



Service Information Mercedes-Benz Trucks Portal Quick Guide

Quick guide for independent service provider and publisher
V.2.0

Mercedes-Benz
Trucks you can trust



Quick Guide - Service Information Mercedes-Benz Trucks Portal

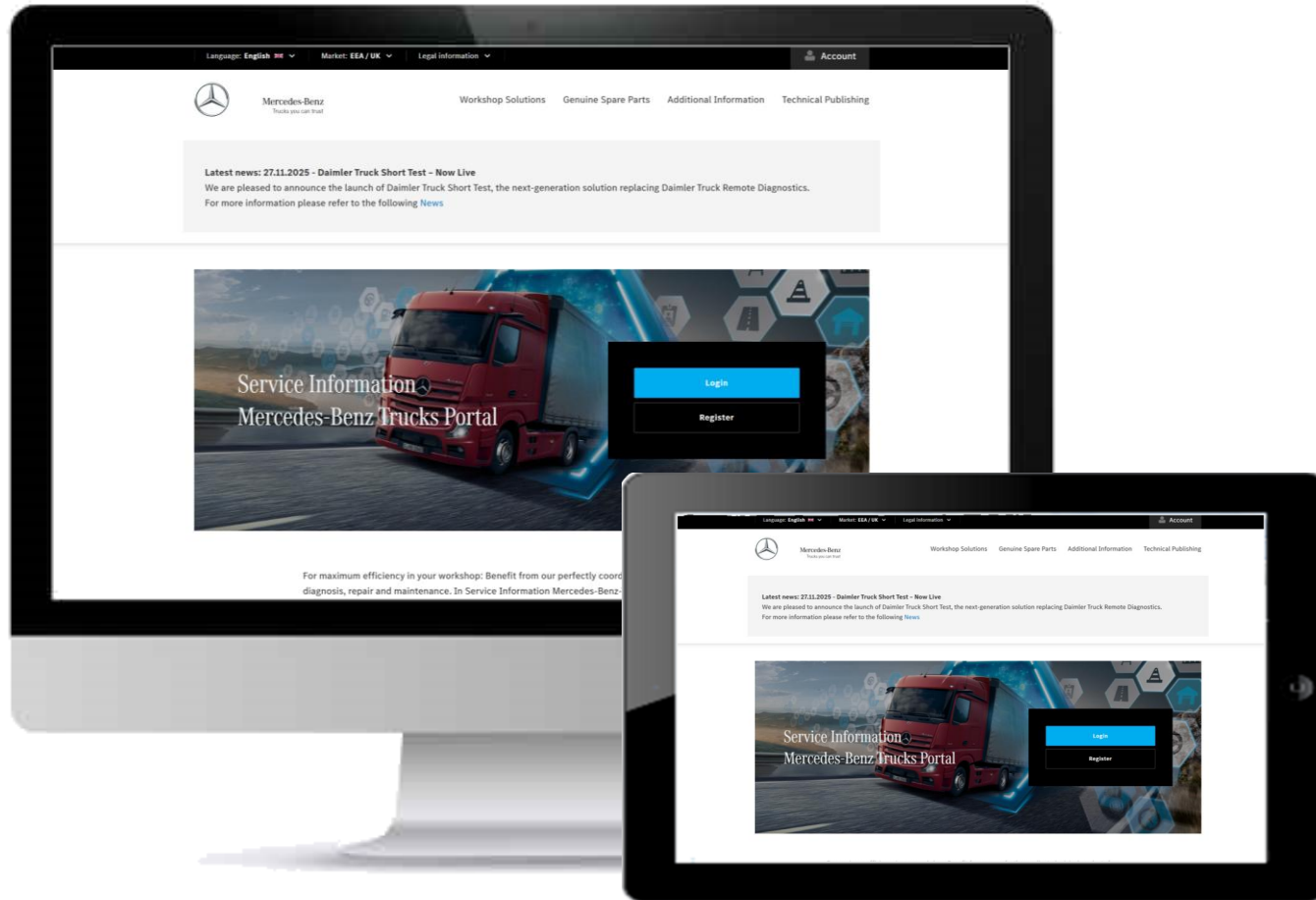
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Issue date: 02/2026

Daimler Truck AG
TE/SCT-V
Fasanenweg 10
70771 Leinfelden-Echterdingen
Germany
www.daimler-truck.com

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Quick Guide - Service Information Mercedes-Benz Trucks Portal



This Quick Guide is intended to support you in operating the Service Information Mercedes-Benz Trucks Portal.

service-info.mercedes-benz-trucks.com

For quick and easy understanding of the website, the main screens and functionalities are explained on the following pages.

