



Mercedes-Benz
The best or nothing.

star bulletin



Date: July 8, 2014
Order No.: S-B-00.00/98a
Supersedes: S-B-00.00/98, March 4, 2013
Group: 00

Revision a: Renamed Section and Title of Warranty Manual.

**SUBJECT: MY-All, Models All
Test Drive Operations**

Test drives that are required as part of the technical repair procedure may be claimed under warranty / goodwill assuming that they are properly documented and technically justified. Test drives that are performed in conjunction with the service reception and final inspection (e.g. quality checks) are considered dealership overheads / administrative costs and they may not be claimed under warranty / goodwill.

Examples of test drives that may be claimable are:

- Noise inspection drives
- Measuring drives
- Calibration drives
- Test drives required by specific workshop documentation

For measuring drives, the corresponding test sheet must be completely filled out and include all the required details. Reimbursement will only occur if the measurement results confirm the customer complaint.

Because test drive operations are considered diagnostic operations and generally do not have established times, all time punching requirements as outlined in the **NTG (No Time Given)** section of the Warranty manual must be followed. The time required when conducting the test drive, the employees involved and the exit / entry mileage readings must be documented on the repair order.

There are a number of test drive operation codes within groups 00, 07, 18, 27 and 94 which are explained in greater detail below.

Measuring and calibration drives

In group 00 operation code 00-9151 is used for general road testing. For this operation code the reasoning for the test drive must be documented on the repair order. This operation code may also

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

be used when there is no other test drive operation code available in the remaining groups. This operation code cannot be combined with other operation codes for a test drive and noise determination.

Category	Operation Number	Operation text
P	00-9151	Perform workshop test drive Reasoning: ...; Technician: ...; Departure: ...; Arrival: ...; Starting km: ...; Ending km: ...

Fuel consumption measuring drive

For fuel consumption measurement use operation code 07-1333.

Category	Operation Number	Operation text
P	07-1333	Determine fuel consumption (by driving on the road) Technician: ...; Departure: ...; Arrival: ...; Starting km: ...; Ending km: ...

Oil consumption measuring drive

For oil consumption measuring drives use operation code 18-1010.

Category	Operation Number	Operation text
P	18-1010	Conduct oil consumption measuring drive (on road)

Adaptation of automatic transmission

Operation code 27-1047 is used for adaptation of the automatic transmission. This operation code cannot be combined with the other operation codes.

Category	Operation Number	Operation text
P	27-1047	Conduct adaptation (after repair) Technician: ...; Departure: ...; Arrival: ...; Starting km: ...; Ending km: ...

Noise determination at standstill in workshop

When determining noise at a standstill in the workshop, as well as for rectifying noises, operation code 94-1010 is used. This operation code is also to be used if minor repairs (e.g. applying felt tape, retightening bolts) are necessary as a result of a noise inspection test drive. In that case, 94-1010 may be claimed in combination with the corresponding noise inspection test drive operation code (e.g. 94-1013, 94-1015 or 94-1017). The combination of operation codes must be explained in detail on the repair order and in the claim text otherwise the operation code may be denied. Any disassembling work conducted on the vehicle should be claimed using the appropriate operation codes from ASRA. Operation code 94-1010 is solely for the localization and rectification of the noise, not for disassembling the vehicle.

Category	Operation Number	Operation text
P	94-1010	Noise; location: ... Localization and rectification; Remedy: ...

Test drives for noise inspection

For noise inspection test drives there are three operation codes available:

- 94-1013
- 94-1015
- 94-1017

These operation codes refer to the damage causing component (i.e. Warranty booker defines the operation code based on the technician's findings). Operation codes 94-1013, 94-1015 and 94-1017 cannot be combined with each other. These operation codes are only for the reimbursement of locating the noise, disassembly work on the vehicle must be claimed separately.

Category	Operation Number	Operation text
P	94-1013	Localize noise on engine; Test drive technician: ...; Departure: ...; Arrival: ...; Starting km: ...; Ending km: ...
P	94-1015	Localize noise on chassis; Test drive technician: ...; Departure: ...; Arrival: ...; Starting km: ...; Ending km: ...
P	94-1017	Localize noise on body Test drive technician: ...; Departure: ...; Arrival: ...; Starting km: ...; Ending km: ...