



Digital Service Booklet

Brief Instructions



Mercedes-Benz

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Software subject to changes compared to information and figures in these Brief Instructions.

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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 **A**, **B** etc.



1

Overview of

Digital Service Booklet

Overview of Digital Service Booklet

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

Digital Service Booklet

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

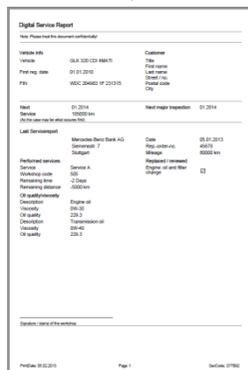
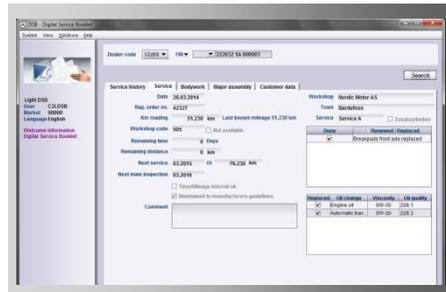
The service confirmation is kept in duplicate. In a digital format protected against access by third parties and as a tangible record of the service booklet – the Digital Service Report.

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, Eonic) as of production date October 2016

Overview of Digital Service Booklet



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.

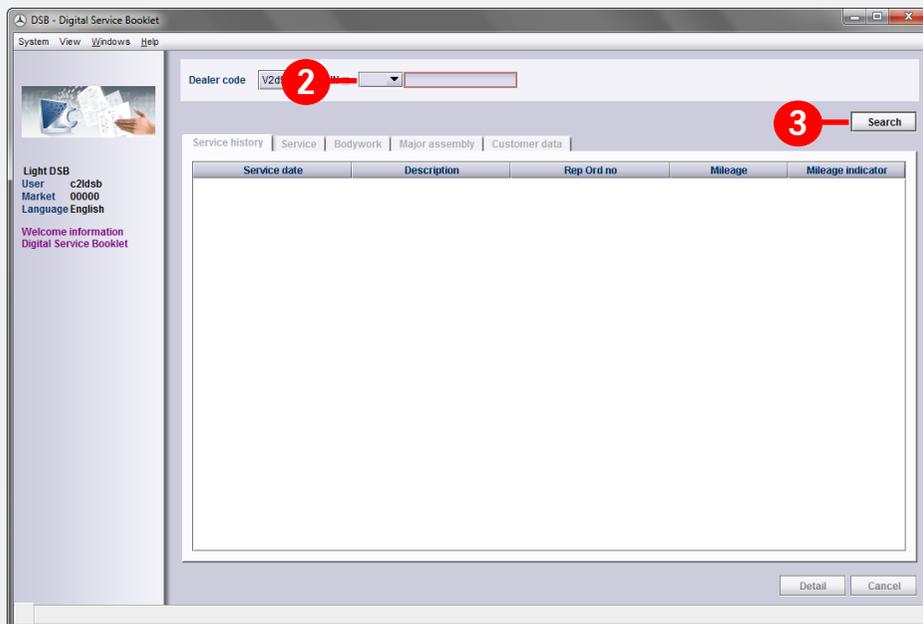
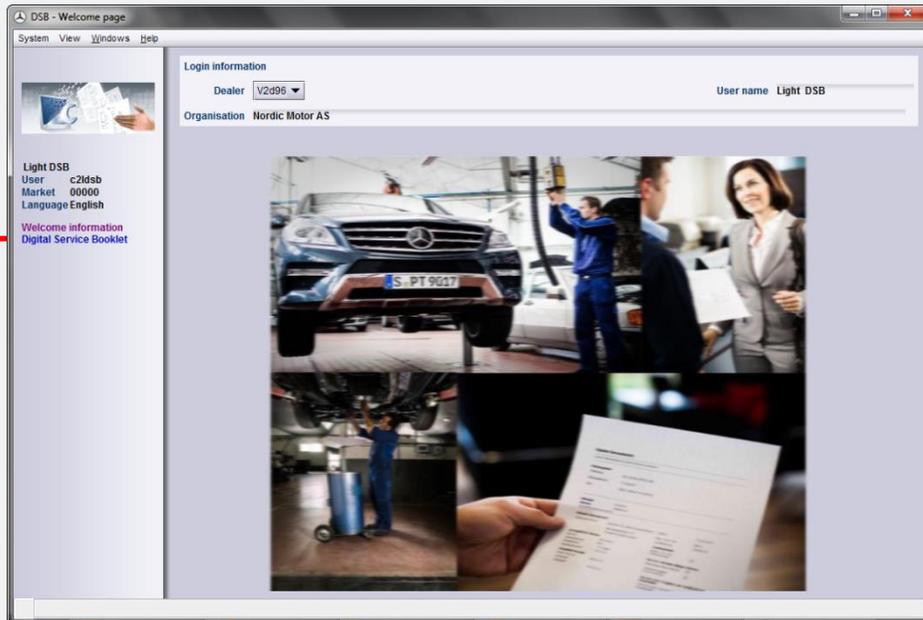


2

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>

Note: 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

DSB - Digital Service Booklet

System View Windows Help

Dealer code: V2d96 FIN 166024 1A123456

Search

Service history | Service | Bodywork | Major assembly | Customer data

Service date	Description	Rep Ord no	Mileage	Mileage indicator
15.12.2013	Service minor	R-350024	12.000	km
01.06.2013	Service Interim Service	Z-30814	7.000	km
01.06.2013	Component	A-20414	7.000	km

Detail Cancel

A You are on the "Service history" tab. All documented service data of the selected vehicle is displayed here.

