



Digital Service Booklet

Brief Instructions



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

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Issue date: 11/2021

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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.

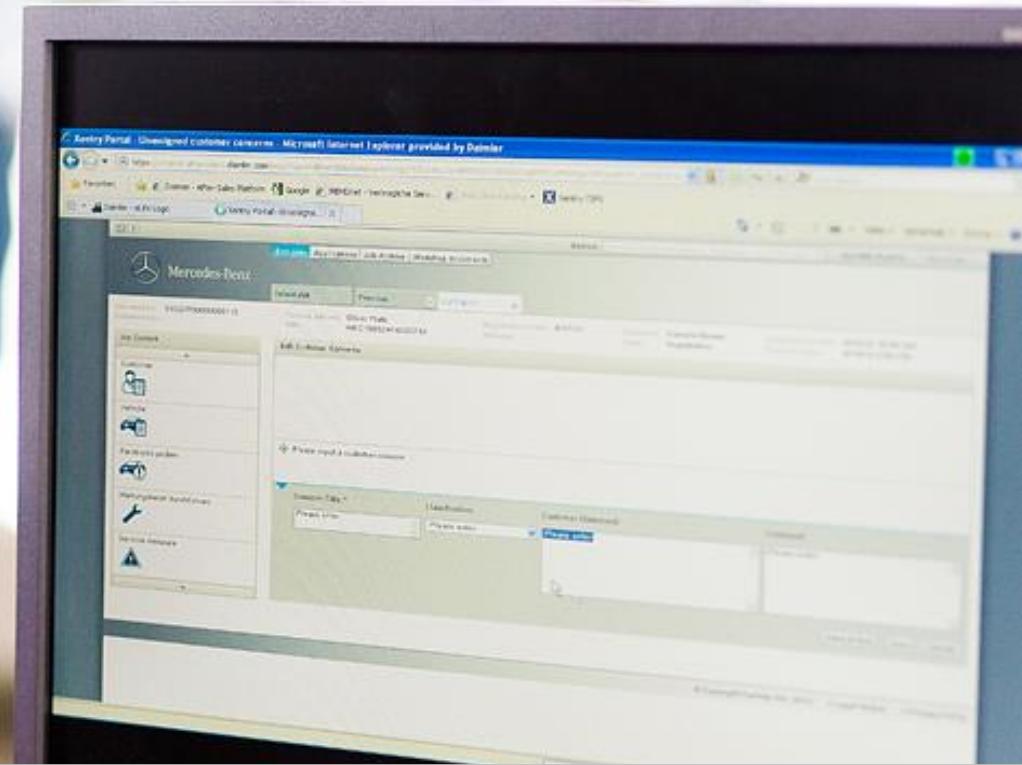
These step-by-step instructions are denoted by **1**, **2** etc.

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

1

Digital Service Booklet

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

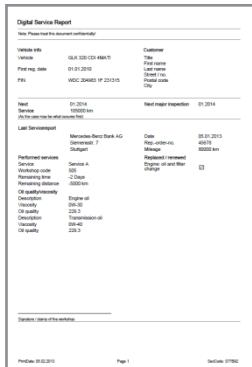
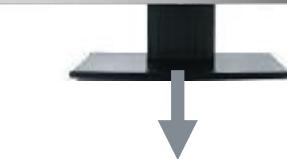
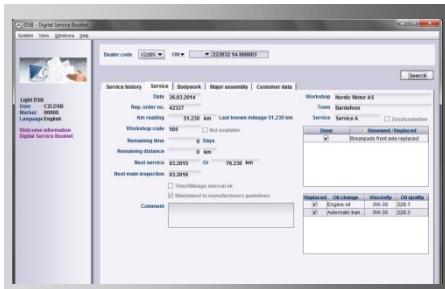
The service confirmation is kept in duplicate. In a digital format protected against access by third parties and as a tangible record of the service booklet – the Digital Service Report.

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



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

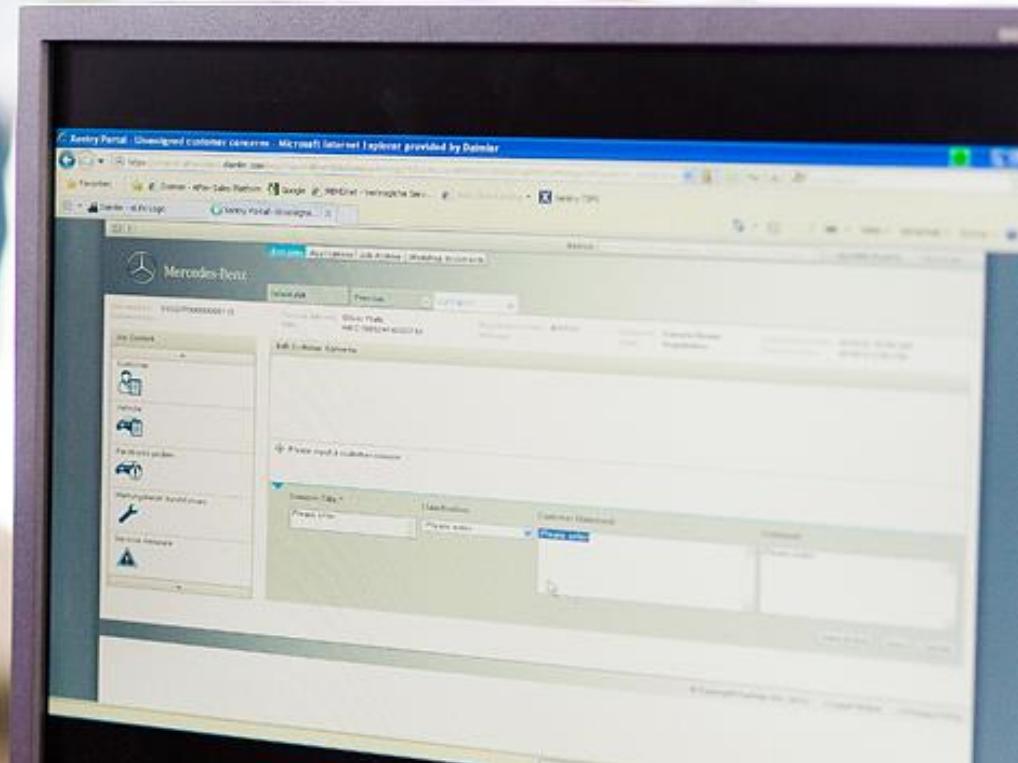
The vehicle history with the corresponding service data is available online, internationally and in the respective national language. You can use it any time to see which service work was performed on the particular vehicle before – and this within seconds.

