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Group: 07

Revision: *This bulletin contains a revision to the illustrations and process steps on pages 9-11*
AII MODELS, AS OF MODEL YEAR 2003

SUBJECT: SCN CODING OF ENGINE AND TRANSMISSION CONTROL MODULES

- A. INTRODUCTION**
- B. PROCESS OUTLINE**
- C. OBTAINING USER ID AND PASSWORD FOR ONLINE SCN CODING**
- D. INSTALLATION OF ON-LINE SOFTWARE APPLICATION**
- E. GENERATING SCN CODES**

 **Note: Information Only**

A. INTRODUCTION

As of model year 2003, a new coding method is required in the event an engine control module or transmission control module is replaced or flashed. The emission regulations require that all codeable (emission-relevant) electronic control modules have a Software Calibration Number (SCN) which uniquely identifies the control module version installed in the vehicle. This process has been created to prevent incorrect coding of electronic control modules.

The SCN Code is comprised of a multiple digit/character coding string, an SCN and a check digit. It is created using the VIN based factory specification data for the vehicle in addition to the part number of the ECM replaced or flashed. It identifies both the control module software as well as the coding conforming to the specific vehicle.

SCN Codes will now be able to be generated by authorized dealership personnel via any computer with internet access or any NetStar Terminal. This will be possible by the user accessing a secured website utilizing a log-on and password unique to the user. The user then will be able to generate an SCN Code using vehicle data as well as data from the replaced/flashed ECM.

This bulletin has been created and maintained in accordance with MBUSA-SLP 5.1, Document and Data Control, and MBUSA-SLP 16.1, Control of Quality Records.

This revised process will be referred to as the 'on-line procedure' and will provide faster service for the dealership personnel. This 'on-line procedure' will replace the currently used 'interim solution' which utilized email based requests for SCN Codes. The email based 'interim solution' will be replaced by the 'on-line procedure' on April 30 2004.

B. PROCESS OUTLINE

The 'on-line procedure' specified in this SI is divided into three parts: obtaining a User ID and Password, accessing the website and installing the program on the user's computer, and generating an SCN Code.

Obtaining a User ID and Password –

In order to obtain a User ID/Password the requestor must fill out the form that is contained within this SI. This form must be approved and signed by the Service Manager and then must be faxed to MBUSA using the number provided on the form. This form will then be checked and approved by MBUSA and sent to the account administrator at DCAG. Once received by DCAG, the User account will be created and the User ID/Password will be e-mailed to the requestor directly from DCAG. This process is to ensure that only authorized personnel obtain User IDs as well as to maintain security.

- Please refer to subject C for instructions on obtaining User ID and Password.

Note:

- Each dealer may obtain as many User IDs and Passwords as they require as long as a signed form is submitted for each.
- This process of obtaining a User ID/Password may take up to a week to complete depending on volume of requests.
- MBUSA will retain all Registration Forms submitted via fax. However for security reasons, MBUSA will have no record of User Accounts activated by DCAG or User IDs and Passwords that are emailed from DCAG to the requestor.

Accessing the website and installing the program –

This procedure can only be performed after a User ID and Password has been obtained. The user will enter the Flash Website URL (listed in the body of this SI) into their web browser from any computer with internet access. Access is also possible from any NetStar Terminal by selecting the 'SCN Coding' menu found under the 'Service' tab. The User ID and Password will allow access to the website and by following the procedure detailed in the body of the SI the download the program will occur automatically.

- Please refer to subject D for instructions on installing the 'on-line process' software on any PC with internet access or on your NetStar PC.

Note:

- Some minor PC configuration may be required in some cases, this configuration information is contained within the body of the SI.
- The program is large in size and internet/NetStar users with speeds less than 128kbps should perform the download after normal working hours to ensure that the download is successful.
- The program will automatically install the first time the website is accessed, any updates to the program will automatically install in the future

Generating an SCN Code –

This procedure can only be performed after a User ID and Password have been obtained and the 'on-line process' software has been downloaded. In order to obtain an SCN Code you must have the full VIN of the vehicle as well as the correct part number, MB Number or MB Object Number (number required is dependant on type of ECM) of the ECM that you wish to obtain an SCN Code for. This ECU part number, MB Number, or MB Object Number can be identified by STAR Diagnosis using the 'Control Unit Version' menu selection. Follow the procedure outlined in the body of the SI in order to obtain an SCN Code.