4 Any documented service, body and major assembly work will appear. You can now "double-click" to select the specific operation and will directly go to the detailed information or you single-click on the operation and then click on "Detail".

DSB - Digital Service Booklet

System View Windows Help

Dealer code: V2d96 FIN WDC 166024 1A123456

Search

Service history | Service | Bodywork | Major assembly | Customer data

Date: 15.12.2013

Rep. order no.: R-350024

Km reading: 12.000 km Last known mileage 12.000 km

Workshop code: 505 Not available

Remaining time: -16 Days

Remaining distance: 0 km

Next service: 12.2014 Or 24.000 km

Next main inspection:

Time/Mileage interval ok

Maintained to manufacturers guidelines

Internal comment:

Comment for customer:

Workshop: Daimler AG; Werk Untertürkheim

Town: Stuttgart

Service: Service A Zusatzarbeiten

Done	Renewed / Replaced
<input checked="" type="checkbox"/>	Breakpads rear axle replaced
<input checked="" type="checkbox"/>	Engine: oil and filter change

Replaced Oil change Viscosity Oil quality

Service 2 / 2

New service Change service Delete Save Print confirmation Cancel

B The selected entry for this vehicle will appear.

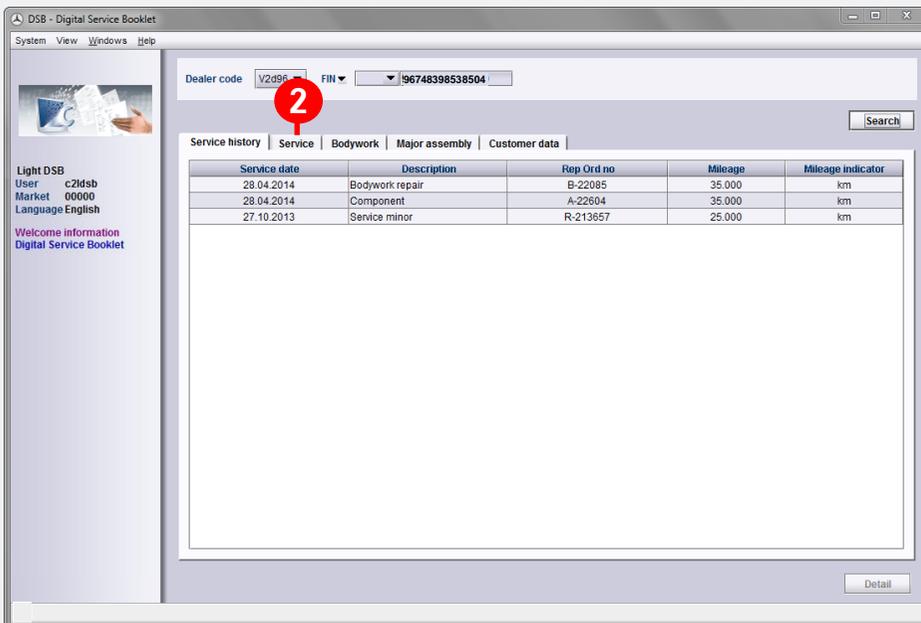
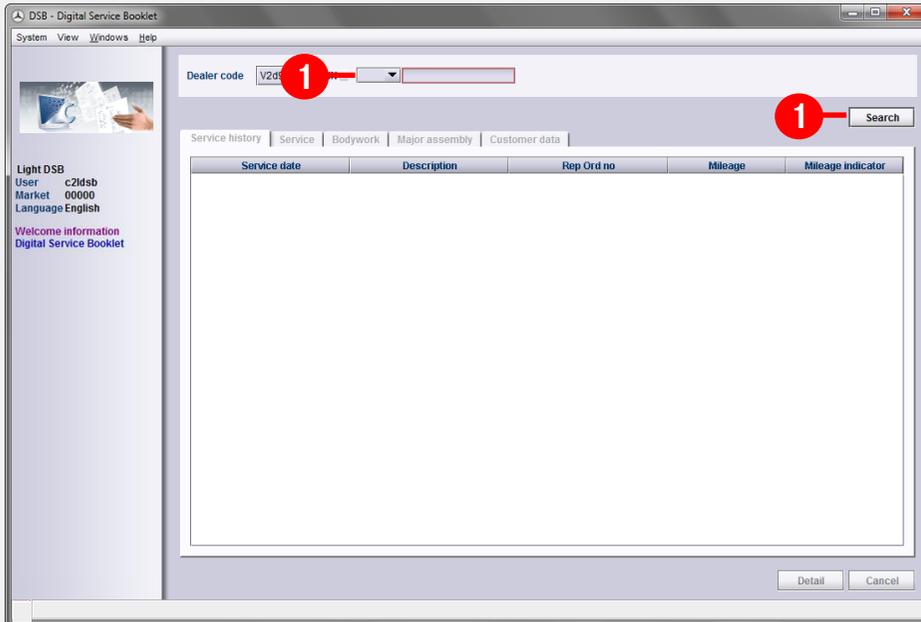


