

Automotive Insiders: Bosch ESI[tronic] – the heart of the future-focused workshop



In a world of ‘influencers’ – people who use social media to appear as if they’re knowledgeable on a certain subject – Bosch are the real deal. We’re genuine automotive influencers because our in-depth automotive knowledge has been built over 100 years, our innovations have shaped the automotive landscape, and our products and services are trusted by millions of customers around the world today.

In our Automotive Insider series, we find out more about Bosch’s best-known products and services, by talking to the people behind them. From chassis and spark plugs to training solutions and ESI[tronic], our experts lift the bonnet to share how these parts and solutions work – their history, how they’ve developed over the years, and how they’re equipping vehicle mechanics

and owners to face the future with confidence.

Today we’re talking to Sebastian Lutz, the expert behind ESI[tronic] – Bosch’s powerful diagnostic software that supports workshops in the maintenance, diagnosis and repair of vehicles.

Why is ESI[tronic] so important for independent workshops?

As vehicle technology evolves, diagnostics are becoming increasingly important for the workshops that service them. Today, they are not a nice to have, they’re a need to have – a basic requirement for every workshop in the automotive aftermarket. A diagnostic tool like ESI[tronic] is at the heart of these workshops, helping mechanics to establish faults and find solutions.

There are a few diagnostics tools out there, what makes ESI[tronic] unique?

Busy independent workshops see a huge variety in the vehicles they service and repair – they need software that can help them confidently deal with this variety. ESI[tronic] comprises the data of more than 130,000 vehicles across 150 makes, giving it a vehicle coverage of 95%, and making it unique in the automotive aftermarket.

The software is completely comprehensive for workshop mechanics, providing access to maintenance and wiring diagrams, diagnostics, repair and troubleshooting guides, manuals, and Experience-Based Repair Information (EBR).

Finally, users can order replacement parts through ESI[tronic] as part of the diagnostic offering, fitting seamlessly into their repair process. And as Bosch supplies to OEMs, we have a deep technical knowledge of these parts, so mechanics can be confident that what they’re ordering and fitting into the vehicles will perform to an exceptional standard.

So ESI[tronic] operates as a one-stop-shop for mechanics?

It does – it’s a single touchpoint for the workshops, providing easy access to diagnosis of all systems. From the moment a vehicle arrives in their workshop, ESI[tronic] will help them cover the whole repair journey, until they hand back the keys to the driver!

Impressive! What else does ESI[tronic] do to simplify the process for independent workshops?

One of our newest solutions is the Digital Service Book (DSB), which we launched in December 2025. The DSB provides a central access point to OE Service records.

While workshops previously relied on paper service books for vehicle maintenance history, service records have become increasingly digitalized – which can cause a lot of headaches for mechanics in the independent aftermarket! Those working across multiple manufacturers are now

faced with different manufacturer-specific Digital Service Book portals. The difference in portal designs and operational steps means technicians can waste valuable time on simple service entries. This process is completely streamlined with the Digital Service Book (DSB). Users login through a single, centralized gateway and Bosch handles the complex and time-consuming registration with the individual OE manufacturers on their behalf.

As OE license costs are included in the service, there are no extra fees to pay, or different passwords to contend with*. Instead, technicians get fully compliant, manufacturer-approved service documentation.

And because the process is built directly into the ESI[tronic] software, their time is freed up to work on the vehicle – not spent trawling through different systems on their computer!

How will ESI[tronic] continue to support workshops?

As new features just like the DSB are released every year, workshops can be confident they can service the automotive requirements of the future.

ESI[tronic] also has four main updates a year and online updates every six weeks, so whatever advances are being offered by the original manufacturers, ESI[tronic] is updating in line with them.

While new features are a fundamental part of ESI[tronic]'s success, we also continuously review and update our current portfolio. This ensures it stays relevant to the everyday issues workshops encounter and offers quality solutions to them. In 2025 alone, ESI[tronic] updated 400 new, unique troubleshooting instructions which covered approximately 4,000 vehicles. In terms of known fixes, we had 2,481 new Experience-Based Repair documents covering approximately 25,000 vehicles. Finally, we created over 31,000 new and unique wiring diagrams.

All of this ensures the current service offered by ESI[tronic] offers consistent and relevant support to mechanics and workshops.

Are there any future developments?

We're releasing a new AI-based, intelligent dialogue partner with the 2026/4 update, which will seamlessly integrate into the ESI[tronic] diagnostic software. This AI assistant will combine all of Bosch's expertise on a huge range of subject areas, from diagnostics and original manufacturer documentation, to experience-based repairs.

One of the AI assistant's key benefits will be that users won't get rigid instructions, but guidelines. It will work as a conversational tool, so the technician can systematically test a hypothesis, before finding the best solution from a wide range of databases across Bosch's knowledge bank.

Technicians will get fact-based AI support for troubleshooting and repair processes, significantly reducing document search times and the potential for error. Instead, by reading information such as error codes, a symptom or a document, the AI assistant will understand the query and deliver precise results for the mechanic.

*please note this is a paid for service

Service Spotlight: The Remote Diagnostics Service – connected support you can trust

"The Remotes Diagnostics Service (RDS) is essential backup for your workshop, should you come across an issue you can't fix. Connect a Bosch specialist to the vehicle remotely, using ESI[tronic] and the KTS device. Our experts can then access the vehicle and help you finish the job."

Sebastian Lutz,
ESI[tronic] Product Manager

About our expert: Sebastian Lutz

Sebastian Lutz joined the Product Management team for ESI[tronic] in 2012. His current role covers 150 countries around the world, across all product requirements and legal.

Choose a service with influence.

For more information on the future-focused ESI[tronic], please visit us at: [\[Bosch Aftermarket URL\]](#)