Note:

- ME-SFI & NAG1 ECMs use the MB Number or the part number in order to generate an SCN Code.
- 722.9/NAG2 ECMs use the MB Object Number in order to generate an SCN Code.

Please refer to subject E for procedure of how to generate an SCN Coding using this application.

Technical Support –

For User ID and Password inquiries:

Please call the NETSTAR Help Desk

Phone - 1.888.9.NETSTAR

- Please ensure that you have submitted a User ID Request Form prior to making contact
- **NOTE: The MBUSA TAC cannot assist you in regard to User ID/Password related problems**

For 'on-line process' software download problems or for PC configuration inquires:

Phone – 1.888.9NETSTAR (07.00 – 20.00 EST)

- Please ensure that you have obtained a User ID and Password before contacting. If you have not obtained a User ID and Password the helpdesk will not be able to assist you.
- Please ensure that you have you User ID and Password available
- **NOTE: The NETSTAR help-desk cannot assist you in problems with a User ID/Password or in obtaining an SCN Code**
- **NOTE: The MBUSA TAC cannot assist you in regard to software and/or PC configuration problems**

For problems or errors received while generating an SCN Code:

Please call the STAR Diagnosis Help Desk

Phone - 1.888.532.7096 or 011.800.342.4667.4

- Please ensure that you have you User ID and Password available
- Please ensure that for all communications you have your User ID, detailed contact information including: name, dealer number, phone number, and email address as well as full vehicle VIN and any applicable ECM information (part number, MB Number, MB Object Number) ready.
- **NOTE: The MBUSA TAC will not fulfill requests to generate SCN Codes, they can only validate an SCN Code that you have previously generated.**

For all other inquires:

Email MBUSA – technicalinformation@mbusa.com

- Please ensure that all communications contain your User ID, detailed contact information including: name, dealer number, phone number, and email address as well as full vehicle VIN and any applicable ECM information (part number, MB Number, MB Object Number)

Troubleshooting –

Cannot access account/Password not valid

- Refer to Technical Support section of this SI

Cannot generate an SCN or Error message received during the generation process

- Ensure that vehicle is MY2003 or newer
- Ensure that VIN is correct
- Ensure that ECM part number is applicable to vehicle (you may need to have your parts department contact the Part Assistance Center)
- Refer to Technical Support section of this SI

STAR Diagnosis will not accept SCN Code generated

- Generate the SCN a second time to validate correct number was generated
- Refer to Technical Support section of this SI

After entering SCN Coding the ECM, the vehicle does not operate properly

- Please call the STAR Diagnosis Help Desk – 1.888.532.7096 or 011.00.42.667.4
- Please ensure that for all communications you have your User ID, detailed contact information including: name, dealer number, phone number, and email address as well as full vehicle VIN and any applicable ECM information (part number, MB Number, MB Object Number) ready.

C. Obtaining User ID and Password for online SCN coding.

1. Please check with your Service Manager or Workshop Foreperson to see if a User ID and Password has already been issued to your workshop. If one has already been established for your workshop please proceed to Section D.

2. Fill out and fax a signed copy of the SCN On-line User Registration Form (on following page)

Fax the Form to MBUSA at (201) 573-4335.



Mercedes-Benz

SCN On-line User Registration Form for MBUSA

To: Mercedes-Benz USA Fax: (201) 573 4335		Dealer Code:	Wholesale Number ¹ :	
MPC Address: Mercedes-Benz USA, LLC One Mercedes Drive Montvale, NJ 07645 USA		Dealer Address:		Spaces marked in bold outline will be filled in by DaimlerChrysler AG. Internal handling notes!
				Date of receipt by GSP/SIS:
				Authorization is certified MPC/GV ¹ : (Signature)

SDflash SCN Responsible (Service Manager):

Last Name, First Name:		E-Mail ² :
Telephone:	Fax:	Remarks:

Connection Specifications (please check off and fill in):

PC Internet Connection	<input type="checkbox"/> Modem	<input type="checkbox"/> LAN
Operating System		
Provider		
Bandwidth (Transmission Rate)		

Information for Setting your Password:

Last Name, First Name of the User:	Department:	Telephone:
		Fax:
E-Mail:	A Username and Password will be created for you and sent to the email address which you have provided.	

1) Leave blank. To be filled by a Mercedes-Benz representative.

2) The email address is necessary for the Password creation.

