

A TOGNUM GROUP BRAND



2011 Sales & After Sales
Conference

Mercedes-Benz Product Support

Detroit, MI - January 20, 2011 - Chris to Roxel



Power. Passion. Partnership.

Today's Agenda.

- 01 Minidiag
- 02 PLD/MR2
- 03 Business Portal
- 04 Service Topics



Minidiag Order Process

Concern

MTU DD order system is not accepting orders for the Minidiag distributor level tool

Root Cause

Daimler requires that sales of this tool be tracked

Solution

Follow current order process for Minidiag

Current Status

Distributor Announcement SI-2009-MBE-01/00 has been released



After Sales Announcement

Service
SI-2009-MBE-01/00
Minidiag 2 Version B Orders



<input type="checkbox"/> Action Required	<input checked="" type="checkbox"/> Information Only	Effective:	Immediately
<input type="checkbox"/> North American Distributors	<input checked="" type="checkbox"/> Worldwide Distributors		
<input checked="" type="checkbox"/> Principals	<input checked="" type="checkbox"/> Sales	<input checked="" type="checkbox"/> Service	<input type="checkbox"/> Warranty
		<input type="checkbox"/> Special Distribution List: <u>please specify</u>	



Minidiag Interface Cable for John Deere Equipment

- John Deere uses a connection port that is not supported by Daimler or MTU
- A special cable specific to John Deere is required
- This cable is not part of the Minidiag tool kit supplied by MTU
- MTU does not supply this cable as a serviceable item
- It is available through the John Deere network under part number TT217948
- This cable is required for distributors that work on Mercedes-Benz engine in John Deere equipment



Minidiag

Repair of Damages Unit

The Minidiag service tool can be returned for repair.

- Contact MTU DD before sending the Minidiag in for repair
- Send only the Minidiag (We do not need the cables or storage box)
- Include you mailing address, contact person and FedEx account number with the Minidiag (Required for return shipment)
- Currently TEMIC is not charging for this service
- Both duty and freight costs are the distributors responsibility

Contact Scott Hanson (scott.hanson@mtu-online.com) or Chris to Roxel (christian.toroxel@mtu-online.com) if you would like to return your Minidiag for service.

PLD/MR2

Difference in Off-highway and On-highway Part

Concern

Service MR2 not accepting fuel map of engine

Root Cause

An on-highway service MR2 is being used for an off-highway application

Solution

Use the current off-highway specific MR2

Current Status

MTU DD stocks off-highway V06 MR2 (part number 0044467140)

V08 and V10 MR2 part number will be released in the first quarter of 2011



PLD/MR2

Version V08 and V10 Programming for North America

- Current production Tier 3 units are being delivered with version V08 MR2
- Current production Tier 4i units are being delivered with version V10 MR2
- Both V08 and V10 units can not be programmed using the DRS
- The DRS system is being updated to support V08 and V10
- Currently V08 and V10 MR2 units needing programming will need to be sent to Germany
- Units programmed in Germany currently have a 4 to 5 week lead-time
- Version V08 and V10 part numbers will be released in the first quarter of 2011
- DRS updates to support V08 and V10 units is being worked on, but a completion date is not currently available



Business Portal

Minidiag Data

- MTU has established a website for Minidiag support
- A link to this site is on the Business Portal
- Both a ID and password are required to enter this site and they are provided with the link on the Business Portal
- Data available on this site include software downloads, operators manual, software functions and a product flyer

MTU Business Portal path:

After-Sales > Documents > Technical Documentation > MiniDiag
(The link, ID and password are all at this point)

Business Portal Minidiag Data



Business Portal



Home page | Sales & Marketing | Applications & Products | **After-Sales** | Search | Help | Links | Contact
Start | **Documents** | Product data | Spare parts | Orders | Training | MTU_ValueCare | Regional Products | Claim Man.

- Service Information
 - Parts Information
 - Technical Documentation**
 - Maintenance Schedules
 - General Information
 - Forms
 - Sales/Warranty Conditions
 - Labor Time Guide
 - Damage Code Catalog

Anyone who performs a specified function has to meet the QL standards for that function. Other requirements include observing quality standards for overhauls, and meeting workshop audit requirements. In addition, anyone who is granted access to specific information agrees to not share it with non-qualified persons.



« [Operating Manuals](#)

« [Fluids and Lubricants Specifications](#)

« [Maintenance Manuals](#)

« **MiniDiag (User ID: md2-service; Password: !4Ab?X53!R)**

- [Updating Instruction](#)



Business Portal

Minidiag Data

- The current version software for the Minidiag is 5.02.60
- It can be downloaded from the Minidiag webpage and was released on Distributor Announcement SI-2010-11-01/00
- Warranty will not pay for repeat service trips due to out of date software
- The current Minidiag has 4 MB of memory and can hold the full 5.02.60 software
- Earlier editions have 2 MB of memory and can not hold the entire 5.02.60 software (Update instructions are available in the Technical Documentation section of the MTU Business Portal)

Distributor Announcement
Service
SI-2010-11-01/00
Minidiag 2 Software Release 5.02.60



Action Required

Information Only

Effective: November 16, 2010



Business Portal

Service Fluids and Lubricants

- Mercedes-Benz online service fluids and lubrications tool (MB BeVo)
- It provides an overview of the requirements for the operating fluids
- It provides a worldwide list of recommended products
- Needs to be used in conjunction with the engine operating instructions

MTU Business Portal path:

After-Sales > Documents > Technical Documentation > Fluids and Lubrications Specifications (under the Mercedes-Benz icon at the bottom of the page)

Business Portal

Service Fluids and Lubricants



The screenshot displays the MTU Business Portal interface. At the top left is the MTU logo. The main header features the text "Business Portal" and a row of seven diverse individuals. Below this is a navigation bar with the following links: Home page, Sales & Marketing, Applications & Products, After-Sales, Search, Help, Links, and Contact. A secondary navigation bar includes: Start, Documents, Product data, Spare parts, Orders, Training, MTU_ValueCare, Regional Products, and Claim Mana. On the left side, a "Service Information" menu is expanded, listing: Parts Information, Technical Documentation, Maintenance Schedules, General Information, Forms, Sales/Warranty Conditions, Labor Time Guide, and Damage Code Catalog. The main content area on the right shows a section titled "QL4 - Maintenance procedures requiring complete disassembly of the eng". Below this is a paragraph of text: "Anyone who performs a specified function has to meet the QL stand. function. Other requirements include observing quality standards for ov meeting workshop audit requirements. In addition, anyone who is grant specific information agrees to not share it with non-qualified persons." This is followed by a Mercedes-Benz logo and a list of links: « Operating Manuals, « Fluids and Lubricants Specifications, « Maintenance Manuals, and « MiniDiag (User ID: md2-service; Password: !4Ab?X53!R). A sub-link "Updating Instruction" is listed under the MiniDiag section.

Service Topics

Valve Spring Failures Series 500

Concern

Broken valve springs.

Root Cause

Under investigation.

Solution

Replace with current service springs.

Only fix failed springs as needed.

Current Status

Service springs are available at the PDC.

Process to replace springs without pulling the head is available.

Updated spring is in test .

Release of Service Letter under review.



Service Topics

Engine Inspection After Turbo Failure

Concern

Subsequent engine damage after turbo failure repairs.

Root Cause

Debris from the original failed unit is ingested by the repaired unit.

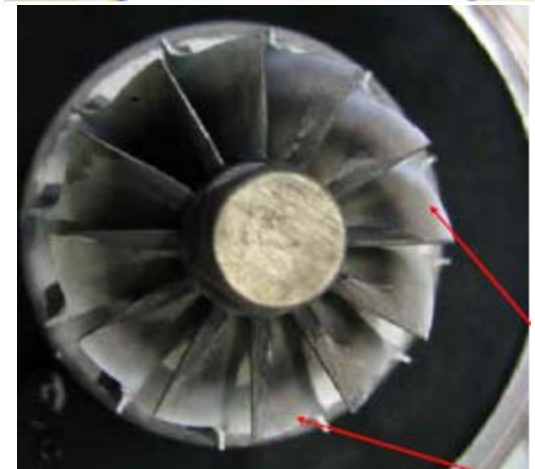
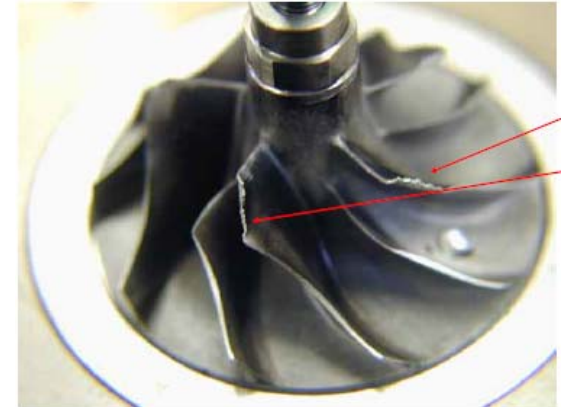
Solution

Inspection and cleaning be performed on the air inlet systems, charge air cooler, air filter and air compressor manifold.

In the event of a turbo shaft failure additionally check and clean exhaust after turbo, oil pan and carry out oil change.

Current Status

Release of Service Letter under review.



Service Topics

Release of Updated Series 900 Turbocharger

Concern

Low cycle fatigue in high duty cycle applications.

Root Cause

Resonance frequency of turbine wheel and material of compressor wheel.

Solution

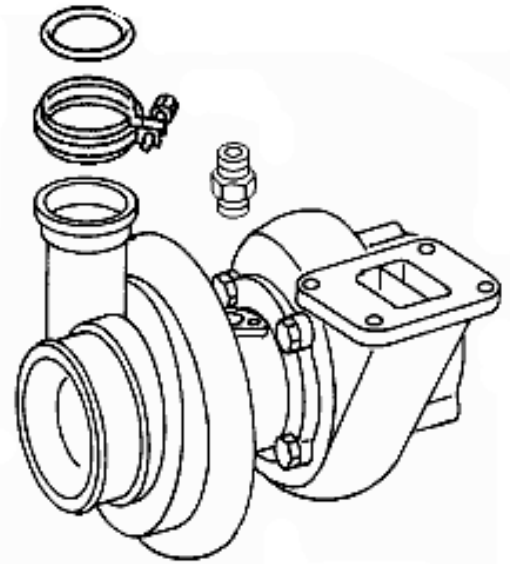
Compressor wheel material has been changed to titanium and the turbine wheel has been redesigned.

Current Status

Replace with updated turbo version.

Current version 9020969899 at PDC and it will be replaced by 9020961799 as soon as it is available.

Exhaust previous version stock except for Tiger Cat.



Thank you very much for your attention.



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