3

Recording

Truck Service Data

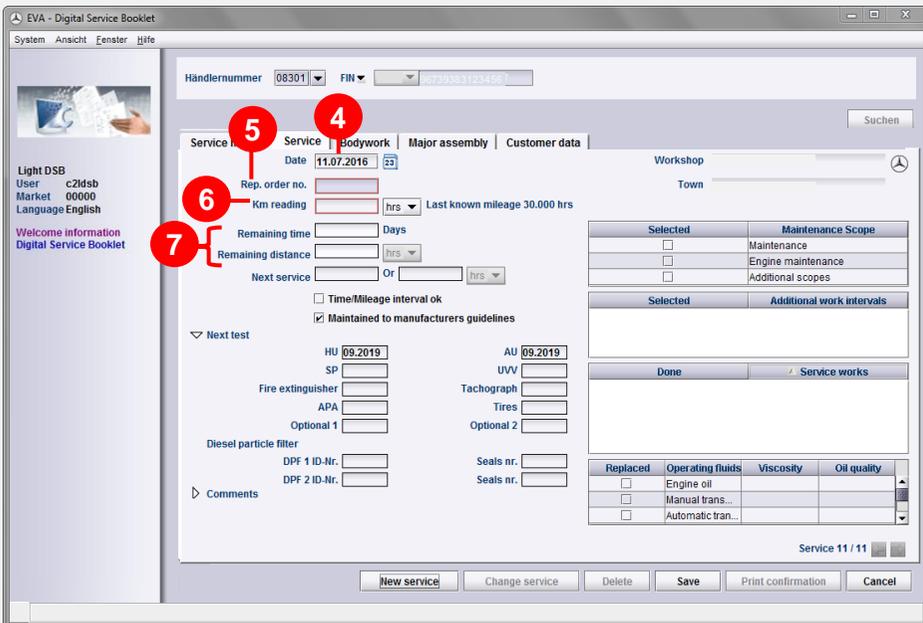
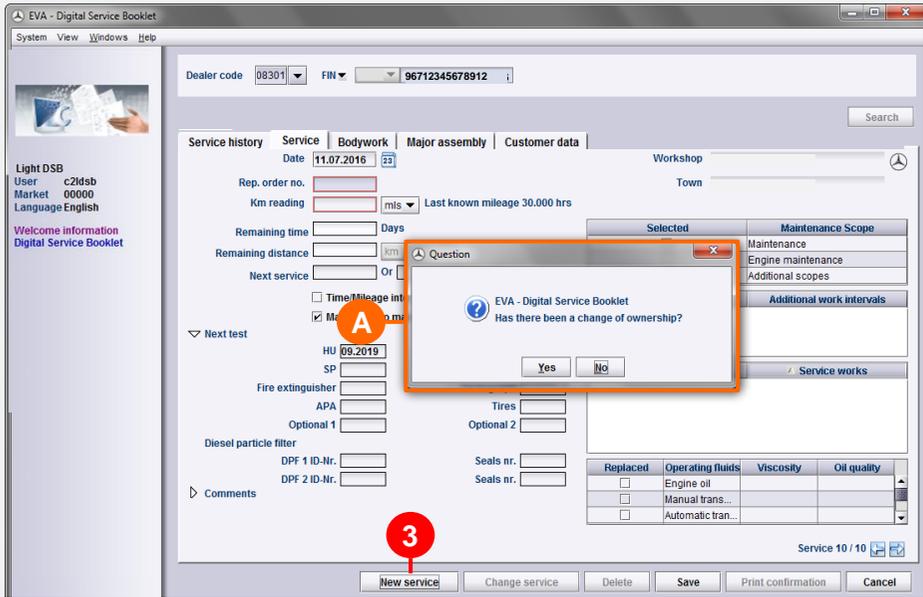
Recording Truck Service Data



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

2 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.

Recording Truck Service Data



3

Click on "New Service".

A

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).

4

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

!

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

5

Please enter the repair order number.

6

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.

!

Note: 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.

7

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

Recording Truck Service Data

Dealer code: 08301 FIN 0071234567890123

Service history | Service | Bodywork | Major assembly | Customer data

Date: 11.07.2016 23 Workshop: Daimler AG GSP/BPS
Town: Kippenheim

Rep. order no.: Test001
Km reading: 100.000 km Last known mileage 30.000 hrs

Remaining time: Days
Remaining distance: km

Next service: Or km

Time/Mileage interval ok
 Maintained to manufacturers guidelines

Next test: HU 09.2019 AU 09.2019
SP UVV
Fire extinguisher Tachograph
APA Tires
Optional 1 Optional 2
Diesel particulate filter
DPF 1 ID-Nr. Seats nr.
DPF 2 ID-Nr. Seats nr.