.....Date, Signature (Service Manager)

D. Installation of On-line Procedure Software Application

System requirements:

Pentium II processor or better

Min 64 MB RAM

50 MB free hard drive space

One of the following operating systems:

Windows NT

Windows 98 (second edition)

Windows XP

Windows 2000

1. Download the SD flash online program from the DCAG flashen web site: Type in the following URL into your internet browser address box (Figure 1) and save as a favorite: <http://starnetwork-edc.daimlerchrysler.com/flashen>

Or follow the NetStar link 'SCN Coding' found under the 'Service' Tab (Flashen home page will open) Select <starter applet> (Figure 1) to begin installation.

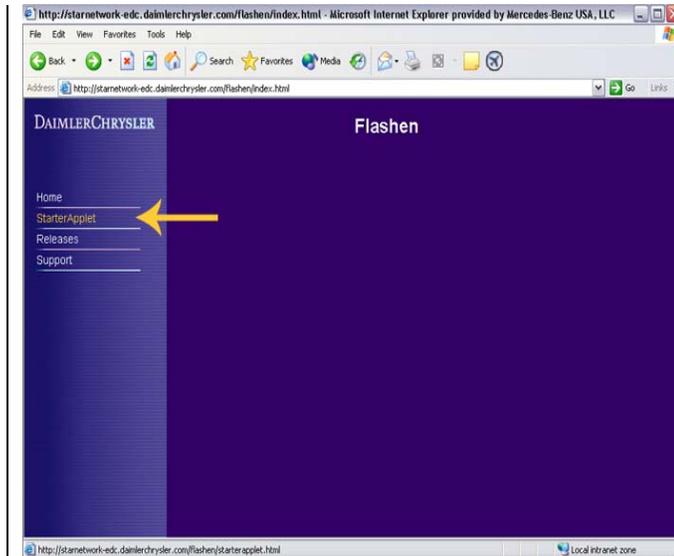


Figure 1

2. With access over the Internet a universal Username/Password combination must be utilized. (Figure 2)

Please enter in the following:

- Username: flashen
- Password: starnetwork



Note for some PC users:

If your browser has the option to save passwords, please activate this option so that the password does not have to be entered every time you log on

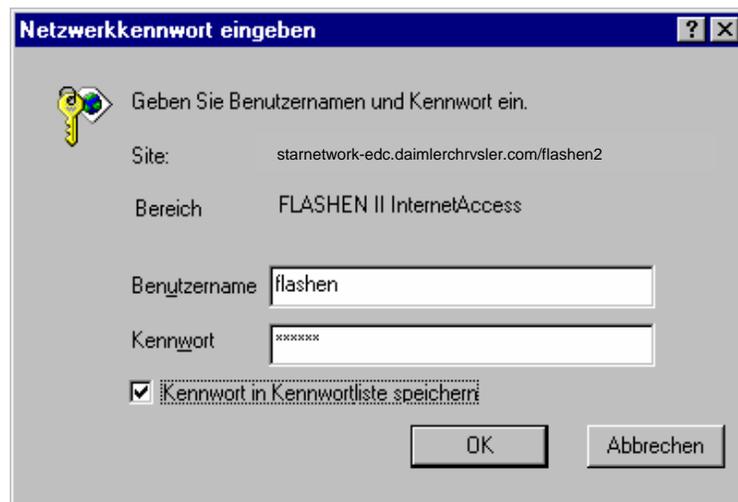


Figure 2



Note for some PC users:

In the case that just a blank grey box appears without any further system progress it might be caused by the JAVA settings of your PC Internet browser. (Figure 3)

- JAVA has to be activated in your Internet Explorer:
 - Menu Bar IE
 - Extras
 - Internet Options
 - Advanced
 - Microsoft VM
 - JAVA...(please activate all of the JAVA check boxes, your Internet Options window may vary slightly from Figure 3 example)

