

Tips & Technology

Experience-based repair (EBR)

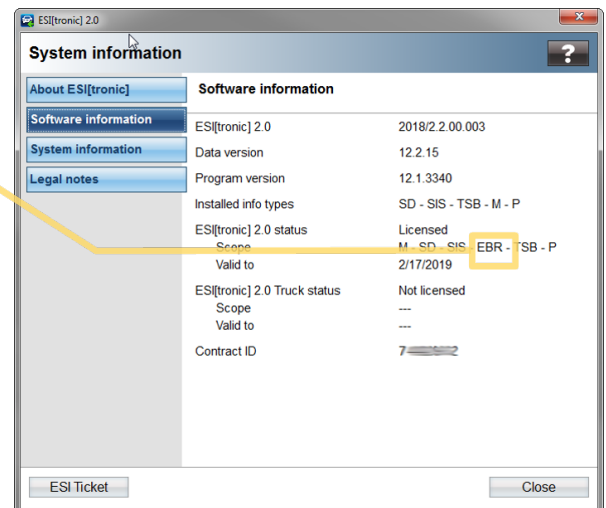
What does experience-based repair (EBR) involve?

EBR describes a complaint that has occurred in practice on a vehicle or a component of the vehicle. EBR explains a known cause for the complaint and offers a clear recommendation for action. Each individual EBR relates to exactly one cause, and one cause may well give rise to various complaints.

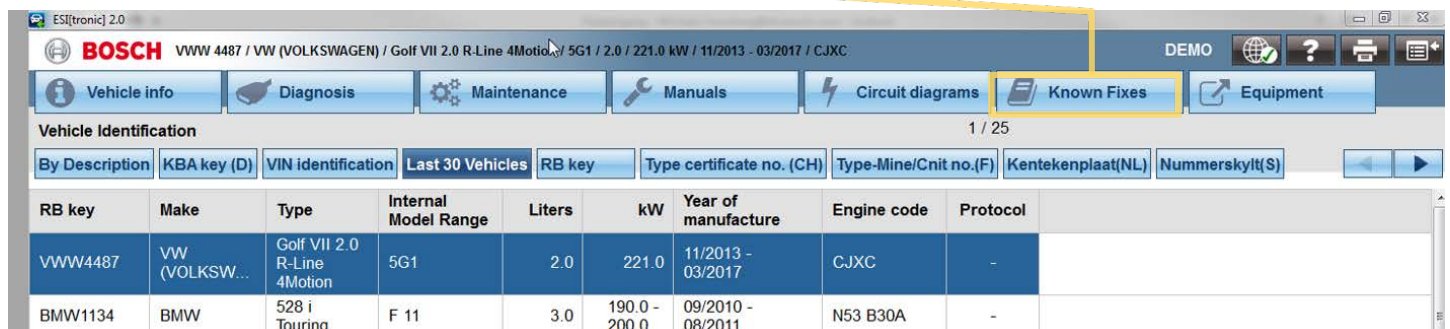
EBR offers structured and targeted user guidance. These are always based on the latest technological findings. The respective repair context consists of fault diagnoses, real experiences and solutions from other users.

What is required to use EBR with ESI[tronic] 2.0?

- ▶ The ESI must have a valid license for EBR ("**EBR**" in the license key.) If the ESI does not have a license yet, test EBR also without license on the following cars (RB-Key):
- ▶ Opel Insignia (OPE1127 & OPE1135), BMW 325i (BMW954), Nissan Qashqai (NIS2185), Fiat 500 (FIA2191), VW Passat (VWW4025), Renault Laguna (REN3506), Honda Civic Hatchback (HON964)



- ▶ After selecting a vehicle, the "**Known fixes**" button is activated and can be used.



▶ Input field to restrict a **result set** (e.g.: engine).

▶ Number of **positive responses** from the participating workshops.

▶ Possible **fault codes** from the fault memory of the control unit.

Detailed view with feedback box

- ▶ The **structure** is always the same.
 - Complaint
 - General conditions
 - Possible causes
 - Remedy
- ▶ The **fault codes**, if available, are always included at the same time.

Known fault - The component Engine management fault lamp lights.

Complaints:

- The component < Engine management fault lamp > lights.

General conditions:

- Possible entry in the fault memory of the component < Engine control unit >:
 - P0420 / Catalytic converter system (bank 1) / Inadequate effect
- The system < Exhaust unit > is leakage-tight.
- The following components/systems are in proper technical working order:
 - Catalytic converter
 - Lambda sensor (bank 1, sensor 1)

Possible causes:

- Malfunction of the component < Lambda sensor (bank 1, sensor 2) >.

Remedy:

- Check and if necessary replace the component < Lambda sensor (bank 1, sensor 2) >.

- ▶ The **feedback box**.


Would you like to report a new case? First, evaluate the current case, then submit a new case in the format: <complaint>, <general conditions: fault code or symptom>, <possible causes>, <remedy>

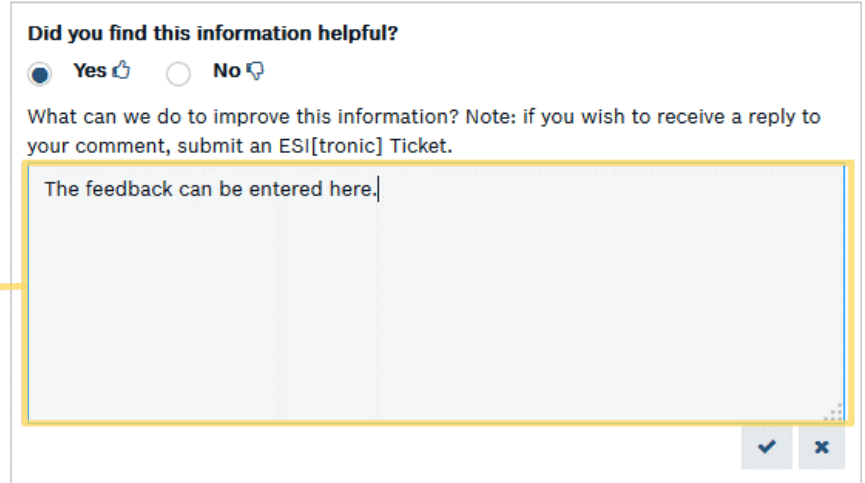
Did you find this information helpful?

Yes No



Feedback and feedback box

Would you like to report a new case? First, evaluate the current case, then submit a new case in the format: <complaint>, <general conditions: fault code or symptom>, <possible causes>, <remedy>

- ▶ "Yes" or "No" for quick feedback.
- ▶ Feedback is also possible without comment.
- ▶ Positive feedback is always welcome.
- ▶ **Feedback box** for written feedbacks and new cases. 
- ▶ At the moment there is no direct feedback to the workshop.



Did you find this information helpful?

Yes  No 

What can we do to improve this information? Note: if you wish to receive a reply to your comment, submit an ESI[tronic] Ticket.

The feedback can be entered here.

Feedback and SUPPORT

A dynamic system like EBR lives and improves with up-to-date information and feedback from experienced professionals like you. Therefore we are looking forward to every feedback from you.

Your Bosch / EBR team