Each function is explained graphically and in writing and visualized on the respective screens using blue boxes ().

1. The Landing Page – Public

The landing page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com.

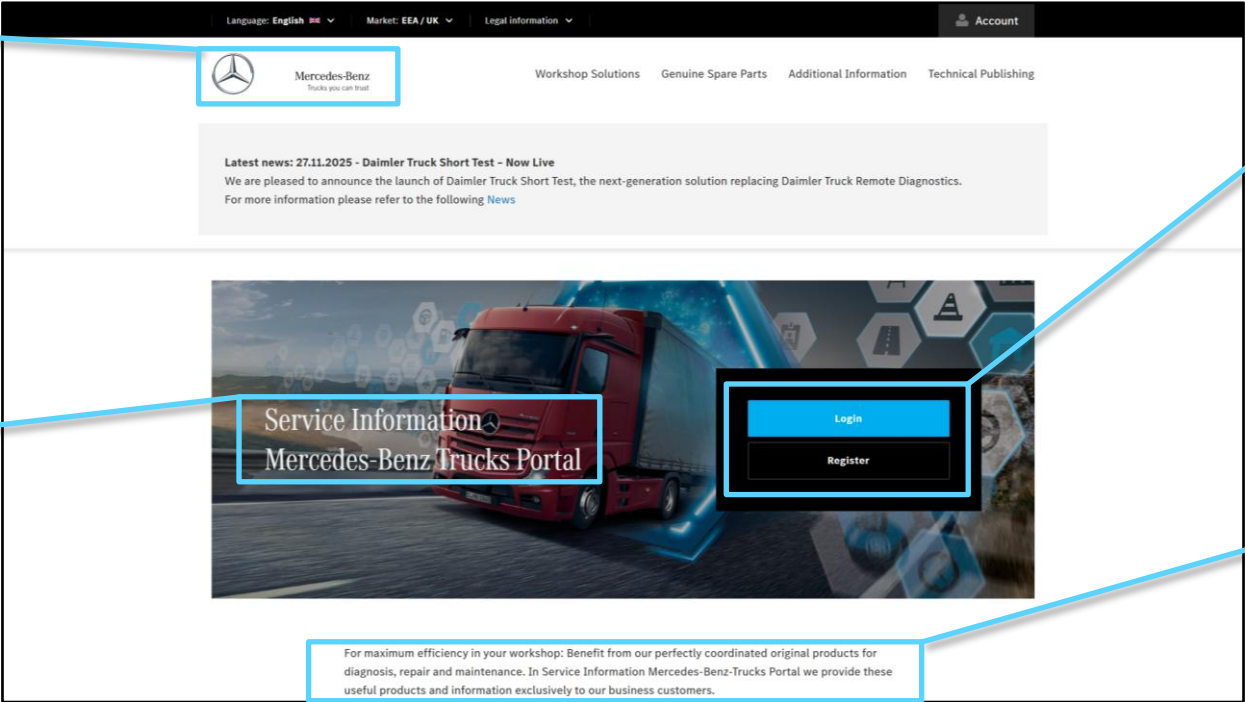
The Mercedes-Benz logo is the **home button** to navigate back to the **landing page** from any subpage

Users can **login or register** via the landing page **to purchase** the RMI and diagnosis **products**

Name of the website

Description of **product scope** and **user groups** of the Service Information Mercedes-Benz Trucks Portal