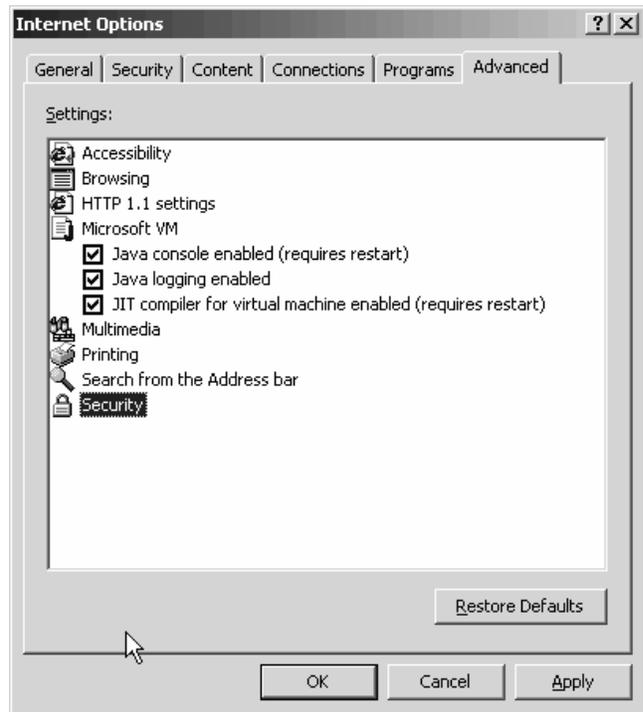


Figure 3



Note for some PC users:

The following security warning box may appear.

Select <Yes> in the security warning box to continue installation. (Figure 4)

This step may be required each time you access DCAG Flashen web site.

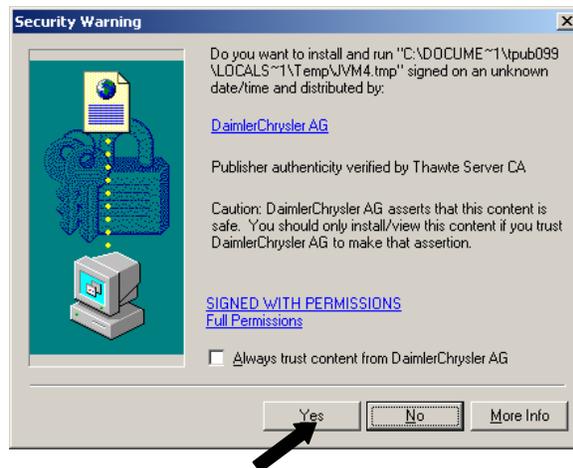


Figure 4

3. Launch and install program

Select <Click to start> (Figure 5) to continue installation. Program will load anywhere from 1 to 20 minutes depending on your connection speed.

i Note: It is suggested that if your connection speeds are 128kps or less that you perform the initial download of the application after business hours to ensure that the application download is successful.

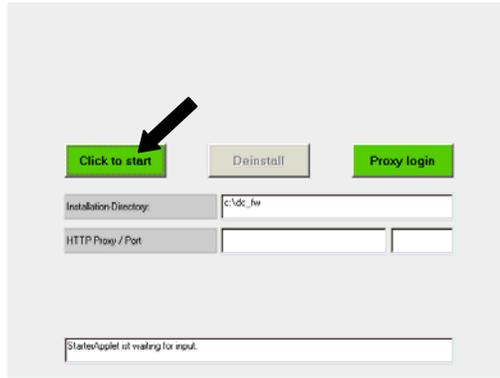


Figure 5

i Note: The DOS –dialogue box (Figure 6) will open. Do not close this box, you may minimize this box if you desire. The DOS-dialogue box will run the entire time in the background and task-bar. If this box is closed the program will not work and the user must log-in again.

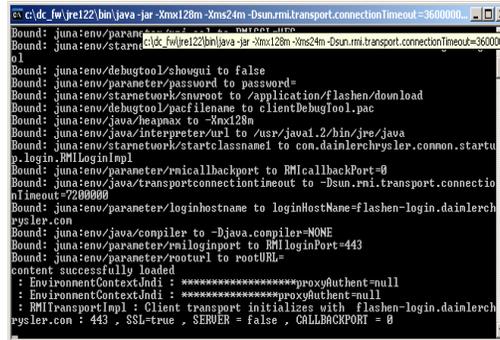


Figure 6

4. Enter user ID and Password into log in box.

Click on <Login> field to enter STAR NETWORK and access the application. (Figure 7)

i Note: Continue to subject E to generate SCN Codes.

i Note: If “Password Has Expired” or “Password Will Expire Soon” message appears, type in password again and click “Change Password”. Then change your password using the screen provided.