More data transparency

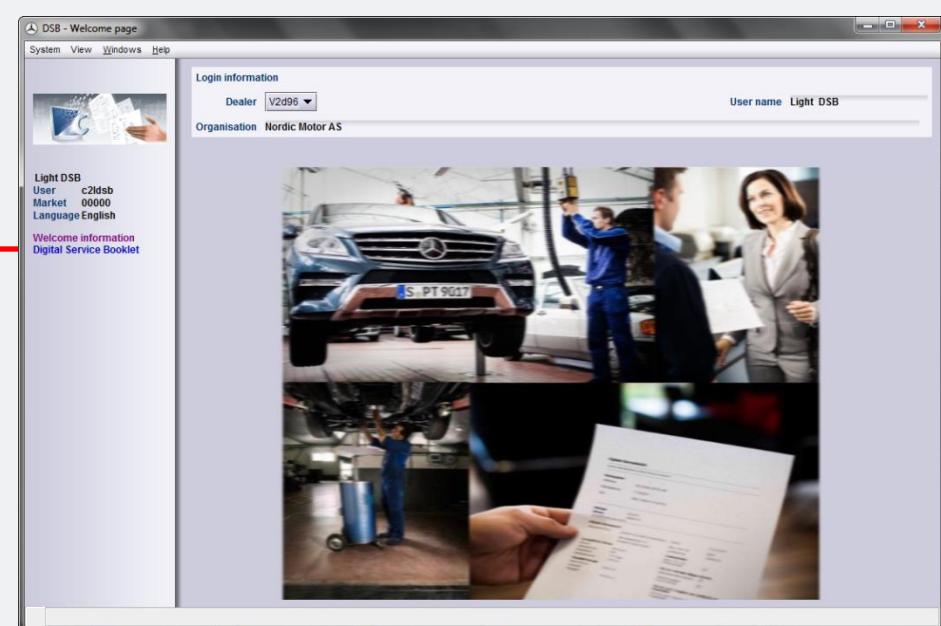
Thanks to the online data transparency, it is no longer necessary to look for the current service booklet in the vehicle during service reception – the data will then be visible directly on the screen. It is also no longer a problem if the service booklet is lost, since all of the documented entries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

2

Introduction to Digital Service Booklet



Introduction to Digital Service Booklet



1

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

2

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



1

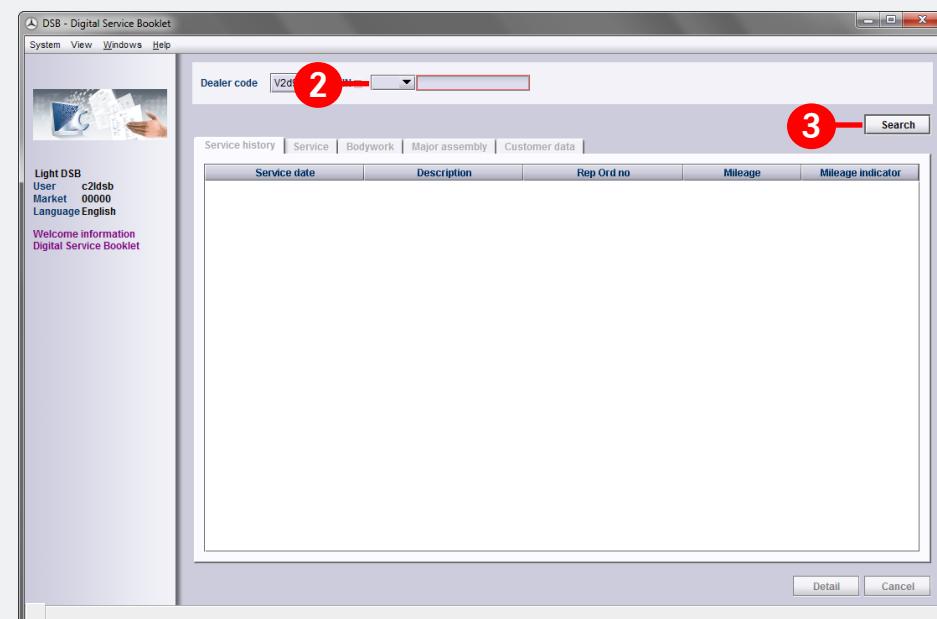
Please start the DSB. The welcome screen will appear.
Please select the menu item "Digital Service Booklet" in the left navigation window.

2

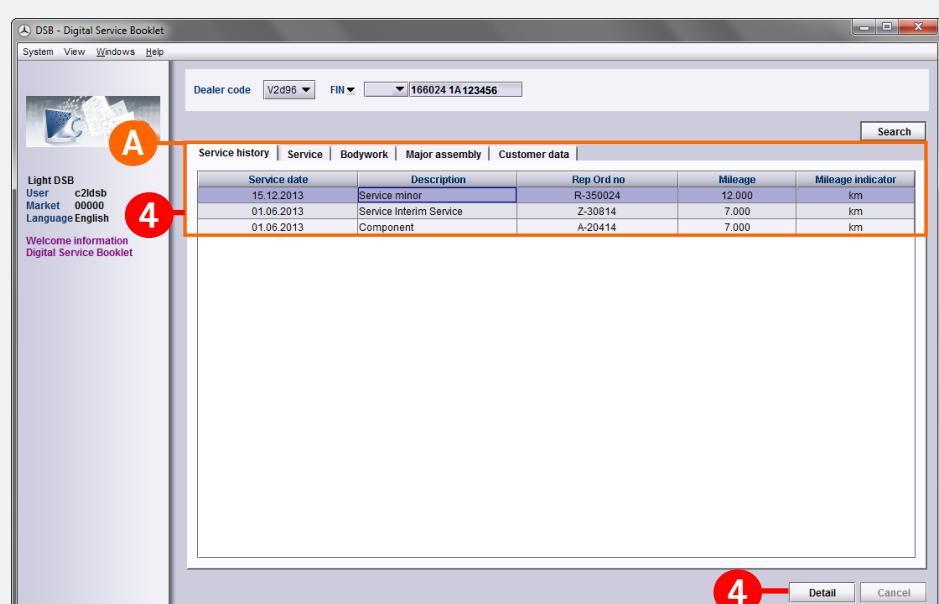
Please enter the FIN/VIN (or in some countries the license plate number).

3

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



Introduction to Digital Service Booklet



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".

This screenshot shows a detailed view of a service entry from the previous screenshot. The 'Service' tab is selected. The left side contains general service details: Date (15.12.2013), Rep. order no. (R-350024), Km reading (12.000 km), Last known mileage (12.000 km), Workshop code (505), Remaining time (-16 Days), Remaining distance (0 km), Next service (12.2014 Or 24.000 km), and Next main inspection. The right side shows workshop information: Daimler AG; Werk Untertürkheim, Stuttgart, Service A, and a checkbox for Zusatzarbeiten. Below this is a table for 'Done' and 'Renewed / Replaced' operations, with two entries checked: 'Breakpads rear axle replaced' and 'Engine: oil and filter change'. At the bottom, there are tabs for 'Replaced', 'Oil change', 'Viscosity', and 'Oil quality'. The footer includes buttons for 'New service', 'Change service', 'Delete', 'Save', 'Print confirmation', and 'Cancel'.

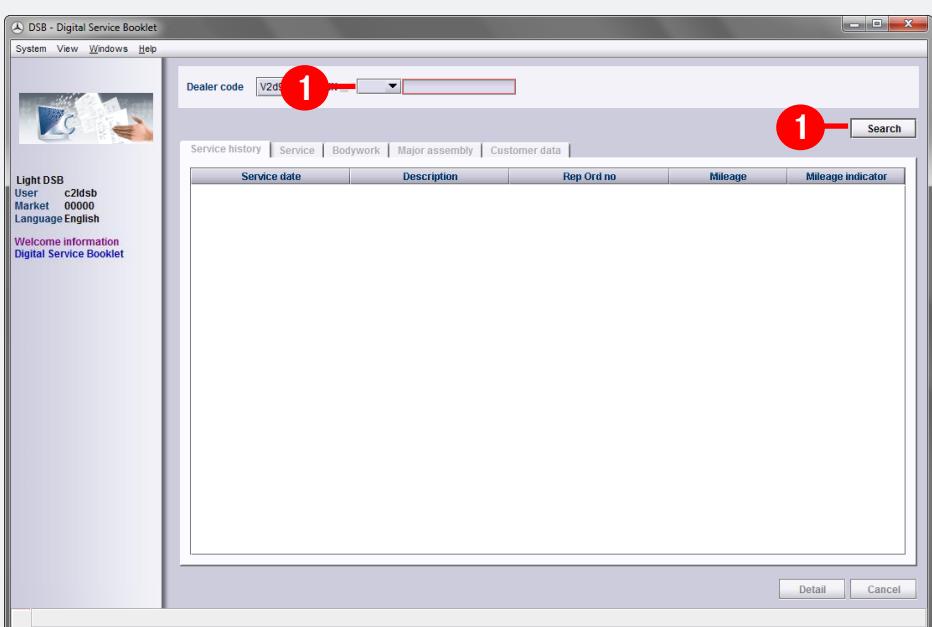
B

The selected entry for this vehicle will appear.