Comments

Service 11 / 11

New service Change service Delete Save Print confirmation Cancel

Dealer code: 08301 FIN 0071234567890123

Service history | Service | Bodywork | Major assembly | Customer data

Date: 11.07.2016 23 Workshop: Daimler AG GSP/BPS
Town: Kippenheim

Rep. order no.: Test001
Km reading: 100.000 km Last known mileage 30.000 hrs

Remaining time: 20 Days
Remaining distance: 2.000 km

Next service: 09.2019 Or 100.000 km

Time/Mileage interval ok
 Maintained to manufacturers guidelines

Next test: HU 09.2019 AU 09.2019
SP UVV
Fire extinguisher Tachograph
APA Tires
Optional 1 Optional 2
Diesel particulate filter
DPF 1 ID-Nr. Seats nr.
DPF 2 ID-Nr. Seats nr.

Comments

Internal comment

Comment for customer

Service 11 / 11

New service Change service Delete Save Print confirmation Cancel

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

9 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.

10 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.

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

B 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.

Recording Truck Service Data

The screenshot shows the EVA - Digital Service Booklet interface. Key elements include:

- Dealer code: 08301, FIN, 082123456789020R
- Service history tabs: Service, Bodywork, Major assembly, Customer data
- Date: 11.07.2016
- Workshop: Daimler AG GSP/BPS, Town: Kippenheim
- Rep. order no.: Test001
- Km reading: 100.000 km, Last known mileage: 60.000 km
- Remaining time: 20 Days
- Remaining distance: 2.000 km
- Next service: 09.2019 Or 180.000 km
- Time/Mileage interval ok: Maintained to manufacturers guidelines
- Next test: HU 09.2019, AU 09.2019, SP 08.2018, UUV 09.2019
- Fire extinguisher: 07.2019, Tachograph: 09.2019
- APA: 09.2019, Tires: 09.2019
- Optional 1, Optional 2
- Diesel particle filter: DPF 1 ID-Nr. 12345, DPF 2 ID-Nr. 12339
- Comments
- Buttons: New service, Change service, Delete, Save, Print confirmation, Cancel

Tables in the interface:

Selected	Maintenance Scope
<input checked="" type="checkbox"/>	Maintenance
<input type="checkbox"/>	Engine maintenance
<input checked="" type="checkbox"/>	Additional scopes

Selected	Additional work intervals
<input checked="" type="checkbox"/>	J3
<input checked="" type="checkbox"/>	J2
<input type="checkbox"/>	J1

Done	Service works
<input checked="" type="checkbox"/>	Auxiliary steering: Oil and filter c.
<input checked="" type="checkbox"/>	Carry out cavity preservation
<input type="checkbox"/>	Compressed air drier: Replace...
<input type="checkbox"/>	Dumper system: Oil change
<input checked="" type="checkbox"/>	Exhaust aftertreatment unit: Re...

Replaced	Operating fluids	Viscosity	Oil quality
<input checked="" type="checkbox"/>	Engine oil	75W-90	235.20
<input type="checkbox"/>	Manual trans...		
<input type="checkbox"/>	Automatic tran...		

12

Please select the corresponding maintenance scopes.



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

13

Put a checkmark against the applicable additional operation intervals.

14

Please put a checkmark against the service operations.

15

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.

16

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



Note: 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.

17

After that, you can print out the "Digital Service Report" for the customer (see Chapter 9).



Note: 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.

