

Digital Service Booklet

Brief Instructions



Table of contents of Digital Service Booklet

Software subject to changes compared to information and figures in these Brief Instructions. Any reprint, translation and reproduction, including in excerpts, is not permitted without written approval.

Issue date: 11/2021 Software: Digital Service Booklet Chapter 1: Overview of Digital Service Booklet

Chapter 2: Introduction to Digital Service Booklet

Chapter 3: Recording Truck Service Data

Chapter 4: Recording Bodywork

Chapter 5: Recording Major Assembly Work

Chapter 6: Display of Current Service Data

Chapter 7: Proof of Service for Customer

Chapter 8: Support for Digital Service Booklet

Digital Service Booklet

These Brief Instructions support you when operating the Digital Service Booklet (DSB).

Each step is explained using graphics and text so that maintenance with the DSB system can be performed quickly and with ease.

These step-by-step instructions are denoted by **1**, **2** etc.

In the following chapters, you can become familiar with additional functions of the DSB.

This information is marked with (\mathbf{A}) , (\mathbf{B}) etc.



Overview of

Digital Service Booklet

Overview of Digital Service Booklet

Online service booklet: Reliable, comfortable and simple recording of maintenance activities

1

Digital Service Booklet

The Digital Service Booklet (DSB) replaces the conventional maintenance booklet by means of a central database.

The service confirmation is kept in duplicate. In a digital format protected against access by third parties and as a tangible record of the service booklet – the Digital Service Report.

Therefore all that is required is that the customer retains the last Digital Service Report. Should the Digital Service Report get lost, it is possible to provide information on all service data of the vehicle at any time.

Maintenance operations with the DSB system must be performed for the following vehicles:

- **Truck** (Atego, Actros, Antos, Arocs, Econic) as of production date October 2016

Overview of Digital Service Booklet

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Digital Service Report

Mercedes-Benz has developed the Digital Service Booklet to ensure that in future our customers can enjoy an even more reliable and more comfortable documentation about the service and maintenance operations conducted. With this type of documentation, the service confirmations are always accessible – online in the Digital Service Booklet. At the same time, the Digital Service Booklet does not only have advantages for the customer, but also for all workshops.

Overview of Digital Service Booklet

Advantages for the customer

More security if the service booklet is lost

The service data of the vehicle is documented continuously and can no longer be lost. Warranty protection for the customer can thus be proven at any time even if the personal Digital Service Report is lost.

More comfort when staying abroad or when changing the workshop

The service data is available to any registered partner worldwide in the respective national language and assistance can be provided anywhere for the customer quickly and professionally. Additionally, the customer can be sure that his/her service confirmation is maintained seamlessly in the event of a stay abroad or when changing the workshop.

Greater value stability of the used vehicle

Driven distances and performed maintenance scopes remain tamper-proof and are documented in a verifiable manner. This increases the resale value of Mercedes-Benz or smart vehicles and provides the customer with additional peace of mind when purchasing a used vehicle.

Advantages for the workshops

Better overview

The vehicle history with the corresponding service data is available online, internationally and in the respective national language. You can use it any time to see which service work was performed on the particular vehicle before – and this within seconds.

More data transparency

Thanks to the online data transparency, it is no longer necessary to look for the current service booklet in the vehicle during service reception – the data will then be visible directly on the screen. It is also no longer a problem if the service booklet is lost, since all of the documented entries can be reproduced. This makes for an easier job acceptance.



Introduction to Digital Service Booklet

Introduction to Digital Service Booklet



Please start the DSB system from the homepage https://service-info.mercedes-benz-trucks.com/eu/en/prd-dsb.html

<u>Note:</u> The Digital Service Booklet has an interface based on Windows, which should make it easy for you to handle and navigate.

Please start the DSB. The welcome screen will appear. Please select the menu item "Digital Service Booklet" in the left navigation window.

Please enter the FIN/VIN (or in some countries the license plate number).

Then click on "Search" and DSB will call up the specific vehicle.

Introduction to Digital Service Booklet

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Truck Service Data

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You will then see the maintenance history of the vehicle. If you would like to enter new service work, please click on the "Service" tab.

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Click on "New Service".

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A window asking whether there has been a change in owner appears. If you click on "Yes", the customer data window is automatically opened to allow the data to be updated (See Chapter 3).

The current date is preassigned as the date of the service. You can only record one maintenance per vehicle per day.

<u>Note</u>: In the screen you will see mandatory fields that have to be filled out for each maintenance – these are framed in red.

Please enter the repair order number.

In the "Kilometer reading" field - it is also possible to switch between miles (mls), kilometers (km) and operating hours (h) - please enter the current kilometer reading.

<u>Note</u>: If the documented mileage is lower than the last known mileage, the value entered by you will appear in blue – please check the entry accordingly.

Please complete the "Remaining time" and "Remaining distance" fields.

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Please complete the "Next service" fields (Date and Kilometer reading).

Please enter details of the current service interval. The "Service interval O.K" checkbox can be edited by the dealer. This documents whether the service interval has been met. Please also enter the details for "Maintenance according to manufacturer guidelines". The "Additional operations observed according to DAG specifications" checkbox can be edited by the dealer.