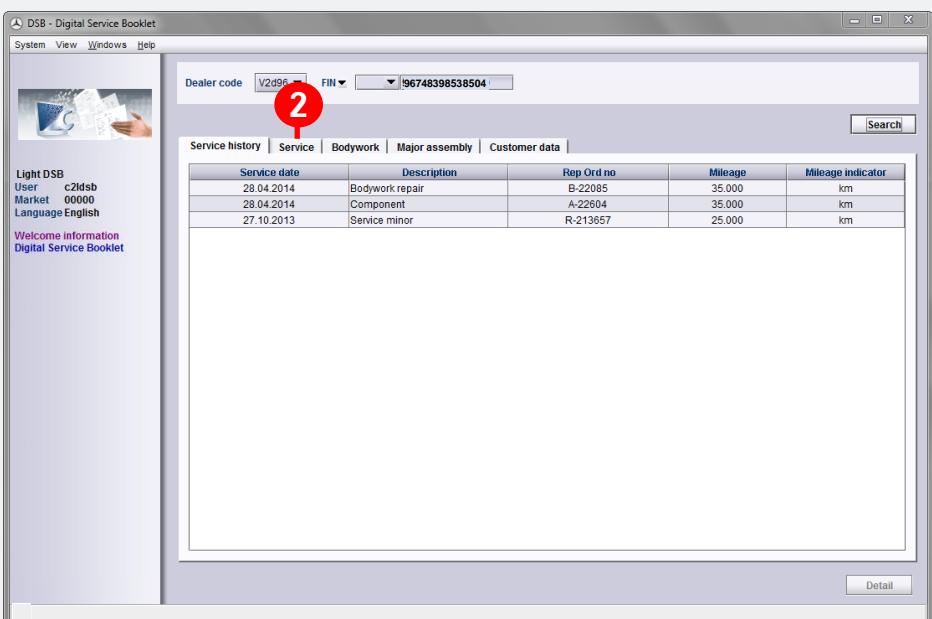
3 Recording Truck Service Data

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".

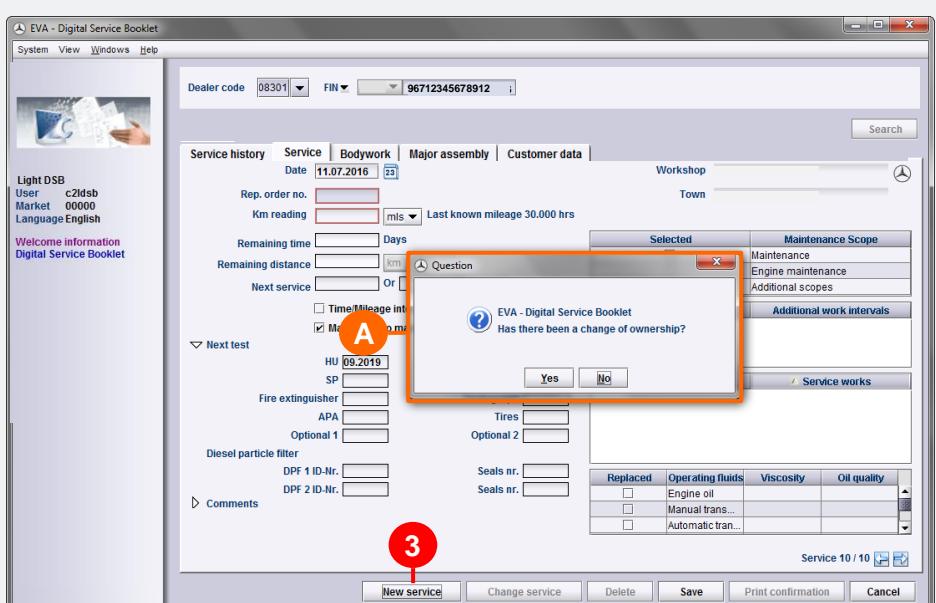


2

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.

5

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.

Please enter the repair order number.

5

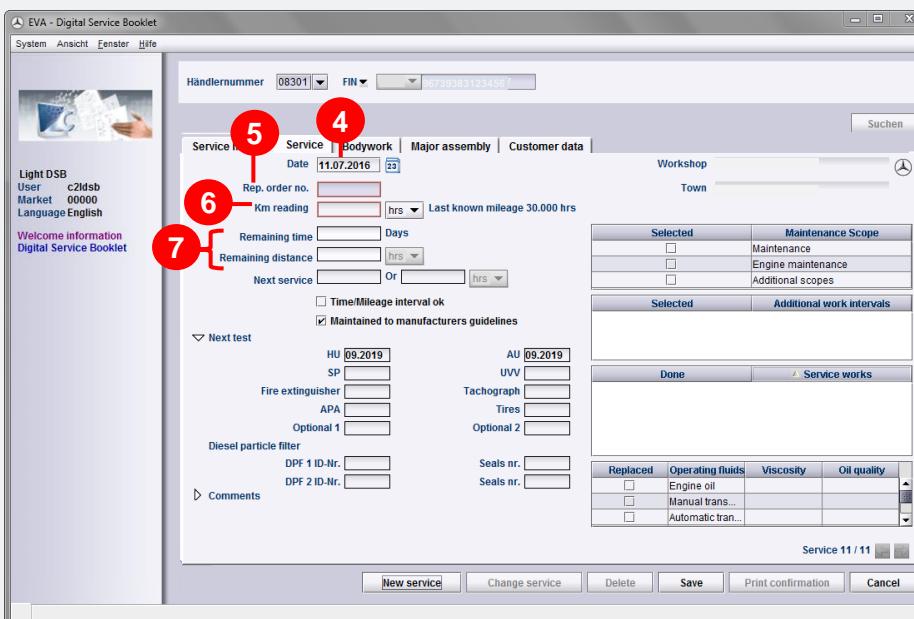
In the "Kilometer reading" field - it is also possible to switch between miles (mls), kilometers (km) and operating hours (h) - please enter the current kilometer reading.

6

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

The screenshot shows the EVA - Digital Service Booklet software interface. The main window displays service history details: Date 11.07.2016, Rep. order no. Test001, Km reading 100.000 km, Last known mileage 30.000 hrs. It also shows Remaining time 20 Days, Remaining distance 2.000 km, and Next service 09.2019 Or 180.000 km. A checkbox for "Time/Mileage interval ok" is checked, while "Maintained to manufacturers guidelines" is checked. On the right, there are two tables: "Selected Maintenance Scope" (checkboxes for Maintenance, Engine maintenance, Additional scopes) and "Selected Additional work intervals" (checkboxes for Service works). At the bottom, there are fields for Diesel particle filter (DPF 1 ID-Nr., DPF 2 ID-Nr.) and Seals nr. (Seals nr., Seals nr.). Buttons at the bottom include New service, Change service, Delete, Save, Print confirmation, and 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.