4

Recording

Bodywork



Recording Bodywork

DSB - Digital Service Booklet

System View Windows Help

Dealer code V2496 FIN WDC 166024 1A 123456

Search

Service history | Service | **Bodywork** | Major assembly | Customer data

Date

Rep. order no. [] Town

Km reading [] Last known mileage 12.000 km

Attachments

With parts	Without parts	Description
------------	---------------	-------------

Bodywork 0 / 0

New bodywork Change bodywork Delete Save Print confirmation Cancel

DSB - Digital Service Booklet

System View Windows Help

Dealer code V2496 FIN WDC 166024 1A 123456

Search

Service history | Service | **Bodywork** | Major assembly | Customer data

Date 27.11.2014 Workshop Nordic Motor AS

Rep. order no. [] Town Bardufoss

Km reading [] km Last known mileage 12.000 km

Attachments

With parts	Without parts	Description
<input type="checkbox"/>	<input type="checkbox"/>	A-pillar
<input type="checkbox"/>	<input type="checkbox"/>	B-pillar
<input type="checkbox"/>	<input type="checkbox"/>	C-pillar
<input type="checkbox"/>	<input type="checkbox"/>	Detachable parts
<input type="checkbox"/>	<input type="checkbox"/>	Engine hood
<input type="checkbox"/>	<input type="checkbox"/>	Left front door
<input type="checkbox"/>	<input type="checkbox"/>	Left front fender
<input type="checkbox"/>	<input type="checkbox"/>	Left rear door
<input type="checkbox"/>	<input type="checkbox"/>	Left rear fender
<input type="checkbox"/>	<input type="checkbox"/>	Left rocker panel
<input type="checkbox"/>	<input type="checkbox"/>	Right front door
<input type="checkbox"/>	<input type="checkbox"/>	Right front fender
<input type="checkbox"/>	<input type="checkbox"/>	Right rear door
<input type="checkbox"/>	<input type="checkbox"/>	Right rear fender
<input type="checkbox"/>	<input type="checkbox"/>	Right rocker panel
<input type="checkbox"/>	<input type="checkbox"/>	Roof
<input type="checkbox"/>	<input type="checkbox"/>	Trunk lid/liftgate
<input type="checkbox"/>	<input type="checkbox"/>	Underfloor

Bodywork 1 / 1

New bodywork Change bodywork Delete Save Print confirmation Cancel

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

6

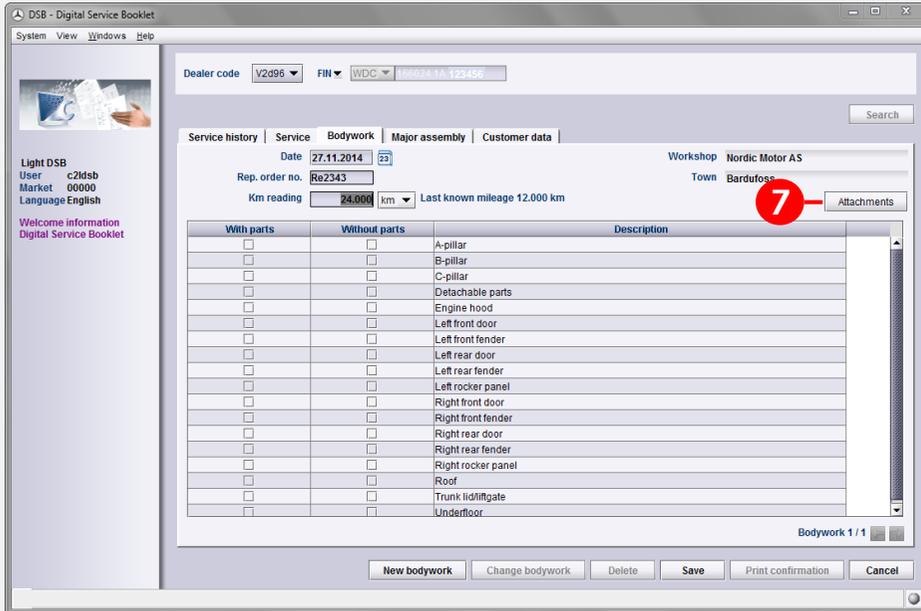
- 1 Please enter the FIN/VIN (or in some countries the license plate number) and then click on "Search".
- 2 Please select the "Bodywork" tab.
- A If no bodywork has been performed yet, you will see an "empty" screen. If data is already present, the last bodywork is shown.
- 3 Please select "New bodywork".

! Note: 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.

- 4 Enter the date of the work. The field is preallocated with the current date.
- 5 Enter the repair job number and the current mileage.
- 6 Select the bodywork performed.

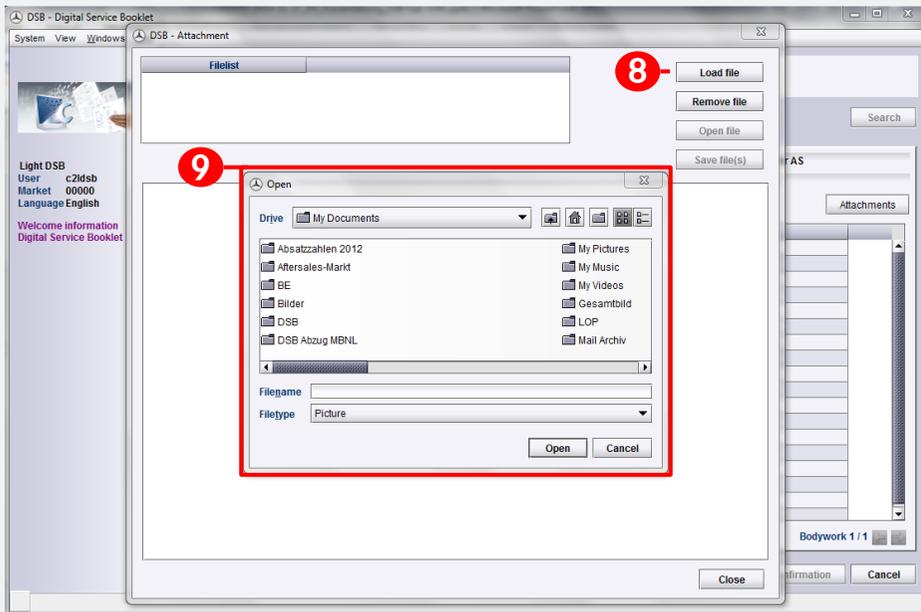
Recording Bodywork



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.

