the utmost importance if you want to provide quality repairs quickly. Of course, we always recommend (and use) Genuine Mercedes-Benz replacement parts for every job since they always fit and perform perfectly, not to mention having a superb warranty to set your customers at ease. But finding exactly the right part can sometimes present a challenge.

—You probably know that your local Mercedes-Benz dealer has access to a comprehensive Electronic Parts Catalog, known as EPCnet, which lists the parts for every Mercedes-Benz vehicle since about 1946. But did you know that you can also access this parts catalog – for free?

—To regular readers of StarTuned, the STAR TekInfo web site (www.startekinfo.com) – which includes EPCnet access – isn't anything new. But there is a sister site, epc.startekinfo.com, that offers free access to EPCnet to anyone

FIRE...



... on all eight with www.startekinfo.com.

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- ♦ Mercedes-Benz Special Tools
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- ♦ Star Diagnosis System (SDS)
- ♦ Operator's Manuals and COMAND Manuals
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- ♦ Inventory of technical publications

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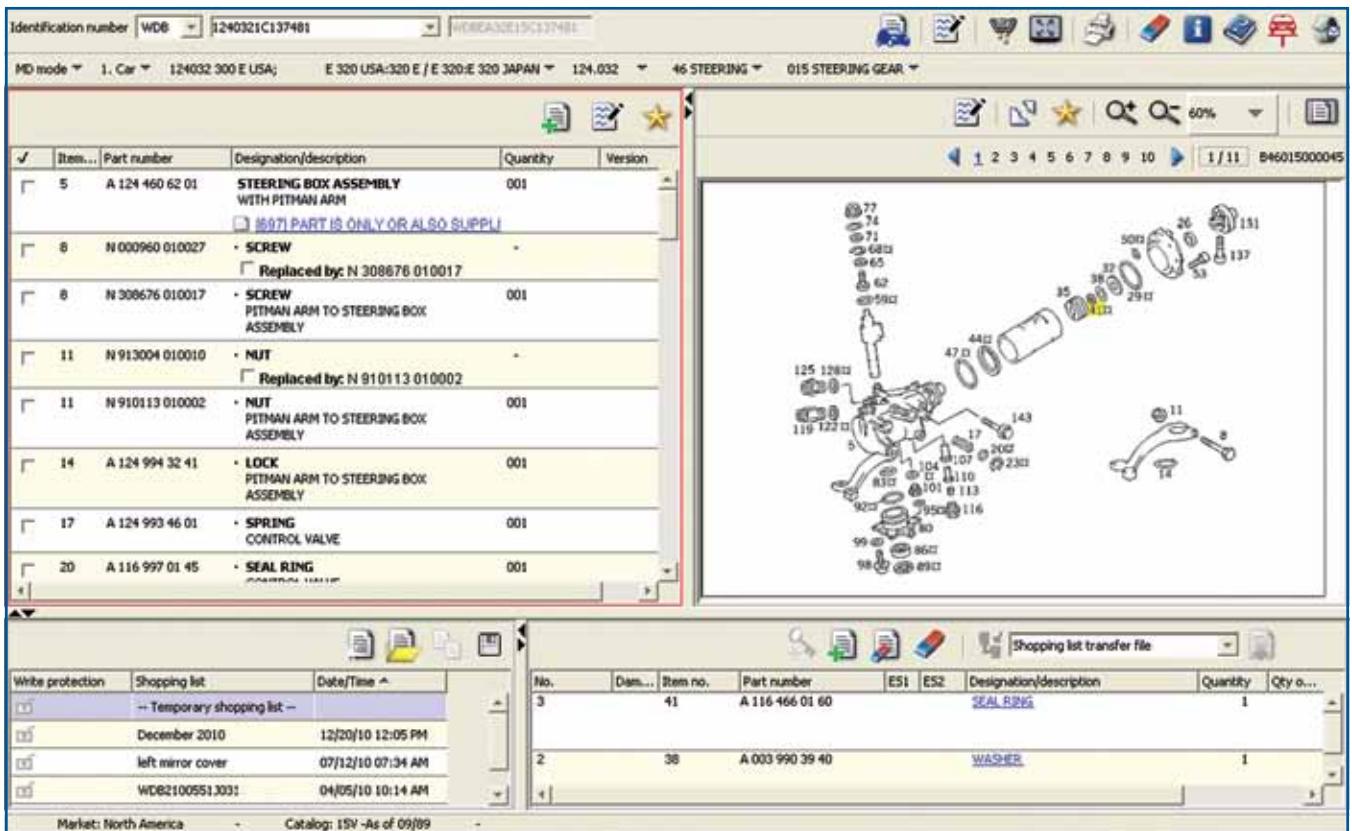
Mercedes-Benz

in the United States, courtesy of Mercedes-Benz USA. Although you do have to provide a major credit card number, this is used only to verify that your mailing address is within Mercedes-Benz USA's assigned territory, not to assess charges. If you live in another country, contact your sales organization to ask about EPCnet access.