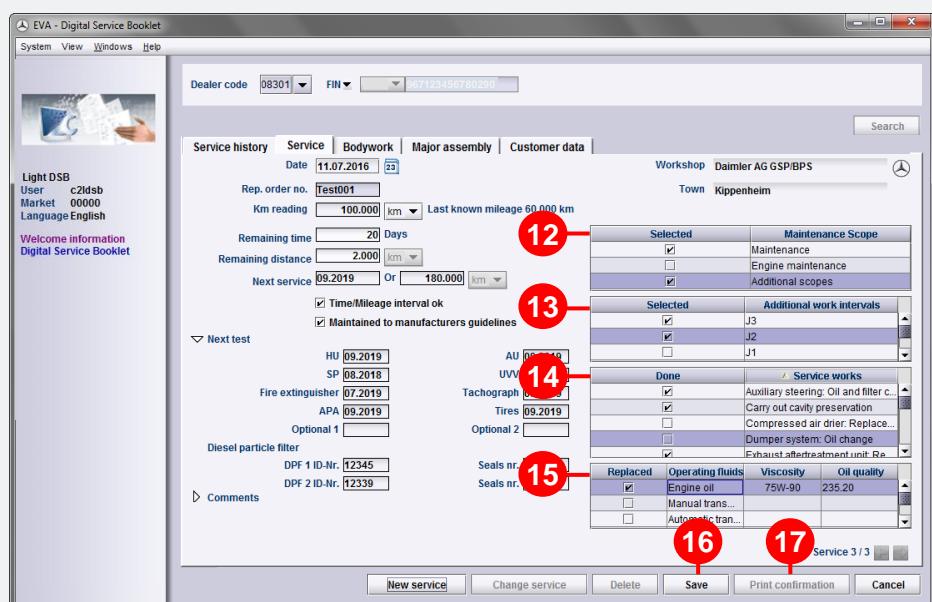
10 Please enter the date of the next statutory inspections (main inspection, exhaust emissions inspection, safety inspection, accident prevention regulations, fire extinguisher test, tachograph tests, etc.) of the vehicle – in the format <MM.YYYY>, e.g. "12.2017". Individual fields can be deactivated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

The screenshot shows the EVA - Digital Service Booklet software interface. The main window is identical to the previous one, displaying service history details. A large orange circle labeled 'B' points to the "Internal comment" field, which is currently empty. Below it is the "Comment for customer" field, also empty. The bottom buttons are the same: New service, Change service, Delete, Save, Print confirmation, and Cancel.

Recording Truck Service Data



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.

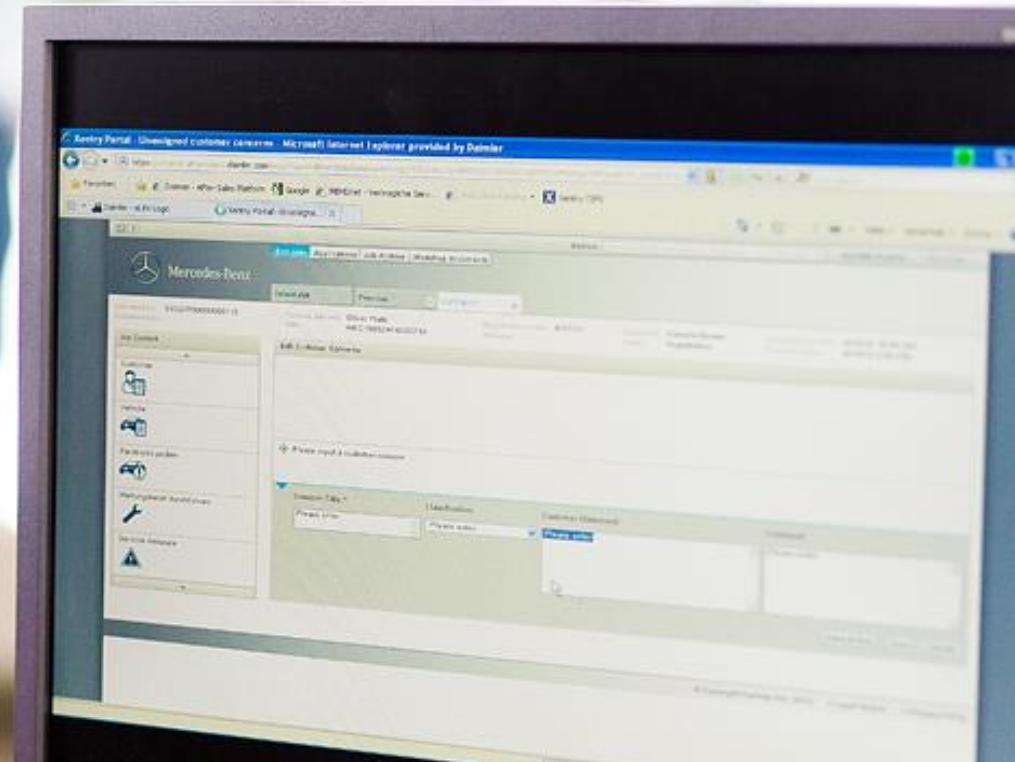
17

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

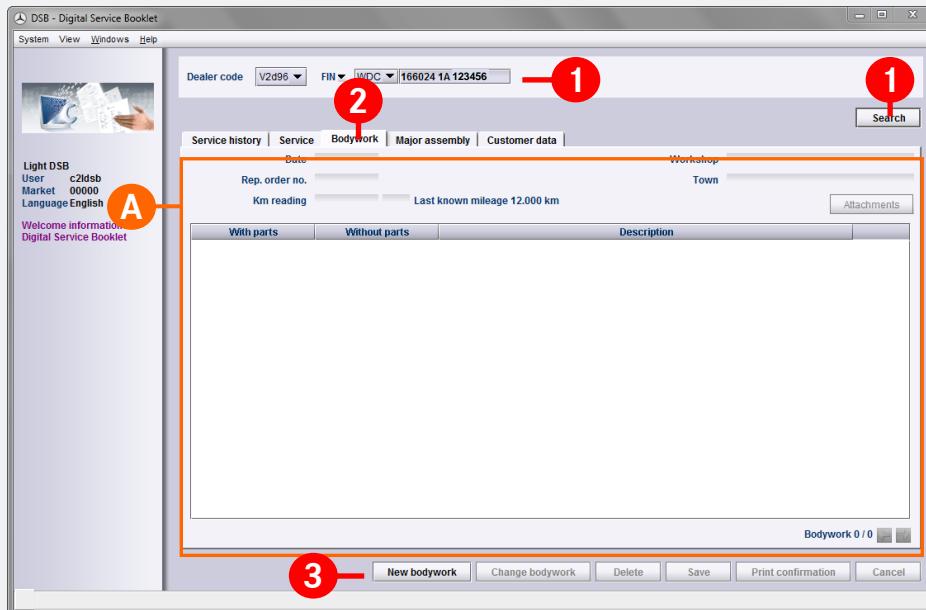
!

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



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

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".

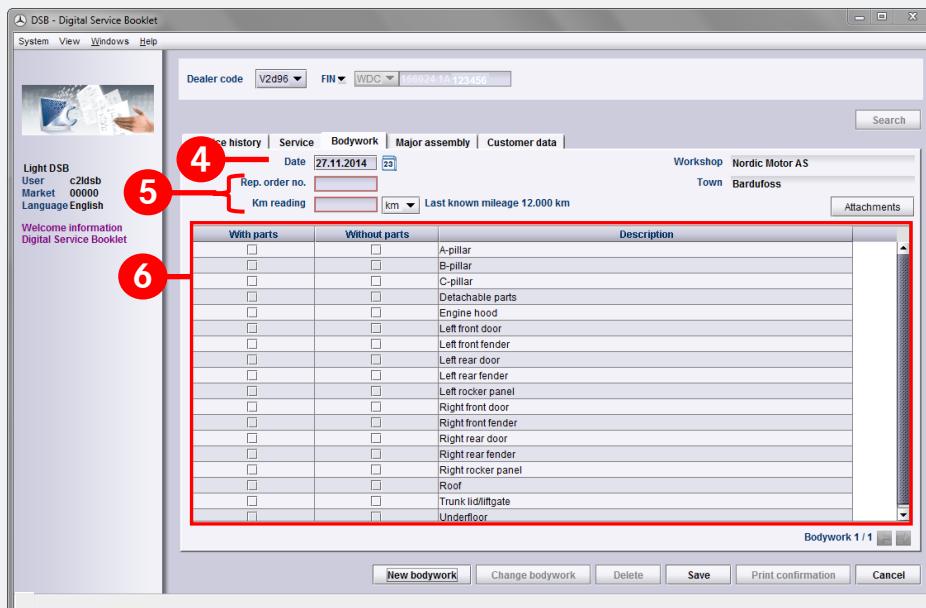
! Note: The recording of bodywork is identical for cars, vans and smart. The instructions in the example are based on a car.