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В

Please enter the date of the next statutory inspections (main inspection, exhaust emissions inspection, safety inspection, accident prevention regulations, fire extinguisher test, tachograph tests, etc.) of the vehicle – in the format <MM.YYYY>, e.g. "12.2017". Individual fields can be deactivated depending on the country.

Please enter diesel particulate filter data (ID no. and lead seal no.) of the vehicle.

In the "Internal comment" field you can enter relevant internal information. This is not printed in the digital service report for the customer, but is only visible internally in the system. "Customer comments" on the other hand are visible on the service record.



Please select the corresponding maintenance scopes.

<u>Note:</u> Enabling a maintenance scope automatically applies the corresponding additional operation intervals and service operations.

Put a checkmark against the applicable additional operation intervals.

Please put a checkmark against the service operations.

For an oil change, enter the viscosity and the oil quality (sheet number) next to the check mark by choosing the relevant selection in each drop-down list. Alternatively, a free text can be entered.

When all of the data has been entered, click on "Save".

16

(17)

- <u>Note:</u> As the data is stored permanently in the system, there is only a limited ability to make changes (e.g. correct typos) or delete complete records. Please press the "Change Service" or "Delete" button to make changes or delete data respectively.
- After that, you can print out the "Digital Service Report" for the customer (see Chapter 9).
- <u>Note:</u> Please use as many fields as possible to enter data, even if they are not mandatory, to allow full documentation. Please select the corresponding maintenance scopes.



Recording Bodywork

Recording Bodywork

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On the "Bodywork" screen, you can enter the bodywork that has been performed.

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Please enter the FIN/VIN (or in some countries the license plate number) and then click on "Search".

Please select the "Bodywork" tab.

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If no bodywork has been performed yet, you will see an "empty" screen. If data is already present, the last bodywork is shown.

Please select "New bodywork".

<u>Note</u>: The recording of bodywork is identical for cars, vans and smart. The instructions in the example are based on a car.

Note: A window appears with a prompt asking about a change of ownership. If you click on "Yes", the Customer data window is automatically opened to enable the data to be updated (see Chapter 3). Please note here that the input field for owner data is not displayed in every market.

Enter the date of the work. The field is preallocated with the current date.

Enter the repair job number and the current mileage.

Select the bodywork performed.

Recording Bodywork

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If you have any attachments for the bodywork, you can use the "Attachments" button to add pictures or PDFs to the documentation by calling up the corresponding file.

Click on "Attachments".

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In the window that opens up, click on "Load file".

Another window opens up with which you can select/open a picture or a PDF file on your computer.

Recording Bodywork



The uploaded pictures and PDFs are shown in the "EVA - Attachments" window at the left.

"Load file": You can attach additional files here.

"Remove file": You can remove files here.

As soon as you click on pictures in the list (see A), they are shown in the main window. Because this is not the case with PDFs, you can view them using "Open file".

"Save file(s)": This can be used to save uploaded images and PDFs on the computer.

Once you have attached your files, select "Close".

To complete the bodywork entry, select "Save".

"Attachments" is shown in bold to indicate that you have attached the files.

After this you can print out the "Digital Service Report -Bodywork" for the customer (see Chapter 8).



Recording Major Assembly Work

Recording Major Assembly Work

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Choose the "Major assembly" tab. You can enter the work performed in this screen.

If no major assembly work has been performed yet, you will see an "empty" screen. If data is already present, the last major assembly work is shown.

Please click on "New major assembly service/exchange".

<u>Note:</u> The recording of major assembly work is identical for cars, vans and smart. The instructions in the example are based on a car.

<u>Note:</u> A window appears with a prompt asking about a change of ownership. If you click on "Yes", the Customer data window is automatically opened to enable the data to be updated (see Chapter 3).

Enter the date. The field is preallocated with the current date.

Please enter the repair order number.

Please enter the current mileage.

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In the "Major assembly" field, you can select the corresponding type of major assembly in the drop-down list.

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Recording Major Assembly Work

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nguage English	Km reading 24.000 km - Last known mileage 24.000 km	
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ital Service Booklet		
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	Delivery note no.	
7	Delivery note/date	Viscosity
	Installation date	Oil quality
T		
		0 10
		ssembly 2 / 2
		Print confirmation
	New major assembly service/exchange Delete	Save Find commanding Cancel
		9

If a major assembly is exchanged, please set the corresponding check mark and record the major assembly no., delivery note no. (both mandatory) and the date of the delivery note and installation.

In the event of an oil and filter change, please set the corresponding check mark and then enter the viscosity as well as the oil quality (sheet number) (both mandatory) by choosing the relevant selection in each drop-down list. It is also possible to enter free text as an alternative.

Then save the data.

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After this you can print out the "Digital Service Report -Major assembly work" for the customer (see Chapter 9).



Display of Current Service Data

Display of Current Service Data

	Search
Mileage	Mileage indicator
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24.000	km
12.000	km
7.000	km
7.000	ĸm
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	Search
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	Service 3 / 3 🕞 📷

Please start the DSB. The welcome screen will appear. Please select the menu item "Digital Service Booklet" in the left navigation window. Please enter the FIN/VIN (or in some countries the license plate number) in the upper field and click on "Search".

