Information about
Citroën

BOSCH

INFORMATION ABOUT CITROËN

Citroën makes access to the Citroën Service available under the link service.citroen.com. Users can register in the Citroën Service portal and use four different services such as documentation, support, diagnostics and training.

Users who want to use the "Diagnostics" service have two options: the complete diagnostics solution and the individual diagnostics and repair solution by vehicle identification number (VIN).

The complete diagnostic solution can be purchased for a period of 36 months (down payment and monthly payments). The prices can be found on the website.
Citroën also offers a coordinated individual diagnostic and repair solution based on the VIN. For this purpose, the user can purchase a "token" licence that entitles him/her to use the diagnostic and repair software for control units, the diagnostic series and the technical data sheets for the maintenance and repair of a vehicle registered in the Citroën system via its VIN. The price for the "token" licence can be found on the website. The licence entitles the holder to carry out the operations listed below for a vehicle registered in the Citroën system via its VIN for a period of seven consecutive calendar days (including weekends, holidays and non-working days) from the time of registration of the vehicle.

THE CITROËN DIAGNOSTICS AND REPAIR ALLOW FOR:

▶ Reading out the error codes and the operating parameters of a control unit in order to diagnose a possible fault.

▶ Remote coding of the vehicle's physical and functional configuration data entered in the memory of a control unit to correct a possible malfunction between physical and functional configuration.

▶ Coordination of the adaptation data for a control unit to its environment in order to correct a possible malfunction between the control unit and other vehicle parts.

▶ Programming of the mechanical setting data to correct a possible malfunction of a control unit with respect to the mechanical settings of the vehicle.

▶ Download of subsequent versions of the control unit application software to facilitate troubleshooting and to ensure coherence among the different software versions of the control units when replacing one of the control units in the vehicle.

Furthermore, access to the telephone hotline is provided under "Support". The flat-rate price for the hotline can be found on the website.

In order to be able to access these programming functions (remote programming, synchronisation, teach-in function and download) of the control units, the user must provide proof of regular participation in the training courses required for correct use of the Citroën diagnostic tool: a 15-hour initial training course and a 4-hour follow-up training course once a year.

THE FOLLOWING MINIMUM CITROËN SYSTEM REQUIREMENTS ARE RECOMMENDED TO THE USER:

▶ PC with Microsoft Windows XP operating system.

▶ 2 GHz processor, 2 GB RAM, free hard disk space.

▶ Screen with a resolution of 1024 x 768 pixels.

▶ Internet connection with at least 512 kb/s line speed.

THE FOLLOWING STEPS ARE REQUIRED BEFORE THE ACTUAL EXECUTION OF THE FUNCTIONS:

▶ Installation of DiagBox diagnostic and repair software.

▶ Setting up of proxy settings if necessary.

▶ Activation of the DiagBox application. The user is asked to enter the customer code.

THE "TRAINING" SERVICE OFFERS THE USER VARIOUS SEMINARS (E.G. THOSE MENTIONED ABOVE).

▶ Personal training courses are to be arranged.

▶ The prices of the WEB-Training are different.

▶ There are two different WEB packages: per month or per year. These offers allow the user access to all WEB modules. The prices can be found on the website.

NOTES

▶ **Important note on KTS 520 / KTS 550 / KTS 530 / KTS 540 / KTS 570**
Regular tests have shown that control unit programming can cause damage to control units. Programming cannot be repeated and the control units must be replaced. This does not occur with KTS 560 / KTS 590.

The Peugeot / Citroen application requires that the operator enter security codes during the programming session. These security codes must be provided by Peugeot / Citroen. Provision of the codes can take several days. During this time the vehicle is not operational.

The scope of the vehicles and control units that can be reprogrammed is determined by Citroën. In addition to the Bosch instructions, the vehicle manufacturer instructions must be observed.

The Citroën application DiagBox supports the use of a proxy server.

Bosch is neither responsible for the OEM portal links nor for their content.

Find out more at:
bosch-automotive-aftermarket.com

**What drives you,
drives us**

BOSCH
Technik fürs Leben