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.

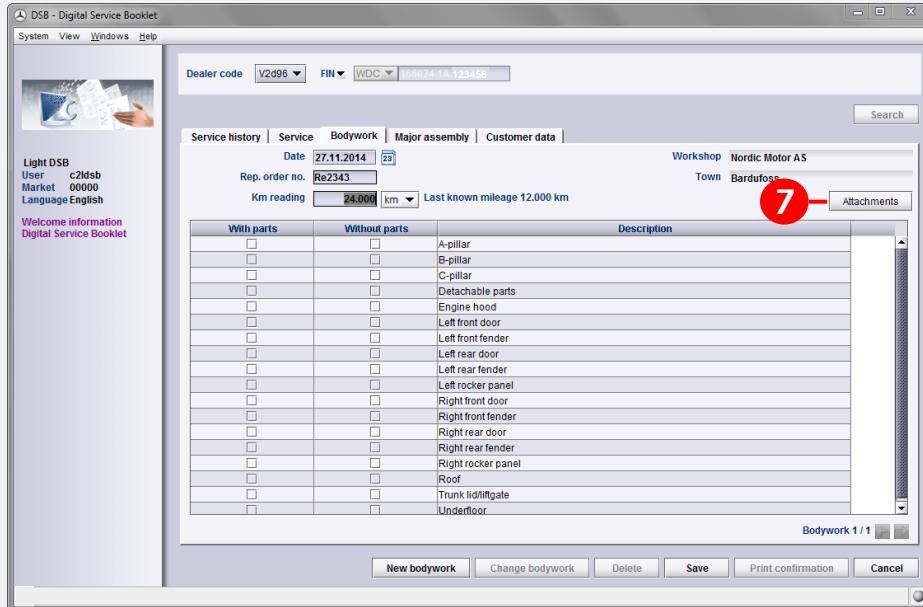
4 Enter the date of the work. The field is preallocated with the current date.

5 Enter the repair job number and the current mileage.

6 Select the bodywork performed.



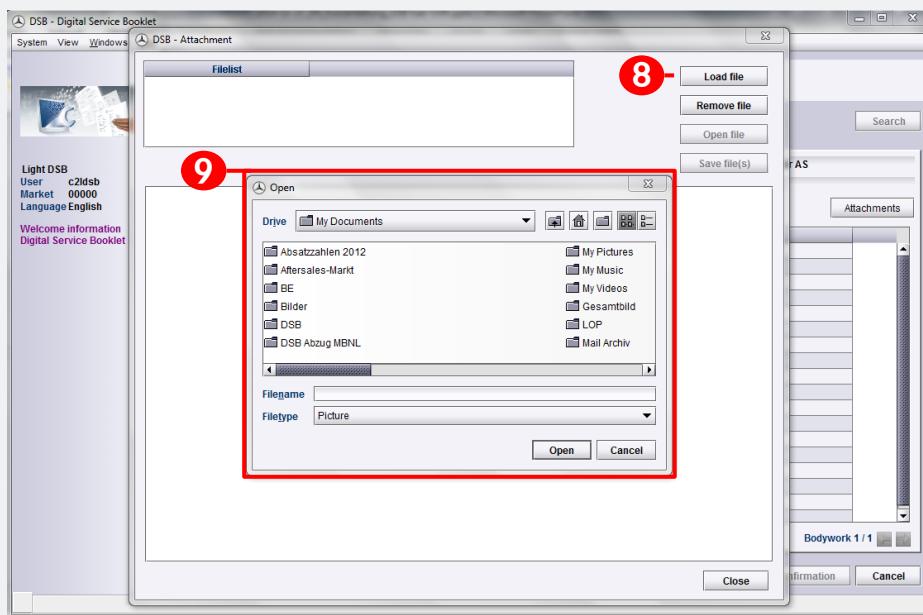
Recording Bodywork



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".



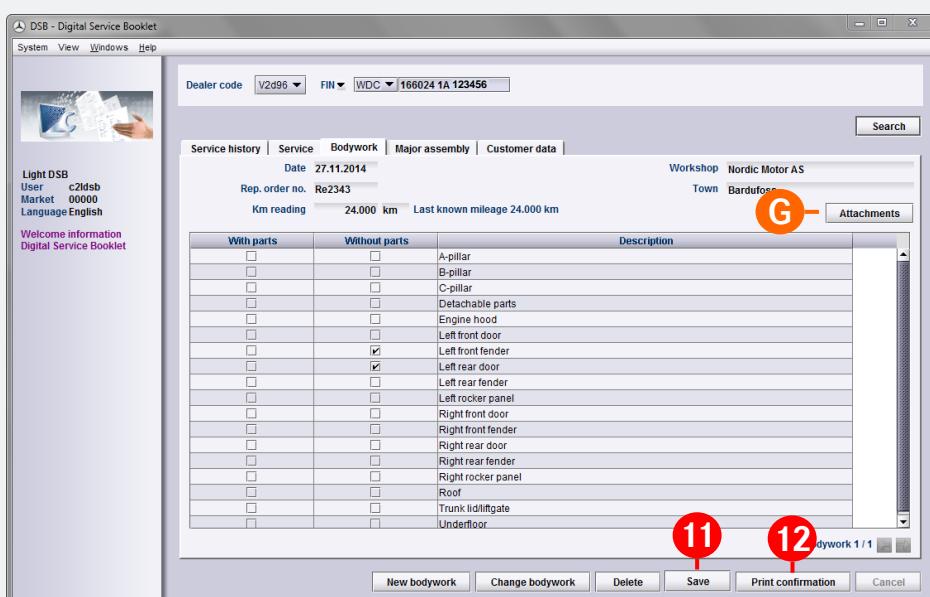
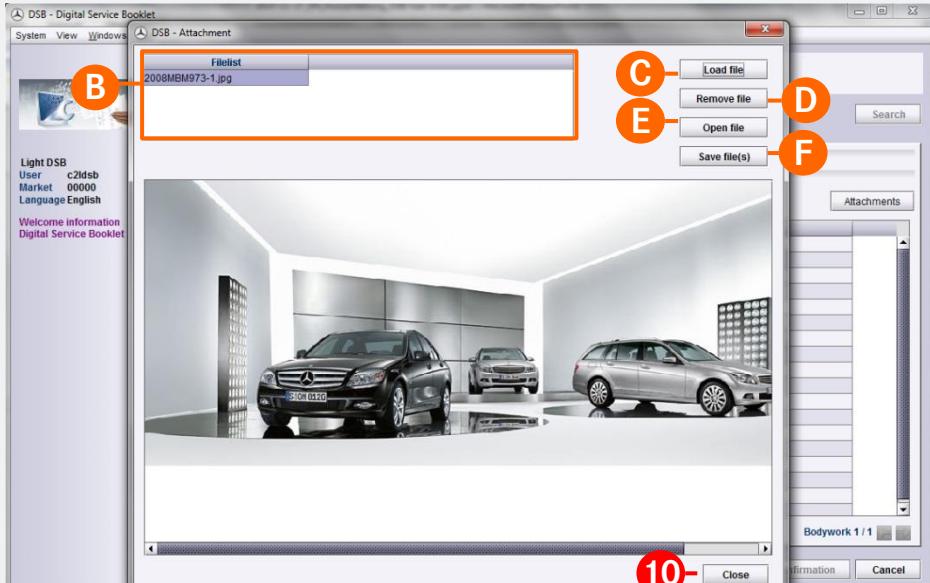
8

9

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.