You will then see the maintenance history of the vehicle. If you would like to view existing service work, please click on the "Service" tab.

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The last documented entry for this vehicle will appear.

By clicking on the scroll function, you can call up the previous entries and print them out, if necessary (see Chapter 8).

<u>Note</u>: This function is also available to you on the "Bodywork" and "Major assembly" tab.



Proof of Service for Customer

Proof of service for Customer

	Dealer code V2d96 🔻	FIN - 166024 1	A 123456		
	Service history Service	Bodywork Major ass	embly Customer data		Search
ight DSB	Date	27.11.2014		Workshop	Nordic Motor AS
ser c2ldsb arket 00000	Rep. order no.	R-20587		Town	Bardufoss
inguage English	Workshop code	24.000 km Last k) DSB - DSB report selection	Service	Service A Zusatzarbeiten
gital Service Booklet	Remaining time	-18 Days	Please select the desired land	made for report:	Breakpads front axle replaced
	Remaining distance	0 km			Breakpads rear axle replaced
	Next service	11.2015	02 - ENGLISH	-	
		✓ Time/Mileage interval	Please select the report type		
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As soon as you have saved a DSB entry (initial registration, maintenance, bodywork or major assembly work) in the Digital Service Booklet, you can print out a "Digital Service Report". To do so, click on "Print confirmation".

In some markets, a drop-down list enables a language to be selected for the report.

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3

- <u>Note:</u> The language availability and the number of languages vary depending on the market involved and the languages required.
- Choose whether you wish to print only the last report or all reports. Typically, you will select "Report: last service" and the service data that was documented last will appear. This report form should be used when you have just performed the service in your company.
- The report is opened in Acrobat Reader. Please print out the report.
- <u>Note only for EU-Countries</u>: Please take note of the EU GDPR and your country-specific regulations relating to customer communication.

Proof of service for Customer

Note: Please treat this doc	cument confidentially!		
Vehicle info		Customer	
Vehicle	ML 350 BLUETEC 4M	Title	
First reg. date	01.01.2645412	First name Last name Street / no.	
FIN	WDC 166024 1A 187289	Postal code City	
Next	11.2015	Next major inspection	11.2016
Service (Please note the additional	36000 km I information in your vehicle (owner's manu	al, service booklet and service interv	al indicator) on the
performance of the next se	ervice)		
Last Servicereport	Nordic Motor AS	Date	27.11.2014
	Kjelimoen	Reporder-no.	R-20587
-	Bardufoss	Mileage	24000 km
Performed services Service	Service A	Replaced / renewed Breakpads front axie	_
Workshop code	505	replaced	
Remaining time	-18 Days	Breakpads rear axie replaced	2
Remaining distance	0 km		
Oil quality/viscosity	Frains all	Service-intervals in acco	rdance with Mercedes
Viscosity	Engine oli	Complied with	Z
Oliquality	228.2	complete man	
Description	Manual transmission		
Viscosity	0W-40		
Oil quality	224.1		
Description	Automatic transmission		
Viscosity	10W-30		В
Oll quality	228.0	_	T
	_		Senire Melery
			Metodes Botz Danier AD, Wen Unterbandin Date 15.12 Metodes Botz Metodestrale 127 Service Benic
			Mercodes Brozz Danier AG; Wark Unterdanierin Date 01.05 Mercodes Brozz Millioge 70001 Mercolessite/de 137
			Surgari Service Herr
Simplure / storm, of the sa	whether .		
orginature / stamp of the w	onderlop		

Here you can see the printout of the Digital Service Report.

In the upper section of the service report, you can see the vehicle data on the left-hand side and the customer and/or company data on the right-hand side (if activated in the market).

In the center, you will find information on the next service as well as the next main inspection.

Below this, you will find the data recorded for the newly documented service: Mileage, service scope, oil viscosity, additional operations, etc. - for vans also additional operation intervals, for example.

В

5

On the second page, you will see the service history of the vehicle in short form.

Please stamp and sign the report in the lower section.

Note: To make the service report a legally valid document, the stamp should contain the following: name, workshop address, telephone no., fax no. and email address, where applicable.

Following this, please hand over the printout to the customer for his/her personal documents.

You can create reports in a similar manner after entering bodywork or major assembly work and hand them over to the customer.

Proof of service for Customer





On the topic of safety:

Various **safety elements** are incorporated in the Digital Service Booklet:

- The customer data you have entered (the customer must actively agree to this, see Chapter 3) is only visible to your service center or your branches. If the customer changes to another service center, the customer data must be entered again (this is legally prescribed based on the data protection guidelines).
- 2) The database for the Digital Service Booklet meets the most advanced security standards. Only users registered with Mercedes-Benz have access.
- 3) A multi-digit security code appears on each Digital Service Report as well as on the printed out service history (all Digital Service Reports). This security code represents a link between the entered service data and the workshop.
- 4) In the last Digital Service Report, you confirm the validity and correctness of the documented service data with your signature and stamp.