

# Information about Peugeot



Peugeot makes access to the Peugeot Service Box available under the link [public.servicebox.peugeot.com](https://public.servicebox.peugeot.com).

Users can register in the Peugeot Service Box portal and use four different services such as documentation, support, diagnostics and training.

## INFORMATION ABOUT PEUGEOT

The "Documentation" service consists of free documents and subscription services that require paid access. The user can access the free documentation (such as the Peugeot spare parts catalogue or the operating instructions for the vehicles) under the "Free services" menu. The subscription services are work (time to be calculated for the work performed), InfoFlash (methods for solving identified problems), methods (repair method and special tools), circuit diagram (electrical circuit diagrams) and diagnostics (help). It is possible to book an hourly, daily, weekly, monthly or annual subscription. The prices can be found on the website.

The "Support" service offers the user a package for access to a telephone hotline. The flat-rate price for the hotline per enquiry can be found on the website.

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).

Users who have chosen the complete diagnostic solution receive both the necessary hardware (laptop, a PSA XS Evolution interface card for vehicles, wireless access) and diagnostic and repair software (Lexia / Peugeot Planet System / DiagBox package), as well as the corresponding support and the necessary maintenance for Peugeot vehicles.

The complete diagnostic solution can be purchased for a period of 36 months (down payment and monthly payments). The price can be found on the website.

Peugeot 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 Peugeot 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 Peugeot system via its VIN for a period of 7 consecutive calendar days (including weekends, holidays and non-working days) from the time of registration of the vehicle.

## OPPORTUNITIES

Diagnostic and repair procedures made possible by Peugeot (see "General conditions of sale" for the "Diagnostics" service):

- ▶ Reading out the diagnostic trouble 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 units when replacing one of the control units in the vehicle.

## TRAINING

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 Peugeot diagnostic tool:

- ▶ a 15-hour initial training course,
- ▶ a 4-hour follow-up training course once a year.

## SYSTEM REQUIREMENTS

The following minimum Peugeot 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.

## PREPARATION

Before the actual execution of the processes (remote programming, synchronisation, teach-in function and download), the following steps must be carried out:

- ▶ Installation of DiagBox diagnostic and repair software.
- ▶ Setting up of proxy settings if necessary.
- ▶ Activation of the DiagBox diagnostic tool. The user is asked to enter the customer code.

The "Training" service offers the user various seminars (e.g. the necessary training courses mentioned above). This option is located under the "Subscription services" menu.

- ▶ Personal training courses are to be arranged.
- ▶ The prices of a single 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.

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

## 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 Peugeot 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](http://bosch-automotive-aftermarket.com)

What drives you,  
drives us

**Robert Bosch GmbH**  
Automotive Aftermarket  
Business Unit Automotive Service Solutions  
73201 Plochingen,  
Germany  
[bosch-werkstattwelt.de](http://bosch-werkstattwelt.de)



**BOSCH**  
Technik fürs Leben