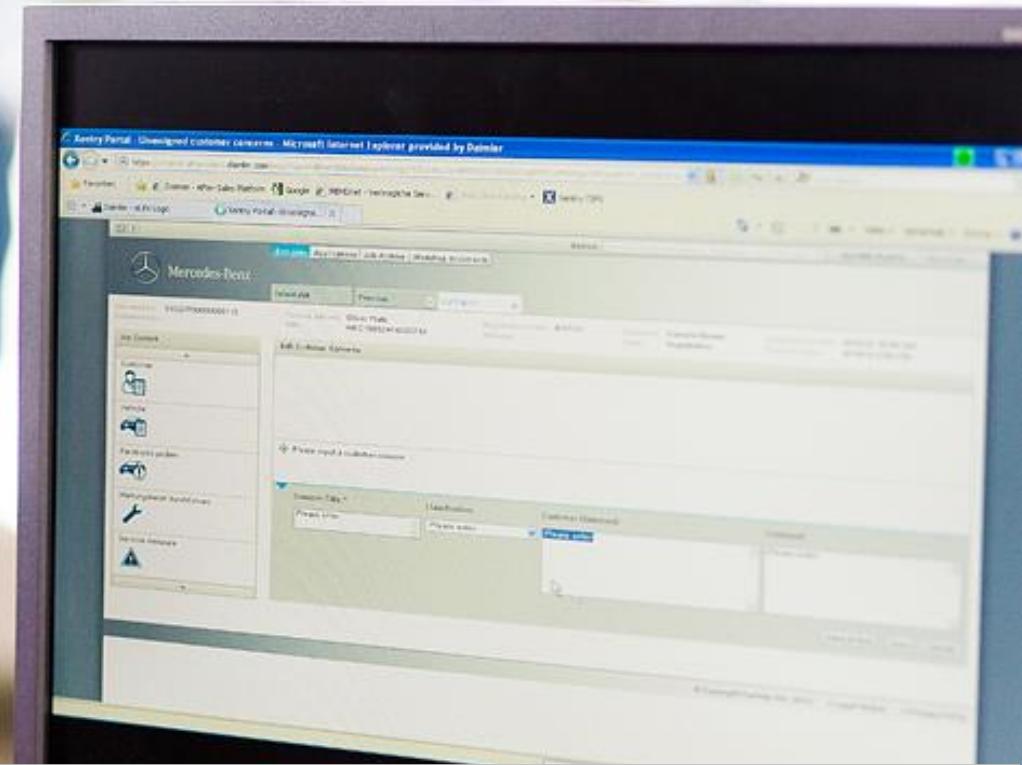
Recording Bodywork



- 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).

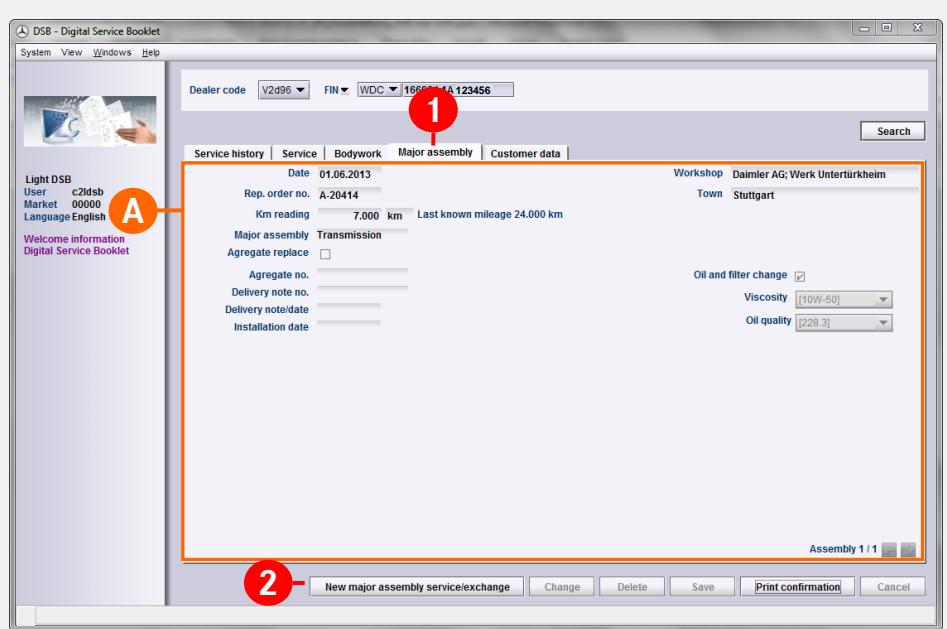
5

Recording Major Assembly Work



Recording Major Assembly Work

7



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.

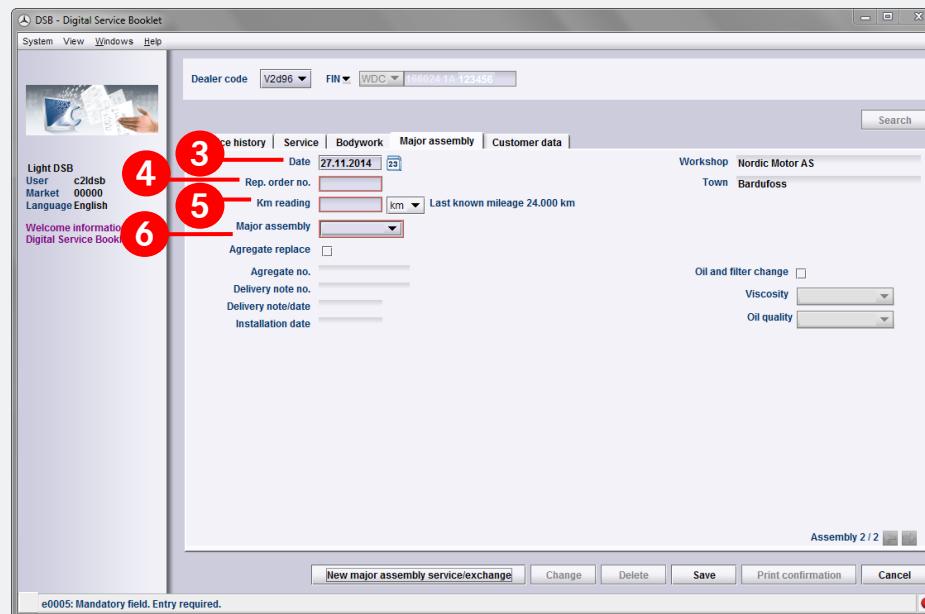
Note: A window appears with a prompt asking about a change of ownership. If you click on "Yes", the Customer data window is automatically opened to enable the data to be updated (see Chapter 3).

