

# 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.

BOSC Vehicle		Diagnosis	) / Golf VII 2.0 R-Line		1	lanuals	Circuit diag	rams	DEMO 💮 ? 着 🗉
Vehicle Ident	ification			_				1 / 25	
By Description	on KBA key (D)	VIN identificat	on Last 30 Vehic	les RB key	Тур	e certificate no. (C	H) Type-Mine/Cni	t no.(F) Kenteker	nplaat(NL) Nummerskylt(S)
			Internal			Veer of			
RB key	Make	Туре	Model Range	Liters	kW	Year of manufacture	Engine code	Protocol	
RB key	Make VW (VOLKSW	Type Golf VII 2.0 R-Line 4Motion		Liters 2.0	kW 221.0		CJXC	Protocol	

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Input field to restrict a result set (e.g.: engine).	Number of <b>positive responses</b> from the participating workshops.
ESI[tronic] 2.0	
BOSCH VWW 4487 / VW (VOLKSWAGEN) / Golf VII 2.0 R-Line 4Motion / 50	
Vehicle info Jiagnosis 🔯 Maintenance	Manuals // Circuit diagrams 🗐 Known Fixes 📝 Equipment
G Known Fixes	Enter Search term Q
The component < <mark>Engine</mark> > does not cut out eve The component <starter> operates but the co After starting the component &lt;<mark>Engine</mark>&gt; multipl</starter>	en switching on the component <radiator fan="">.   en though the ignition is switched off./The component <engine> cuts out only when the component <vehicle key=""> is removed.  9 mponent <engine> does not start./The component <fuse (fuse="" 1)="" 10="" box=""> is blown.  2  ponent <engine> sporadically goes out when driving off.  1</engine></fuse></engine></vehicle></engine></radiator>
<ul> <li>Possible fault codes from the fault mem</li> </ul>	nory 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:

#### General conditions:

- Possible entry in the fault memory of the component < Engine control unit >:
  - P0420 / Catalytic converter system (bank 1) / Inadequate effect
- 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:

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.	
✓ x	

### 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

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