

TO: Dealer Principals, Parts Managers, Service Managers, Shop Foreman	FROM: Ryan Emrie, Special Tools and Equipment, Field Technical Support, Engineering Services
RE: Wheel Alignment Machine (WAM) Update	DATE: 06-07-2027

Dear Mercedes-Benz Dealers,

Mercedes-Benz USA, in partnership with MBAG and Hunter, have been working on a project called Wheel Alignment Machine (WAM). The project is currently in the field-testing stage, and we will begin piloting WAM internally in the near term. Full implementation within the dealer network is anticipated by mid-September 2024.

It's critical you evaluate your current Hunter wheel alignment equipment to ensure you are fully prepared for launch. Some workshops might simply require a software update, and others might require upgraded hardware. These upgrades along with a hardwired internet connection are necessary to utilize the new Wheel Alignment Machine. It is recommended that you reach out to your local Hunter representative immediately to evaluate and order the necessary upgrades now.

If your equipment is not upgraded by the time we launch Wheel Alignment Machine into the market, you will still be able to conduct alignments using the current methods which utilize Wheel Alignment Online (WAO) within the XENTRY Portal. There will be no penalties for not upgrading the alignment equipment by launch of the new product.

FAQ:

### **What is Wheel Alignment Machine?**

- Wheel Alignment Machine (WAM) gives you fast and convenient online access to suspension target data directly via the wheel alignment device.
- Wheel Alignment Machine replaces the need to use update discs to install the vehicle specification software within the Hunter alignment machine. This new system also replaces the need to reference Wheel Alignment Online (WAO) when performing an alignment as the vehicle specifications are automatically pulled into the machine in real-time.
- Wheel Alignment Machine will be the quickest and most efficient way to conduct a wheel alignment compared to current methods when using the Hunter equipment.

### **What do I need to do as a dealer to prepare for the launch of Wheel Alignment Machine (WAM)?**

- Back in March of 2024, your local Hunter representative should have inspected your equipment to determine its' readiness for the Wheel Alignment Machine and which upgrades (if any) would be required. If you have not done so already, now is the time to order the necessary upgrades and install a hardwired internet connection. Currently, there are backorders for the Hunter upgrade components which could take a few months to arrive after ordering.
- Further communication regarding the WAM and creating the user login will be conveyed in the near future.

Best Regards,

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