

Mercedes-Benz Tools and Equipment

13 Most Common FAQ's

1) Q: *I have 2 invoices on my parts statement for SPX Service Solutions and cannot seem to get copies of them.*

Ans: Please be advised that all SPX dealer billing statement **detail** can be accessed through NetStar.

If you do not have access to this application, you will need to speak to your system administrator to get security access to see the report.

The report can be found under:

→ Finance tab → Monthly Report → SPX

(If you're not able to see this level of detail, you don't have the proper access, please see your system administrator to be set up for this report function.)

2) Q: *I have a Romess tool that is in need of repair.*

Ans: The Romess-Rogg tool is supported for service and repair by the USA distributor:

Please contact them for service and/or replacement parts

Reliable Automotive Equipment, Inc.

58 Leonardville Road

Belford, NJ 07718

732-495-7900 Fax: 732-495-7904

3) Q: *I am always having issues with my SBC programmer. I have replaced the mirrors, the computer cable, and the module box. Do I need to go to parts and order the rest of the kit or are there any known repair?*

Ans: I updated the SB to include the Reference Adapter p/n W211 589 04 21 06 - the new reference adapter has resolved 90% of the issues.

SB updated July 2008 - SB 58.00/151b

Cost of new adapter under \$100.00 no block on this tool, you can order it thru your part department. Please try this before ordering a new kit, thank you.

4) Q: *Whom do I contact for information on Hermann/SDS accessories?*

Ans: Two options - use the cable from the test cable kit or you can contact AVL directly to place an order.

- Cable as per Equipment Catalog use cable 334-HKR028 which is equal to the 00912 cable from the Electrical Test Cable Kit.
- The Hermann accessories can be purchased directly through AVL DiTEST. I attached their contact information below...

For additional connectors: Please go to the following website → "Items Supplied" to view all the different probes that are available from AVL DiTEST

<http://www.autoequipment.ru/tool/HMS990/BEDIEN.html#Lieferumfang>

OR

HMS 990 Measurement Technology - Accessories

Measurement Technology accessories can be obtained directly from AVL DiTEST GmbH:
(formerly Pierburg Instruments GmbH – Hermann Electronic plant)

Tel.: +49-(0)911-4757-373

Fax: +49-(0)911-4757-112

Email: zs.ersatzteile@avl.com

5) Q: *I am in need of a Telematics software update CD, how do I get a copy?*

Ans: Each dealer is sent one update disc per SDS unit. The dealer network was informed to keep a library since we no longer replicate in the states, all discs are drop shipped via Germany.

Please refer to the message on Star TekInfo → Star Diagnosis → Software → Maintaining inventory of your Telematics Compact Discs

6) Q: *How can I find out about the price and availability on a Midtronics Equipment?*

Ans: Call our equipment provider, SPX, at 1-888-458-4040. All repairs and warranty issues for this equipment are handled through Midtronics themselves.

7) Q: *I am looking for the latest wheel lock master tool kit for the newer style locks. I have the older kit, but they will not fit over the new locks.*

Ans: These are actually considered accessory part numbers:
B66475331 (works on all GLC sourced sets, B6 part#'s) \$430 DN
B66408109 (works on old McGard sourced sets, BQ part#'s) \$610 DN
The prices may have changed.

8) Q: *What specific epoxy applicator gun and epoxy should I use?*

Ans: Epoxy Applicator Gun part numbers are:

220 589 03 63 00 (applicator/dispensing gun for two component adhesives)

009 989 36 71 (epoxy)

009 989 36 71 12 (epoxy)

A168 670 00 93 (epoxy)

9) Q: *Where can I find information on components and parts involving the Roll-Out 2000/ Roll-Out 2004 tools and kits?*

Ans: All supplies that you need are available from the USA vendor that supports that tool (Roll-out 2004):

[Reliable Automotive Equipment, Inc.](#)

58 Leonardville Road

Belford, NJ 07718

732-495-7900 Fax: 732-495-7904

They have all of the consumable components of that tool in stock.

10) Q: *I want to know how to get a special tool repaired under warranty when it is broken.*

Ans: You'll need to fill out a Warranty Claim and send the tool, the claim form and the Invoice to the address supplied on that form.

The Claim Form is page 4 of a Service Bulletin 58.00/120 found on Star TekInfo

Please note: The Warranty Period has a one year limit from time of purchase; all tools will be inspected and checked for signs of misuse.

11) Q: *What do I need to do to return a special tool that is not needed?*

Ans: All Special Tool returns have to be submitted as a special AOM authorization return from Paragon and requires the AOM's signature. If you're not familiar with this process, please contact your AOM and he'll be able to walk you through it.

12) Q: *How do I know if my dealer is going to receive an AdBlue pump?*

Ans: MB Tools and Equipment maintains a list for the top volume diesel dealers. If your dealer is on the list, the pump will be drop shipped to the dealer. If you are not on the list to receive a pump, one can be shipped to your dealer after a confirmation email. The cost is \$1,429.00 plus shipping.

13) Q: *Where can I call/email for information on service for a Stierius Brake Bleeder?*

Ans: For spare parts or service on this unit, call Stierius at: 714-990-9443 or 800-655-3585

Contact Us:

If you still need to contact Mike Roth at MB Tools and Equipment- Click on the following link to submit an email request: mbtoolsandequipment@mbusa.com