

newschannel UPDATE

TO: Service and Parts Managers

FROM: Robert Weingart, Dealer Technical Support

DATE: April 15th, 2011

RE: Update - New Diagnostic Verification Project: NAG2 Valve Body/Conductor Plate

The below parts list and ISP part ordering process have been updated since the posting of NCU dated 4/8/11.

Please be advised that beginning **April 18, 2011** Diagnostic Verification for the NAG2 Valve Body/Conductor Plate will be required.

The goal of Diagnostic Verification is to confirm that the correct diagnosis was attained prior to attempting component replacement and before the Warranty claim is submitted. For a list of all current projects, refer to STAR TekInfo → Diagnostic Verification Proj → Diagnostic Verification Projects

Important Differences with the NAG2 Valve Body/Conductor Plate Diagnostic Verification Project:

There are a few key differences with the NAG2 Valve Body/Conductor Plate project you need to be aware of:

1. Part numbers for Valve Body/Conductor Plate are blocked from general ordering (see table below).
2. The part will not be released until the form is submitted and diagnosis is verified for replacement.
3. You will not be ordering the part directly; you will receive a confirmation e-mail once a dealer Paragon order is placed automatically by MBUSA, after the diagnosis is verified.
4. The part number used in the dealer Paragon order will be based on the original part number installed in the vehicle (and entered into the form). Please enter this part number on the form carefully.
5. Do not contact the PAC or Special Procurement for ordering these parts, this is solely done through submitting the Diagnostic Verification form.
6. Valve bodies can not be sold to ISP's over the counter. For more information, please follow TRP Policy # PAC003.

How to submit a request for Diagnostic Verification

The required form will be located at STAR TekInfo → Diagnostic Verification Proj → Diagnostic Verification Proj → NAG2 Valve Body/Conductor Plate Diagn

(cont'd Pg 2)



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Upon completion and submission of the form, it will be sent to Dealer Technical Support (DTS) and a Diagnostic Verification case number will be displayed. Once the form and supporting documentation are received, the case will be reviewed. There are 2 solutions for a Diagnostic Verification request:

- Your diagnosis has been **verified** for replacing the requested component.
- Your diagnosis is **incorrect** for replacing the requested component. Should you require assistance in diagnosing this issue, please submit a DTS case.

After review, you will be notified via e-mail (to the address listed on the form) if the diagnosis is verified. Warranty Services Group will also be updated when the diagnosis is verified.

Once a diagnosis is **verified**, a dealer Paragon order will be placed for the latest generation part number by MBUSA automatically based on the original part number on the submitted form. The component replacement can be performed and a warranty claim submitted. When the claimed part is submitted, the claims processing system will validate that verification has been obtained. Failure to submit the required paperwork with the claim will result in automatic debiting.

The following parts will be blocked at the start of this project. As new parts are released, they will be added to the list of blocked parts.

A 212 270 01 06
A 220 270 23 06
A 220 270 01 60
A 220 270 00 60
A 220 270 27 06
A 220 270 29 06
A 220 270 31 06
A 220 270 32 06
A 220 270 24 06
A 220 270 28 06
A 212 270 00 06
A 230 270 01 60
A 230 270 05 06
A 230 270 06 06
A 230 270 01 06
A 220 270 12 06
A 000 270 17 00
A 220 270 18 06 80