7

Click on "Attachments".



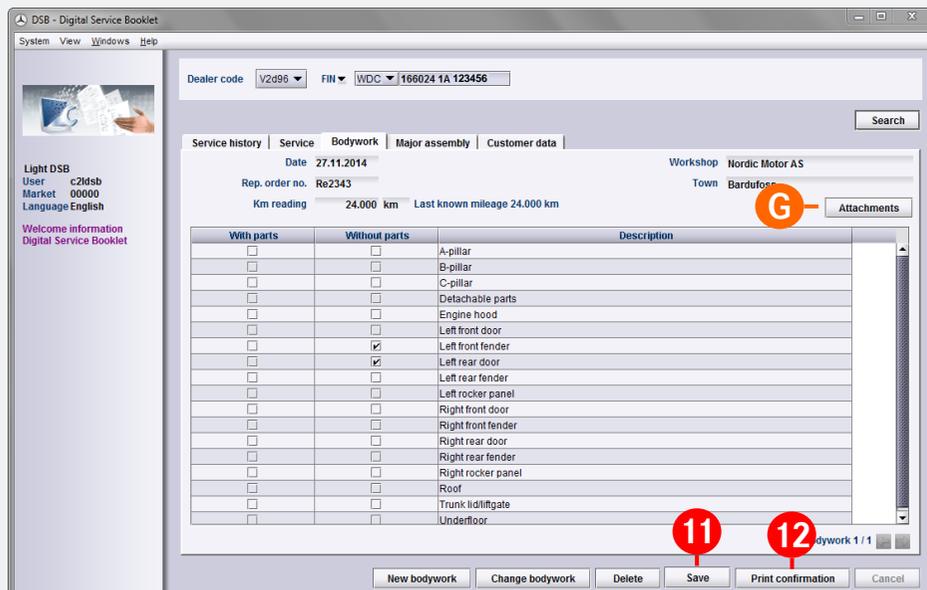
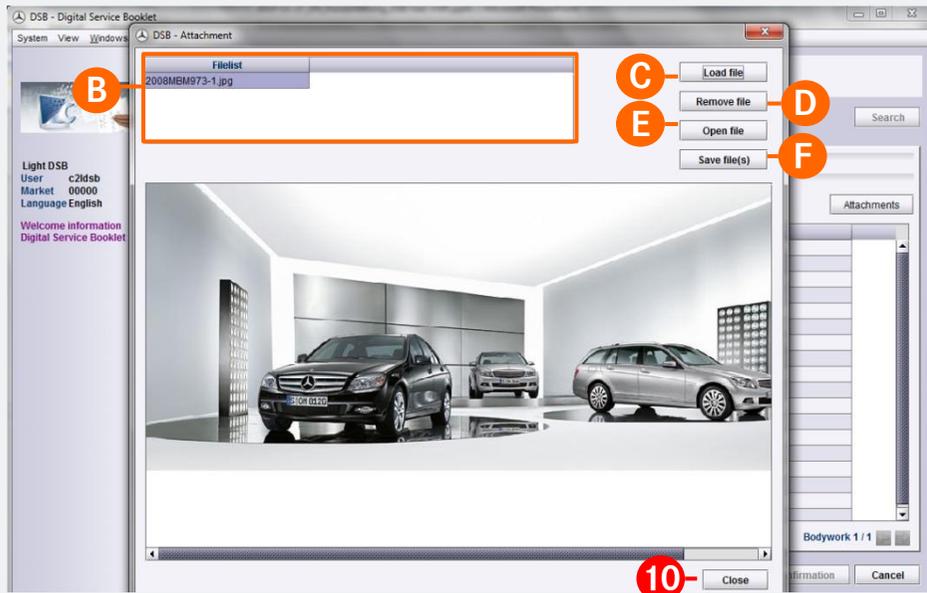
8

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

9

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

Recording Bodywork



- B** The uploaded pictures and PDFs are shown in the "EVA - Attachments" window at the left.
- C** "Load file": You can attach additional files here.
- D** "Remove file": You can remove files here.
- E** 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".
- F** "Save file(s)": This can be used to save uploaded images and PDFs on the computer.
- 10** Once you have attached your files, select "Close".
- 11** To complete the bodywork entry, select "Save".
- G** "Attachments" is shown in bold to indicate that you have attached the files.
- 12** After this you can print out the "Digital Service Report - Bodywork" for the customer (see Chapter 8).