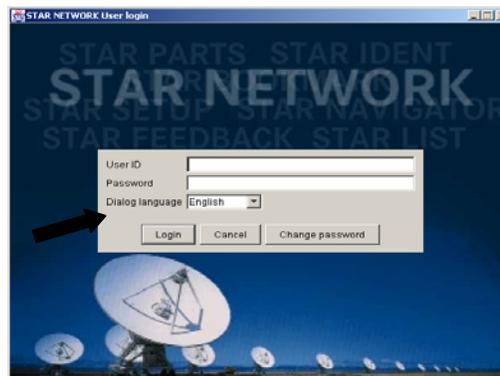


Figure 7

E. Generate SCN Codes

1. Click on <Coding> button on the top of the window (Figure 8).

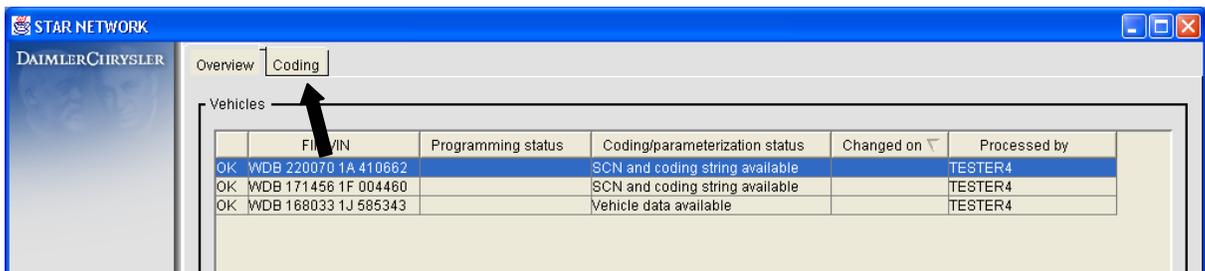


Figure 8

2. Enter data into required fields (Figure 9).

(A) Enter VIN into "Vehicle Identification Number" window.

(B) Enter PKW in the "Category" box.

(C) Click on the control unit you wish to generate an SCN Code for.

(D) Click on the button <F2 Enter Control Unit Number>.