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

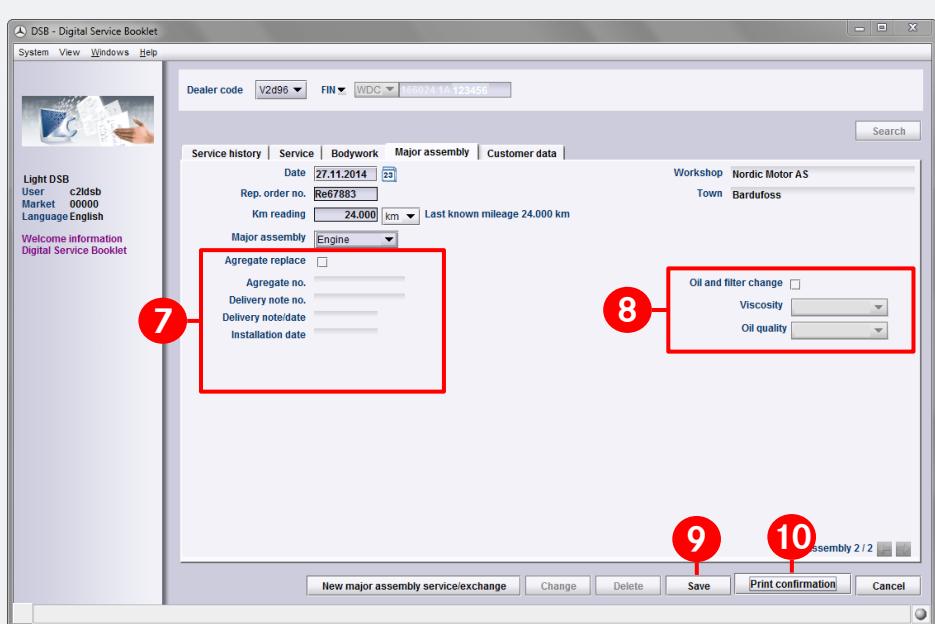
4 Please enter the repair order number.

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



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.

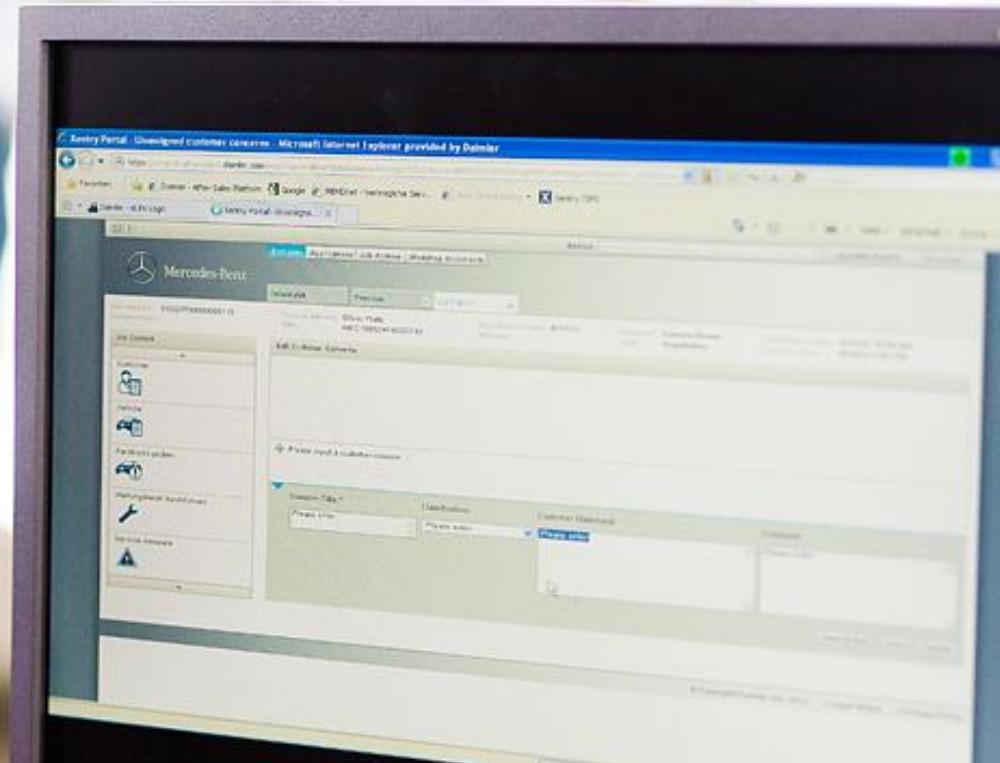
9

Then save the data.

10

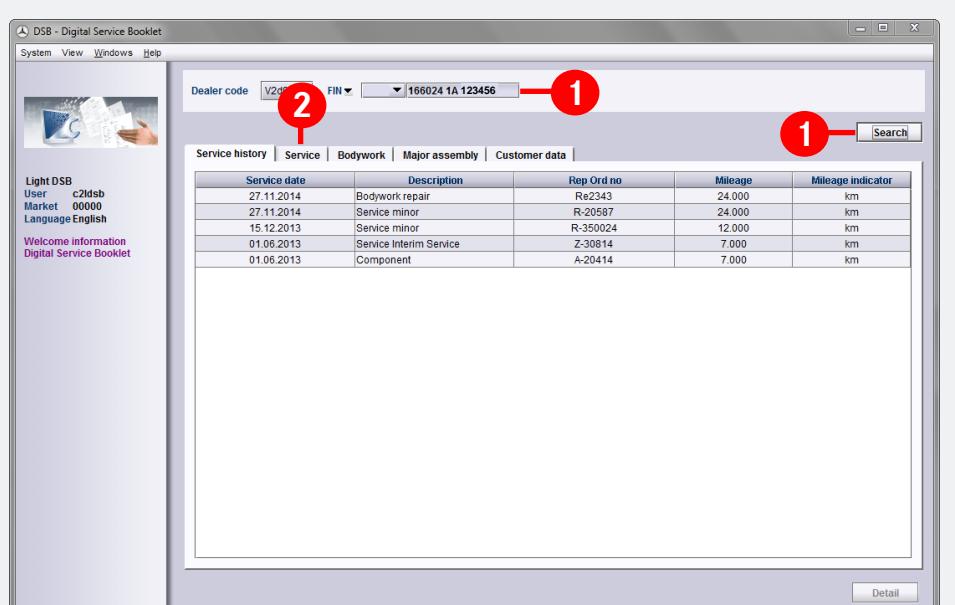
After this you can print out the "Digital Service Report - Major assembly work" for the customer (see Chapter 9).

6 Display of Current Service Data



Display of Current Service Data

8



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".

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.

This screenshot shows the DSB software interface with the 'Service' tab selected. A large orange rectangle labeled 'A' highlights the service history section. A red circle labeled '3' points to the bottom right corner of the main content area, which contains a scroll bar. The service history details are as follows:

Date	27.11.2014	
Rep. order no.	R-20587	
Km reading	24.000 km	
Workshop code	505	
Remaining time	-18 Days	
Remaining distance	0 km	
Next service	11.2015 Or 36.000 km	
Next main inspection	11.2016	
<input checked="" type="checkbox"/> Time/Mileage interval ok		
<input checked="" type="checkbox"/> Maintained to manufacturers guidelines		
Internal comment		
Comment for customer		

On the right side of the service history, there is a list of completed tasks:

Done	Renewed / Replaced
<input checked="" type="checkbox"/>	Breakpads front axle replaced
<input checked="" type="checkbox"/>	Breakpads rear axle replaced

