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Group: 15

*Revision c: Additional text.*

**SUBJECT: MY-All, Model 240, Engine 285  
Alternator Analysis**

Before replacing an alternator, a PTSS Case must be created and DTS must be contacted for approval.

When creating a PTSS case, please make sure you have all the documentation and test steps outlined below. Follow all the steps, saving documentation and attaching them to the case.

**NOTE:** This applies to Alternator replacement under warranty or customer-pay. DTS will not release any Alternators without the proper documentation and PTSS case. So to avoid delays, please make sure you read the steps below and document all the requested diagnostics.

If the Alternator output results are within the correct operating specifications, then DTS will not release alternator as the vehicle may have a draw or faults elsewhere. This is to be diagnosed separately.

**Steps and Documentation Requirements:**

1. What is customer complaint and what warning message (and color) that's displayed on the instrument cluster
2. Prior to performing any diagnostics, perform initial short test
3. Perform a Midtronics test on both batteries (Starter and Consumer), please write down which battery is the corresponding test results from.
4. Generate and print out a ME-SFI (ME) Control unit log
5. From step 3, (after you have applied the recommendations from the Midtronics tester) perform the recommended Midtronics resolution
6. Test the Alternator using **Hermann Measurement System (HMS)**

**Note:** A stable battery status is a fundamental element for a valid/accurate Alternator test and results

7. Run another short test which must demonstrate no further codes/voltage DTCs found due to compromised batteries
8. All documents must be attached to the PTSS case

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

## Procedure

1. **Undervoltage faults:** Test or recharge the on-board electrical system battery and starter battery per S-B-15.40/58\* .

2. **Vehicles with ME 2.7.1:** Guided alternator diagnosis is not available in DAS for vehicles with ME 2.7.1. Conduct the test via HMS test equipment.

**For vehicles with ME2.7.2,** there exists the functionality of performing a guided alternator test directly using DAS without the need to use the HMS. MBUSA recommends running both tests, using DAS guided alternator test and using the HMS to ensure consistency in the alternator test results.

Record the voltage, amperage, and alternator load in neutral and at 1700 rpm.

3. After the test, reconduct a quick test on the alternator.
4. Any removed alternators, must be returned per the remanufactured parts process. Ship in its original packaging to avoid damaging the alternator.
5. After collecting all the documentations, please create an online PTSS case, make sure all documentation is attached.

**Note: incomplete documentation will cause delay in the approval of your request**

6. DTS will review the case and determine whether the Alternator is to be replaced.

### Notes:

- No alternator can be replaced prior to having a PTSS case along with all of the documentation requested.
- Even if this is a customer-pay claim, a PTSS case and documentation must be available
- Do NOT place multiple orders for the same Alternator (same VIN)
- Please ensure all steps and documentation is being followed to avoid unnecessary delays in your request.

### Parts Information

Qty.	Part Name	Part Number
1	Generator	A 285 150 00 50 80

\* Check for latest service bulletin version.