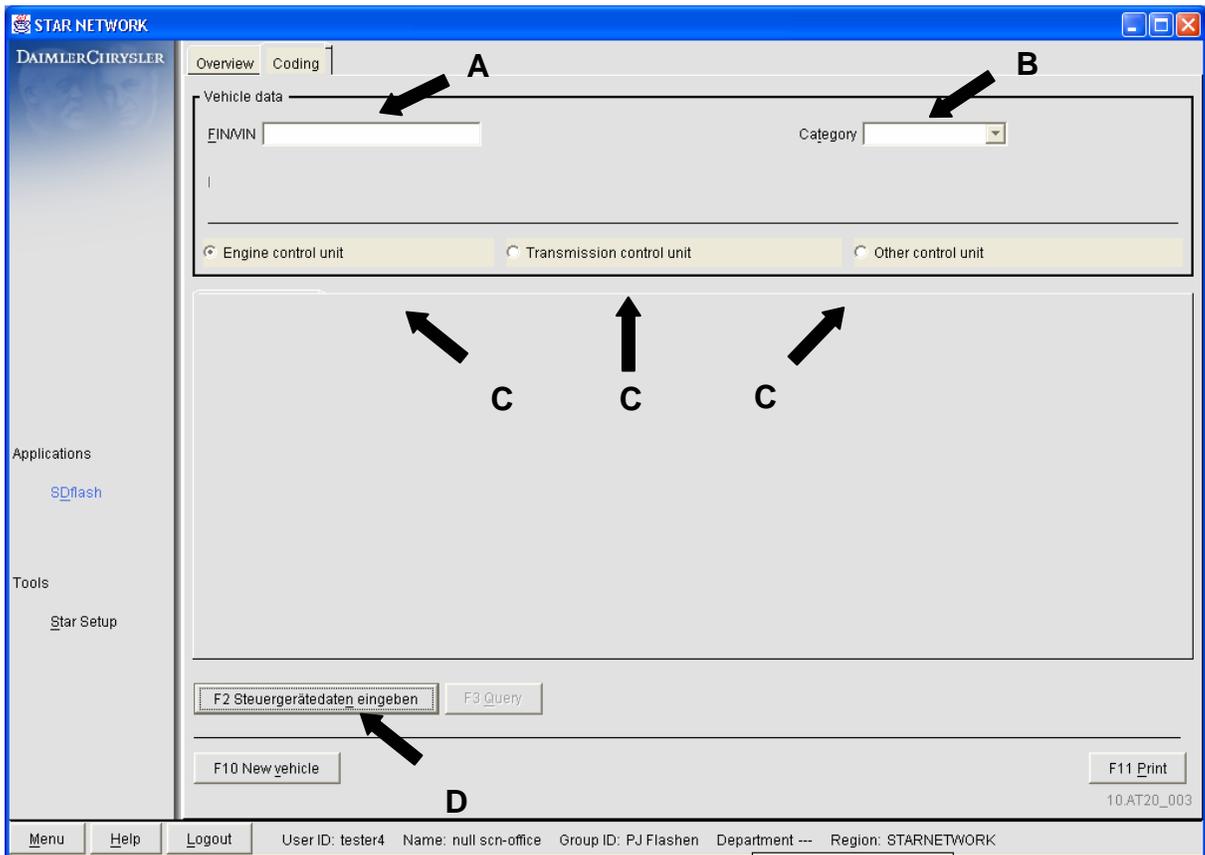


Figure 9

(E) Enter the Part Number or MB Object Number of the control unit. (Figure 10)

(F) Enter the Check Digit [1]. (Figure 10)

(G) FOR ENGINE 272 ONLY – Enter in the “Control Unit Software” (MB Object Number DATA & CODE) numbers .

i Note: Check Digit [1] and the “Control Unit Software” (MB Object Number DATA & CODE) numbers are generated by the Star Diagnosis System using the “Determine Vehicle Data For SCN Coding” menu selection.

3. Generate SCN Coding Information. (Figure 10)

(H) Click <F3 Query> button.