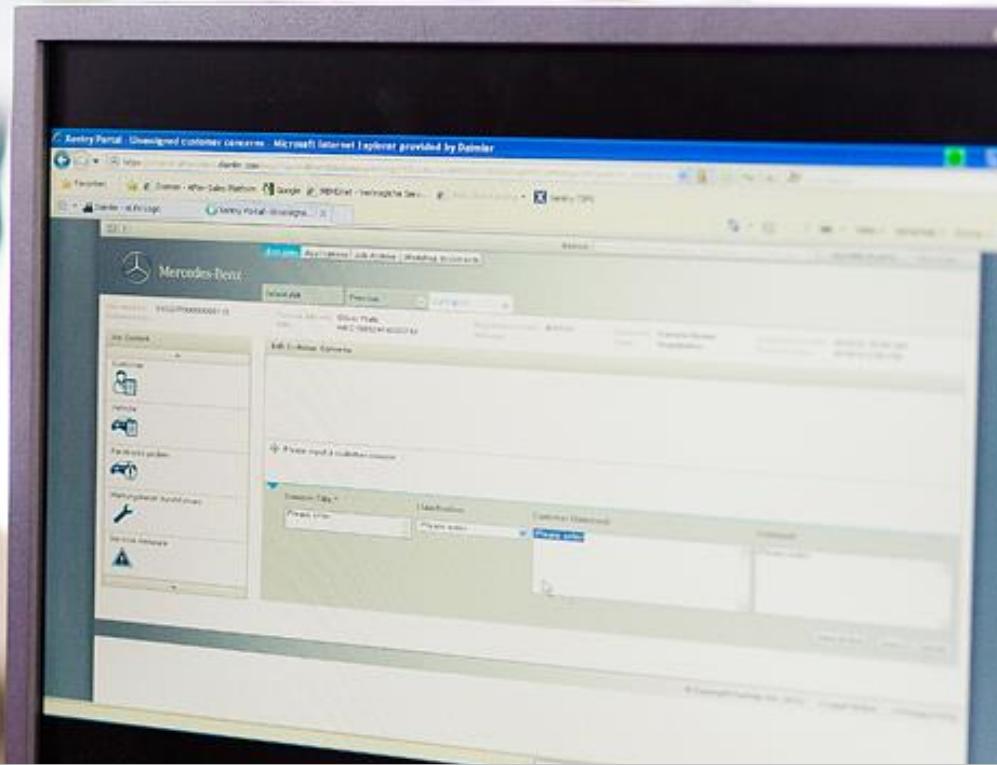
Below the tasks is a table for oil changes:

Replaced	Oil change	Viscosity	Oil quality
<input checked="" type="checkbox"/>	Engine oil	0W-30	228.2

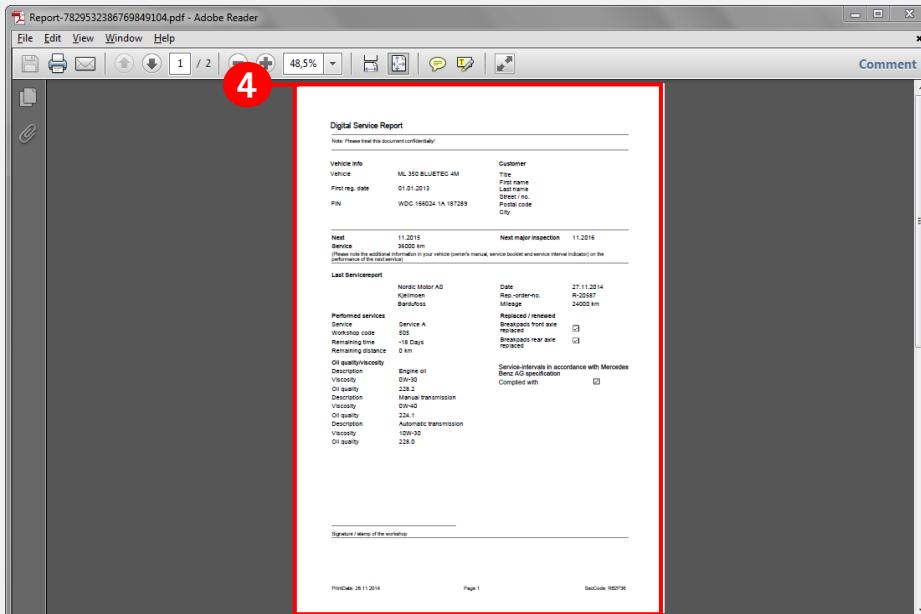
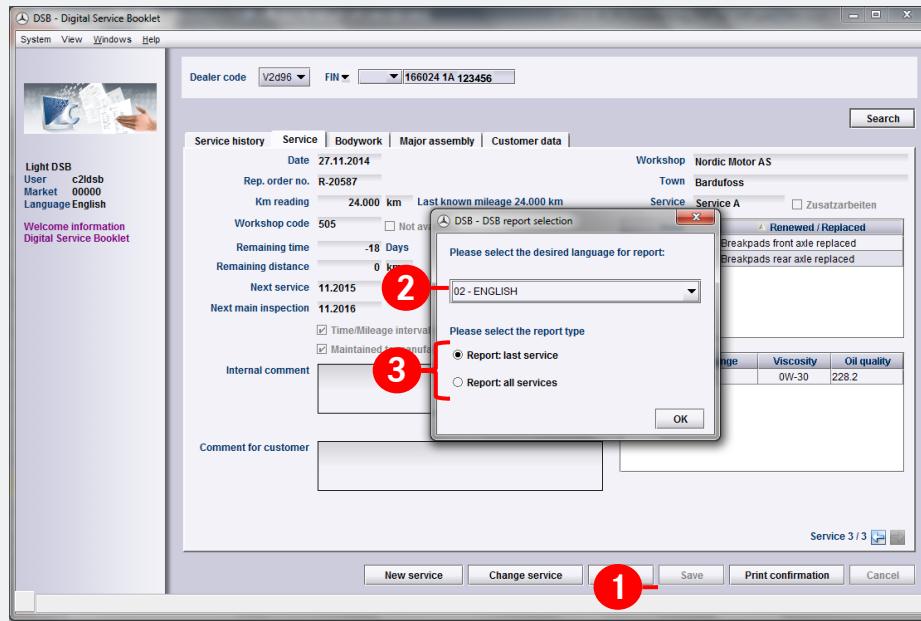
At the bottom right of the main content area, a red circle labeled '3' is positioned next to the text 'Service 3 / 3'.

At the very bottom of the screen, there are several buttons: 'New service', 'Change service', 'Delete', 'Save', 'Print confirmation', and 'Cancel'.

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

A

Digital Service Report
Note: Please treat this document confidentially!

Vehicle Info		Customer	
Vehicle	ML 350 BLUETEC 4M	Title	
First reg. date	01.01.2645412	First name	
FIN	WDC 166024 1A 187289	Last name	
		Street / no.	
		Postal code	
		City	

Next Service 11.2015 36000 km Next major inspection 11.2016
(Please note the additional information in your vehicle (owner's manual, service booklet and service interval indicator) on the performance of the next service)

Last Servicereport

Nordic Motor AG Kjellmoen Bardufoss	Date 27.11.2014 Rep.-order-no. R-20587 Mileage 24000 km
Performed services	Replaced / renewed
Service	Breakpads front axle replaced
Workshop code	<input checked="" type="checkbox"/>
Remaining time	Breakpads rear axle replaced
Remaining distance	<input checked="" type="checkbox"/>
Oil quality/viscosity	Service-intervals in accordance with Mercedes-Benz AG specification
Description	Complied with
Viscosity	<input checked="" type="checkbox"/>
Oil quality	
Description	
Viscosity	
Oil quality	
Description	
Viscosity	
Oil quality	

5

B

Signature / stamp of the workshop

PrintDate: 28.11.2014 Page 1

PrintDate: 28.11.2014 Page 2

PrintDate: 28.11.2014 Page 3

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

A 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.

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

5 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:

- 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.