

Automotive Insiders: Original Documents – harnessing the power of manufacturer expertise



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]’s Original Documents function, which enables technicians to get direct and standardized access to detailed vehicle manufacturers’ information.

Firstly, tell us about the Original Documents function

The role of diagnostics is becoming increasingly more important in the automotive aftermarket, as vehicles become less mechanical and more like computers. Today, a diagnostic tool is a vital part of a workshop’s toolkit. It doesn’t just help read system faults, but also supports troubleshooting and finding solutions.

Bosch ESI[tronic]’s Original Document (OD) function gives workshops a direct link to the vehicle manufacturers. By closely collaborating with the manufacturers, Bosch has set up the OD function to offer direct access to original repair and maintenance documents, all within the same application. For mechanics the benefit is clear – they save a lot of time and resource searching the various manufacturer portals, as everything they need is in one place.

ESI[tronic]’s Advanced and Master packages give mechanics access to original documents for up to 16 vehicle brands, on a comprehensive database that makes their everyday workshop tasks easier. Not only that, but our range of supported brands is always expanding. Last year we added Renault and DS (WM) to the system, and by the end of 2026 we should have Peugeot, Citroen, Opel and Kia there too, which will make us truly unique in our offering!

Can you tell us more about how the OD function helps workshops?

Firstly, users are getting exactly the same information as the manufacturers’ documentation, because we know there’s nothing better than original information! Nothing is reworked, so they can be sure the measurements are 100% correct – from tightening torques to fill quantities.

“We love to work with big brands. ESI[tronic] gives you access to the original documents for 16 vehicle brands* (and growing).”

*with the Advanced or Master package

This also means workshops are accessing the manufacturers' original illustrations and descriptions, so all work carried out, from measurement to installation, is executed exactly to factory standards. This in turn means the workshop's customers are confident that any work done to their vehicle is to the original manufacturer's specifications.

Finally, the information covered by the Original Documents option is completely comprehensive. The system includes detailed instructions for mechanical work, body repairs, the removal and installation of components, and much more.

What makes this offering so unique to the market?

We have already mentioned that the OD function is comprehensive, but it is also integrated into ESI[tronic]. Customers are getting a one-stop-shop experience – where ESI[tronic]'s guided troubleshooting and fully integrated workflow combines with the accurate Original Documentation function. It's an outstanding and cost-effective option for workshops.

In response to feedback from our current customers, we are working hard on making the integration of this feature easier, so all customers who have access to this information can do so more intuitively.

Is there a particular feature you'd like to highlight about the OD function?

This is not quite a feature, more an example of how powerful the Original Documents function can be! Paired with the Repair and Maintenance Information and Manuals (also on ESI[tronic]), the OD function becomes a strong part of a fast-paced workshop's toolkit.

The Repair and Maintenance Information and Manuals are the heart of guided troubleshooting within ESI[tronic]. They're more than instructions, but interactive tools that provide step-by-step guidance through complex diagnostic procedures. In a single click, the technician seamlessly moves from the diagnostic function directly to the troubleshooting process.

The combination of practical, field-proven guidelines from Bosch, alongside the vehicle manufacturers' original documents, ensures the mechanical repair is carried out

precisely to manufacturer standards. It's perfect for any workshop looking to reduce time spent on each vehicle, end unnecessary part replacements, and ensure their customer satisfaction is high.

What brands are covered?

- Volkswagen
- Audi
- Fiat
- BMW Mini
- Rolls-Royce
- Skoda
- Seat
- Mercedes-Benz
- Renault
- Smart (excl. Smart #1/#3)
- Maybach
- Ford
- Dacia
- Alpine
- Cupra

To be added:

- Peugeot
- Citroen
- Opel
- Kia

Service Spotlight: What does the the OD function cover?

"The OD function provides information from the source, backed up with component test instructions, installation position, removal and installation instructions, nominal values, circuit diagrams, functional descriptions, bus overviews, and helpful explanations about operating principles."

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 Bosch's comprehensive Original Document function, please visit us at:

[[Bosch Aftermarket URL](#)]