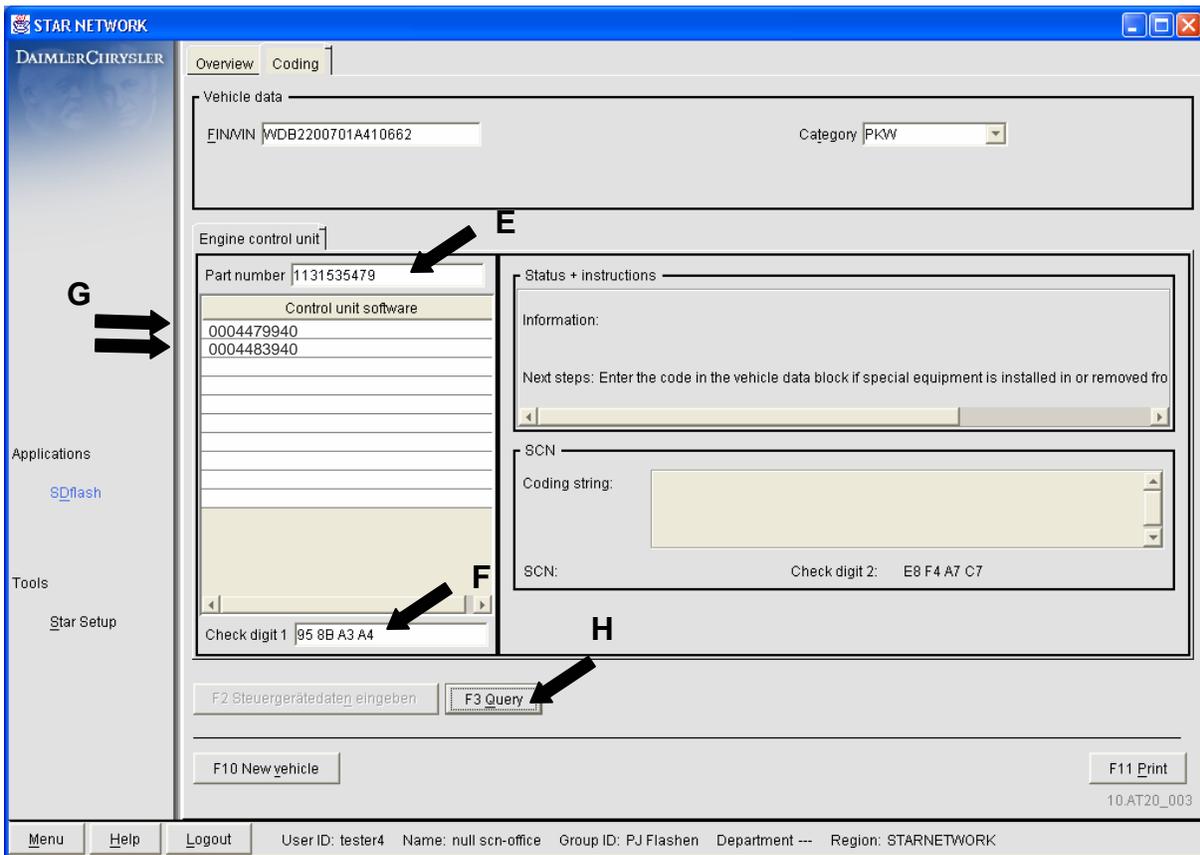


Figure 10

4. Display SCN Coding Information. (Figure 11)

(I) Click the <OK> button.

(J) SCN Coding Information will then be displayed.

(K) Click on <F11 Print> to print the information.

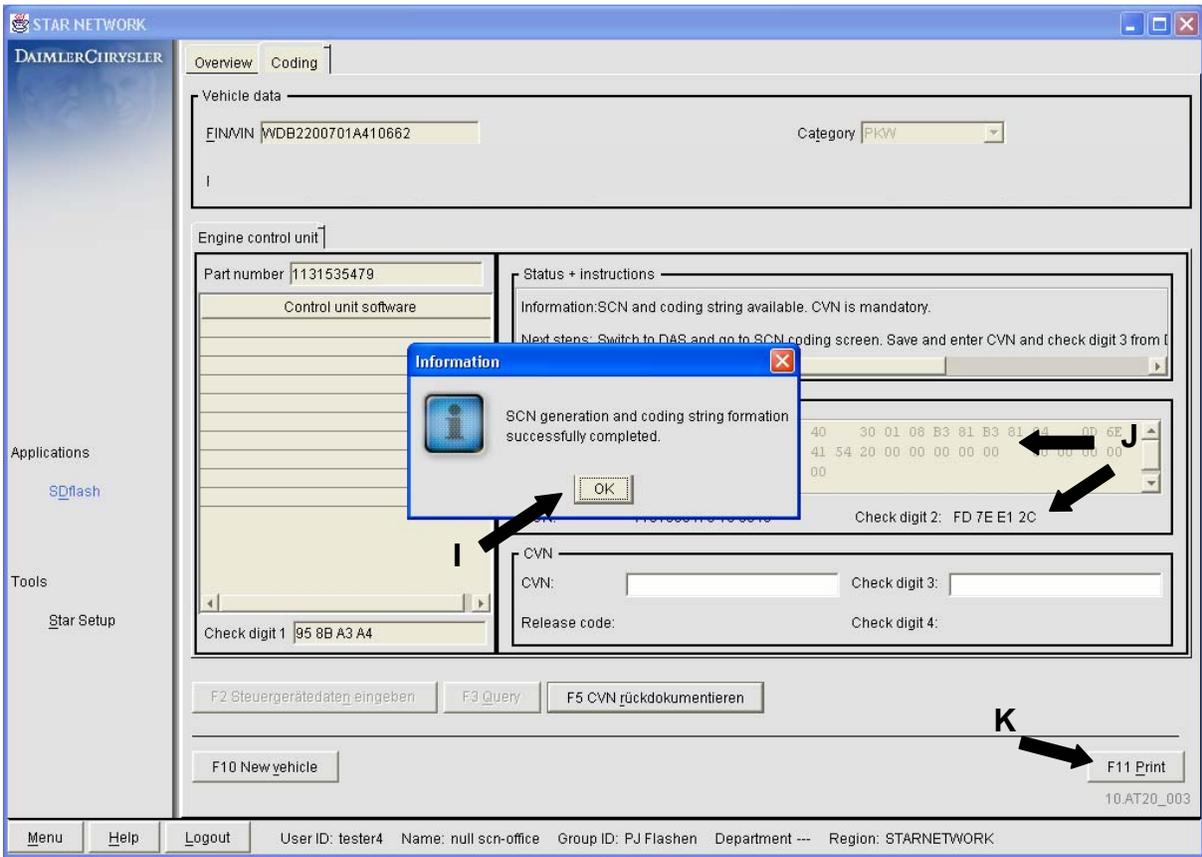


Figure 11

i Note: For CVN redocumentation information and process, please refer to S-B-07.08/43a, 27.00/41a.