- For most of us, it's often easier to have the dealer look up whatever parts we need. This usually works fine for common parts, like oil filters and shock absorbers. But have you ever had the frustration of trying to explain some arcane or unusual part you need to someone on the phone? Spending time trying to get it right is time better spent making money.
- Instead of faxing images back and forth, or risking delivery of the wrong part, just have your Mercedes-Benz parts person tell you which EPC image he or she is looking at. With your free EPCnet



EPCnet Online is a free parts catalog available to anyone within MBUSA's sales territory. Just go to STAR TekInfo's sister site -- <http://lepc.startekinfo.com> -- to sign up. This is the same catalog used by Authorized Mercedes-Benz dealers.



EPCnet illustrations can be useful in reminding you how certain assemblies fit back together. While the illustrations are not meant to be exact reproductions of the part, they are close enough to provide the details you need.

subscription, you and your dealer can literally “be on the same page” as you work your way through your parts list.

- Got some customers who are more technically-inclined than average? Let them know about the free EPC subscription, and they’ll thank you for it. Information like this helps build customer loyalty and demonstrates that your shop is linked in to official Mercedes-Benz resources.
- In many cases, the EPC illustrations can help remind you how certain assemblies fit back together. Even though the illustrations are not intended to be exact reproductions of the part, they are generally very close, as are exploded views.
- And, of course, sometimes you may just want to look up your own parts. With the latest version of EPCnet available to you online, it’s easier than ever before. The first step, once you’ve logged in and started EPCnet, is to type in the Vehicle Identification Number (VIN) at the top. By doing this, you are harnessing the powerful filters in EPCnet, which remove from view parts that don’t apply to the car in question.
- The second step is to pick the Parts Group where you think you’ll find the desired item. Engines and

Transmissions each have their own parts groups, as do some older steering boxes and rear differentials. There are several tutorials, including a listing of parts groups and what’s in them, under the “Getting Started” tab, which is visible at epc.startekinfo.com before logging in.

- The third step is to find the illustration that shows your part. Most parts groups have several subgroups, which will help you narrow your search. Just remember that the drawings in EPCnet aren’t meant to be photo-realistic images of the parts in the car. Instead, they are meant to be a generalized representation of the part.
- The last step is to pick the part and determine the correct part number. Often, only one part number is shown when you click on the illustration, but in cases where more than one number is shown, read the footnotes and codes carefully, since these will tell you whether the part applies to the car you’re working on, or not.
- One nice feature of EPCnet is the ability to build a “shopping list.” After you’ve found the right part number, just click the checkbox to add it to the shopping list. Later, you can edit, save and print the list, making order placement that much easier. You can fax or e-mail the parts list directly to your

dealer, not only saving time, but reducing any chances for mistakes.

- EPCnet is a valuable resource you can use to repair your customers’ vehicles faster and more efficiently – and best of all, it’s free! Check into it at <http://epc.startekinfo.com>.

- SHOPPING LIST -									
Shopping list: -- Temporary shopping list -- Date/time: 01/12/11 10:54 AM									
Customer name:			Created by:						
Contact:			Changed by: angelo						
Order no.:			Workshop ID:						
Note:									
Damage code	Item no.	Part no.	ES1	ES2	Designation/description	Quantity	Qty on hand	Price	Warranty/goodwill code
	17	A 124 993 46 01			SPRING CONTROL VALVE	001			
	77	A 000 990 40 50			NUT	001			
	44	A 201 461 00 60			SEAL RING	001			
	35	A 201 460 01 86			THREADED INSERT	001			
	41	A 116 466 01 60			SEAL RING	001			
	38	A 003 990 39 40			WASHER	001			

If you specify your own parts, you can build a Shopping List like this one. Print it, e-mail it or fax it to your dealer to save time and reduce any chances for errors.

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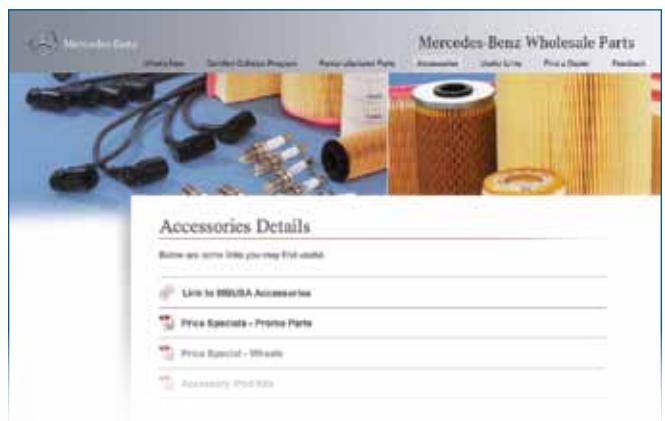
is up and running complete with the following enhancements:

- ***What's New*** : Accessories tab added for direct access to the items that enhance your Mercedes-Benz vehicle.
- Page with helpful ***parts*** information.
- ***Links*** to other informative sites like the ***Classic Center*** and ***Collision Program***.



- ***Direct link*** to the Electronic Parts Catalog (EPC) to look up parts.
- ***Downloadable*** Remanufactured Parts Catalog and Reman Parts policies.
- User friendly links to tools such as ***STAR Tekinfo*** and ***WIS***.
- ***WebParts online ordering*** information and how-to video tutorial.
- ***Search*** feature to find archived StarTuned Magazine articles & information.

Please visit us at www.mbusa.com/mercedes/service_and_parts/genuine_parts



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