Information about **Mercedes-Benz**

Under the link service-parts.mercedes-benz.com, Mercedes-Benz provides access to Service & Parts net – the original workshop information for Mercedes-Benz and smart vehicles from the manufacturer. The "Service & Parts net" portal is aimed at independent workshops and companies within the European Union that professionally repair and maintain Mercedes-Benz (MB) and smart vehicles. The portal provides service and parts information, diagnostics, workshop and tools.

SERVICE AND PARTS INFORMATION

This section provides the electronic parts catalogue (EPC), the workshop information system (WIS) and ASRA, TIPS (communication system, with the latest remedies), Digital Service Booklet (DSB), WebParts (the online ordering system for original MB parts) and TechInfo shop (MB online shop for Star Diagnosis accessories).

The electronic parts catalogue (EPC) helps in the determination of spare parts or

part numbers. The annual registration fee for access (incl. TIPS) to MB passenger cars, MB commercial vehicles (incl. light trucks and V-Class, Vito, Viano, Vaneo) and smart can be found on the website.

The workshop information system (WIS) provides the service employee with all the technical descriptions required for the effective execution of a maintenance or repair service. The price for access rights to data content for WIS is calculated by selecting the application, the division (MB passenger car, MB commercial vehicle and smart) and the access duration (one hour, one day, one week, one month or one year) and can be found on the website.

ASRA is a system that determines information on working and standard texts, standard times and work units. The price for access rights to data content for WIS is calculated by selecting the application, the division (MB passenger car, MB commercial vehicle and smart) and the access duration (one hour, one day, one week, one month or one year) and can be found on the website.

DIAGNOSTICS
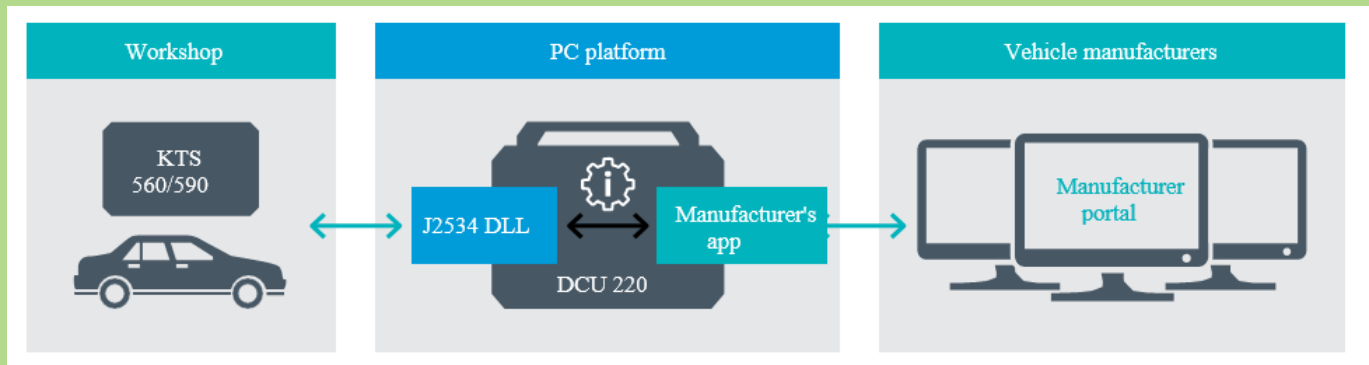
Mercedes-Benz offers two diagnostic solutions on the portal:

▶ Star Diagnosis products and diagnostic software for these products.
▶ Diagnostic solutions for standard PCs.

You will find the various packages that Mercedes-Benz provides under the "Star Diagnosis Products" menu. The prices of the different Star Diagnosis products with the desired software can be requested under the "Order Contact" menu.

The user can find out information about the diagnostics of Euro 5-certified vehicles under the "Diagnostic solutions for standard PCs" menu in "Xentry diagnostic solutions".

Mercedes-Benz offers two special product versions of Xentry Diagnostics for the diagnostics of Euro 5-certified model series, which can be purchased via the TechInfo Shop (under the "Service and Parts Information" menu): Xentry Diagnostics EU and Xentry Pass Thru EU.

Xentry Diagnostics EU with a full diagnostics scope for all Euro 5-certified model series can be purchased over a rental period of three years in a bundle with an SDconnect (Star Diagnosis Multiplexer from Mercedes-Benz). The Xentry Diagnostics EU subscription consists of a fixed, i.e. one-year usage fee including Starter Kit with the SDConnect, and a variable price component (based on access time). The prices can be found on the website.