5

Recording

Major Assembly Work

Recording Major Assembly Work

DSB - Digital Service Booklet

System View Windows Help

Dealer code V2d96 FIN WDC 166011A 123456

Search

Service history | Service | Bodywork | **Major assembly** | Customer data

Date 01.06.2013 Workshop Daimler AG; Werk Untertürkheim

Rep. order no. A-20414 Town Stuttgart

Km reading 7.000 km Last known mileage 24.000 km

Major assembly Transmission

Agregate replace

Agregate no. _____

Delivery note no. _____

Delivery note/date _____

Installation date _____

Oil and filter change

Viscosity [10W-50]

Oil quality [228.3]

Assembly 1 / 1

2 New major assembly service/exchange Change Delete Save Print confirmation Cancel

DSB - Digital Service Booklet

System View Windows Help

Dealer code V2d96 FIN WDC 166011A 123456

Search

Service history | Service | Bodywork | **Major assembly** | Customer data

Date **27.11.2014** Workshop Nordic Motor AS

Rep. order no. _____ Town Bardufoss

Km reading _____ km Last known mileage 24.000 km

Major assembly _____

Agregate replace

Agregate no. _____

Delivery note no. _____

Delivery note/date _____

Installation date _____

Oil and filter change

Viscosity _____

Oil quality _____

Assembly 2 / 2

New major assembly service/exchange Change Delete Save Print confirmation Cancel

e0005: Mandatory field. Entry required.

- 1** Choose the "Major assembly" tab. You can enter the work performed in this screen.
- A** 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.
- 2** Please click on "New major assembly service/exchange".
- !** Note: The recording of major assembly work 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).
- 3** Enter the date. The field is preallocated with the current date.
- 4** Please enter the repair order number.
- 5** Please enter the current mileage.
- 6** In the "Major assembly" field, you can select the corresponding type of major assembly in the drop-down list.

Recording Major Assembly Work

The screenshot shows the 'Major assembly' tab in the DSB software. The 'Aggregate replace' section (marked with a red circle 7) contains fields for 'Aggregate no.', 'Delivery note no.', 'Delivery note/date', and 'Installation date'. The 'Oil and filter change' section (marked with a red circle 8) contains a checkbox, 'Viscosity' and 'Oil quality' dropdown menus, and a 'Print confirmation' button (marked with a red circle 10). At the bottom, there are buttons for 'New major assembly service/exchange', 'Change', 'Delete', 'Save' (marked with a red circle 9), and 'Cancel'.

- 7 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.
- 8 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.
- 9 Then save the data.
- 10 After this you can print out the "Digital Service Report - Major assembly work" for the customer (see Chapter 9).

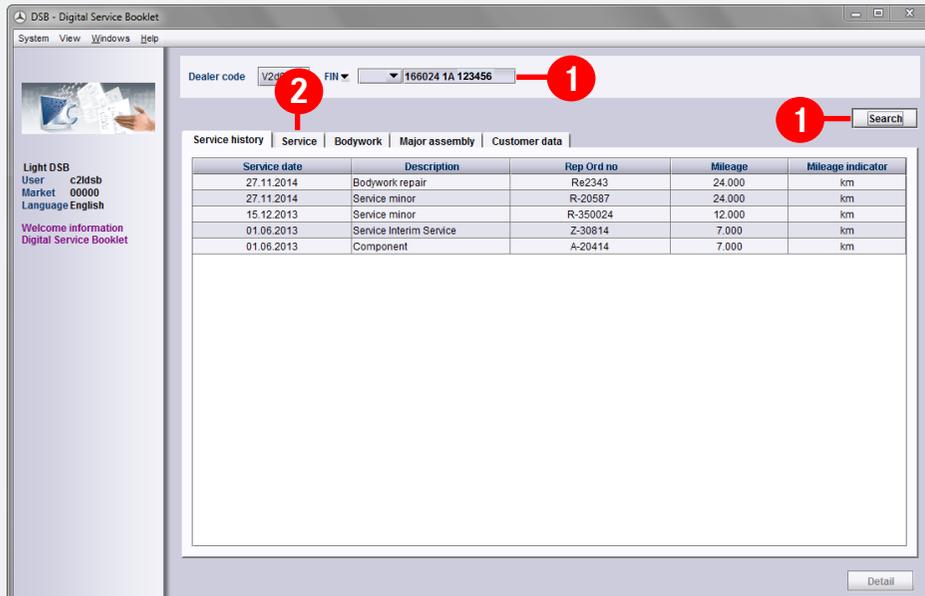


6

Display of

Current Service Data

Display of Current Service Data



1

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".

8

2

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.

A

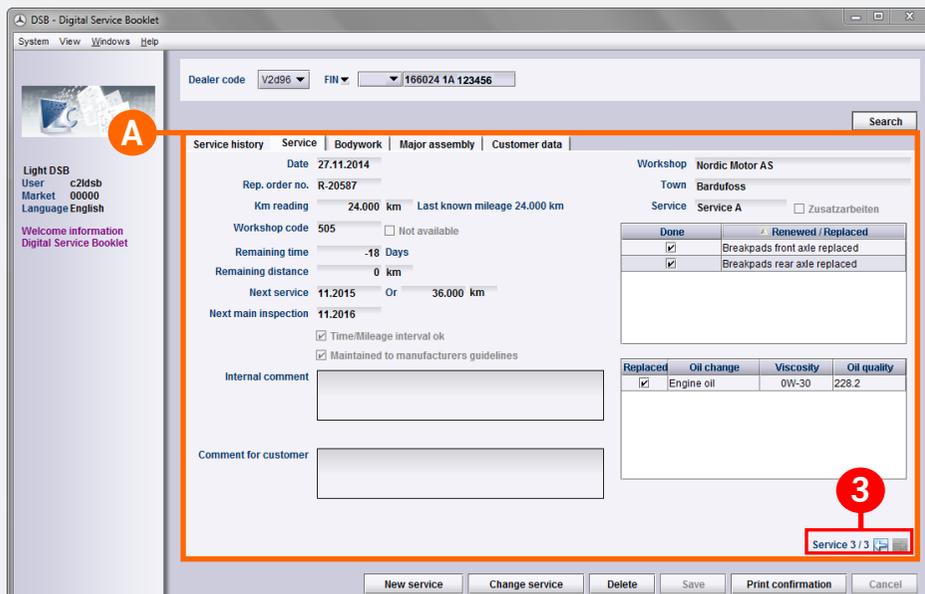
The last documented entry for this vehicle will appear.