Xentry Pass Thru EU offers a diagnostic scope reduced to control unit programming and fault memory erasure and can be operated with a Pass Thru device of your choice. The Xentry Pass Thru EU subscription consists of a fixed, i.e. one-year usage fee including Starter Kit with the SDConnect, and a variable price component (based on access time). A distinction is made between MB passenger cars/light trucks and smart. You can choose between time credits of one hour, one day, one month and one year.

Xentry Pass Thru EU is a diagnostic solution exclusively for control unit commissioning (flashing, coding, reading/erasing fault memory) for control units of Euro 5-certified model series via standard PCs. Further diagnostic functionalities such as short testing, guided troubleshooting or function view are not included in Xentry Pass Thru EU. The integration of TIPS, EPC and WIS / ASRA is also not supported. The user will find the following instructions under the "Register and Order" menu:

▶ First order of Xentry Pass Thru EU:

▶ Order of time credits for Xentry Pass Thru EU

▶ Extension of the Xentry Pass Thru EU subscription

FIRST ORDER OF XENTRY PASS THRU EU:

Step 1
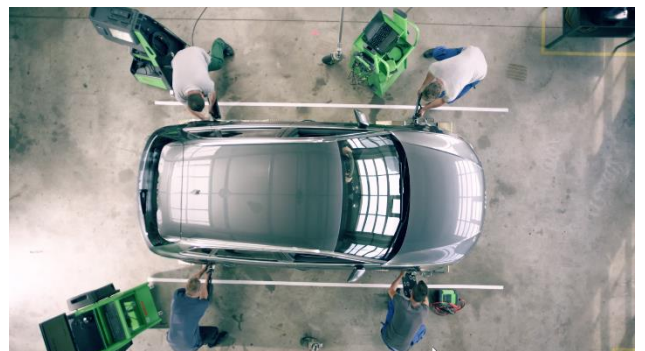
Registration for the TechInfo shop (via guest access)

▶ After checking the registration application, the user receives his/her ID by e-mail. The user can then request his/her password via the shop's "Forgot password".

Please note that the user name of the Service & Parts net and the user name of the TechInfo shop are not identical.

Step 2

Registration in the TechInfo shop portal:

 TechInfo shop website

Step 3

Navigate to "Products" -> Diagnostics for standard PCs -> "Xentry Pass Thru EU" and select "First Order" subitem

Step 4

Download of StartKey Online Test Tool

After running the tool, it will supply a hardware ID (HW ID) and a LAN ID. These IDs are 12 digits each and consist of the digits 0 to 9 and the letters A to F.

Step 5

Enter the hardware ID and LAN ID in the web form and press the "Add to shopping cart" button

Step 6

Follow the order process, confirm the terms and conditions and notes, then click on "Send order"

Step 7

Receipt of an order confirmation

The first Xentry Pass Thru EU DVD set is sent.

ORDER OF TIME CREDITS FOR XENTRY PASS THRU EU

Step 1

Registration in the TechInfo shop portal

TechInfo shop website

Step 2

Navigate to "Products" -> Diagnostics for standard PCs -> "Xentry Pass Thru EU" and select "Diagnostics time credits" subitem

Step 3

Filling out the configuration dialogue

The user must enter the contract number for which time credits are to be ordered and select the required diagnostic data content (brand/division), the desired time unit (hour, day, month or year) and the required quantity.

Step 4

Follow the order process, confirm the terms and conditions and notes, then click on "Send order"

Step 5

Manual processing and storage on the time credit server online to use the order

Time credits are available for online retrieval within one hour if ordered from Monday to Friday between 08:00 and 16:00 Central European (summer) time. They will be available the following working day by 09:00 if ordered outside these business hours.

EXTENSION OF THE XENTRY PASS THRU EU SUBSCRIPTION

Step 1

Registration in the TechInfo shop portal

TechInfo shop website

Step 2

Navigate to "Products" -> Diagnostics for standard PCs -> "Xentry Pass Thru EU"
and select "Contract Extension" subitem

Step 3

Enter the contract number and click on the "Add to shopping cart" button

Step 4

Follow the order process, confirm the terms and conditions and notes, then click on "Send order"

Step 5

Receipt of an order confirmation

The extension is then valid. The user will continue to receive updates and can continue to use Xentry Pass Thru EU.

WORKSHOP AND TOOLS

Users can find information on special tools, workshop equipment, software updates for COMAND/multimedia systems in the
"Workshop & Tools" area.

NOTES

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

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Technik fürs Leben