3

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

!

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



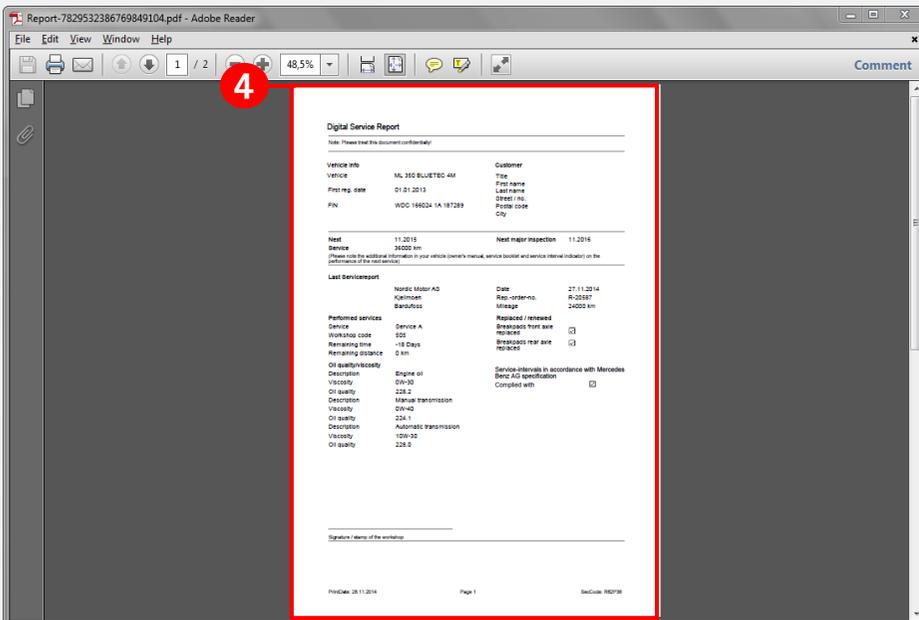
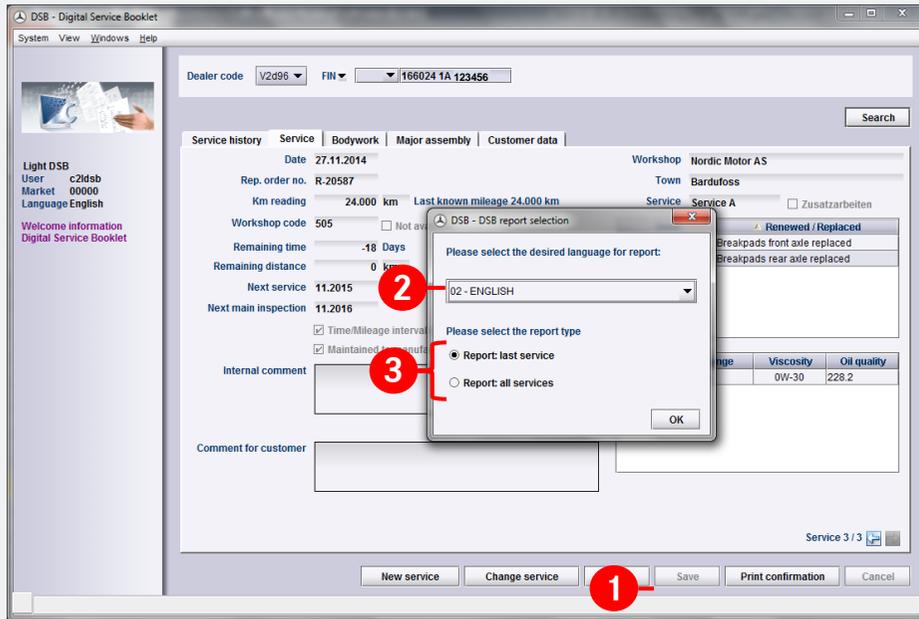
3



7

Proof of Service for Customer

Proof of service for Customer



1 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".

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

! Note: The language availability and the number of languages vary depending on the market involved and the languages required.

3 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.

4 The report is opened in Acrobat Reader. Please print out the report.

! Note only for EU-Countries: Please take note of the EU GDPR and your country-specific regulations relating to customer communication.

Proof of service for Customer



On the topic of safety:

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

- 1) 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.