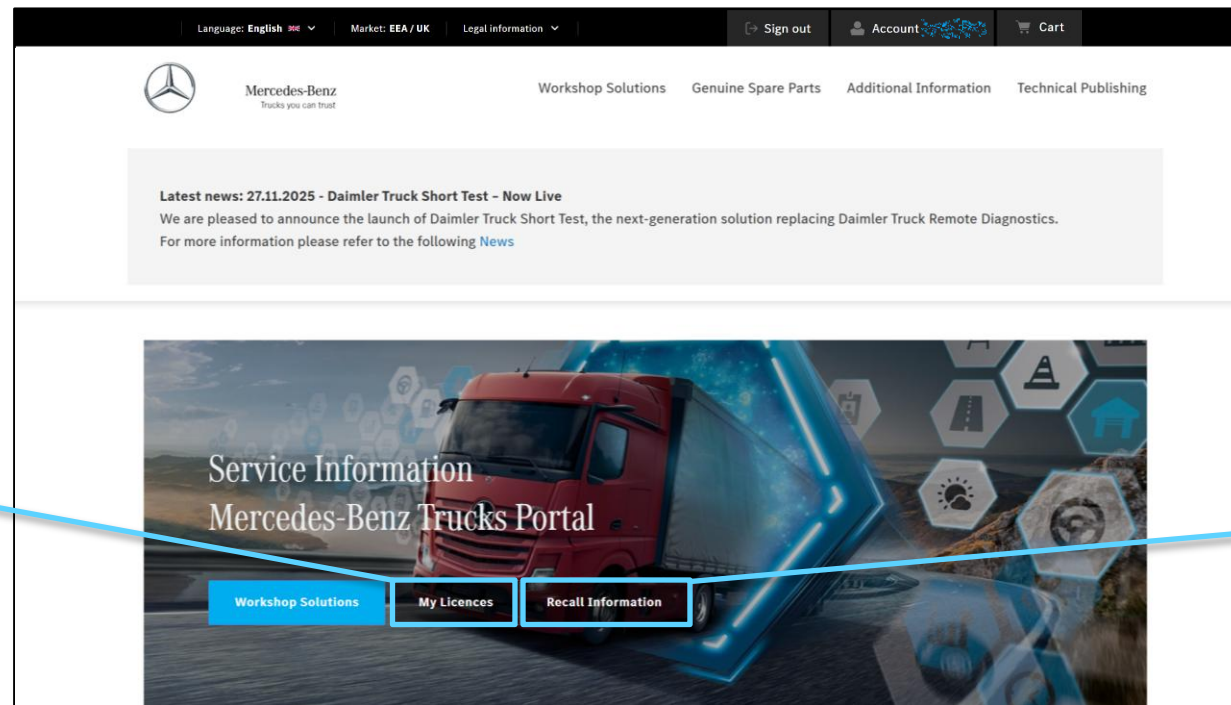
For maximum efficiency in your workshop: Benefit from our perfectly coordinated original products for diagnosis, repair and maintenance. In Service Information Mercedes-Benz-Trucks Portal we provide these useful products and information exclusively to our business customers.

The screenshot shows the landing page of the Service Information Mercedes-Benz Trucks Portal. At the top, there is a navigation bar with links for 'Workshop Solutions', 'Genuine Spare Parts', 'Additional Information', and 'Technical Publishing'. Below this is a news section titled 'Latest news: 27.11.2025 - Daimler Truck Short Test - Now Live'. The main content area features a large image of a red Mercedes-Benz truck with a blue overlay containing the text 'Service Information Mercedes-Benz Trucks Portal'. To the right of the truck image is a login/register box with 'Login' and 'Register' buttons. At the bottom, there is a text block about workshop efficiency. Callout boxes with lines pointing to specific elements provide additional context: the Mercedes-Benz logo is the home button; users can login or register to purchase products; the name of the website is 'Service Information Mercedes-Benz Trucks Portal'; the product scope and user groups are described in the bottom text block; and the bottom text block describes the product scope and user groups.

More information on the landing page is available on the next page

1. The Landing Page – Logged-in

The landing page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com.




Logged-in users can access the My Licences subpage to view all **active and expired licenses**

→ [Details](#)

Logged in users can access the area for **information on vehicle recalls** directly via the landing page


2. Header – Public

The website header is visible on every page of the Service Information Mercedes-Benz Trucks Portal and gives the user the possibility to choose a language and market as well as view legal information and account details.

Language: English  ▼

Market: EEA / UK

Legal information ▼


 Account

Customize the website by **choosing your preferred language** form the list of available languages

View the **market** which is assigned to your user profile in UMAS

Access your **account information** including an overview of active time slices or credits

Select any of the provided **legal documents** from the dropdown list



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Workshop Solutions | Genuine Spare Parts | Additional Information | Technical Publishing

Latest news: 27.11.2025 - Daimler Truck Short Test - Now Live

We are pleased to announce the launch of Daimler Truck Short Test, the next-generation solution replacing Daimler Truck Remote Diagnostics.
For more information please refer to the following [News](#)


Service Information

Mercedes-Benz Trucks Portal

Login

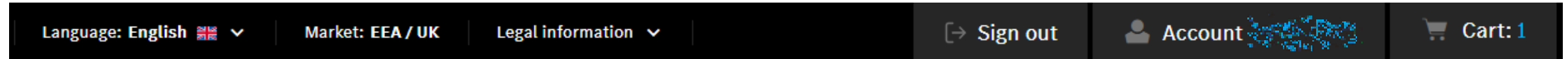
Register

For maximum efficiency in your workshop: Benefit from our perfectly coordinated original products for diagnosis, repair and maintenance. In Service Information Mercedes-Benz-Trucks Portal we provide these useful products and information exclusively to our business customers.

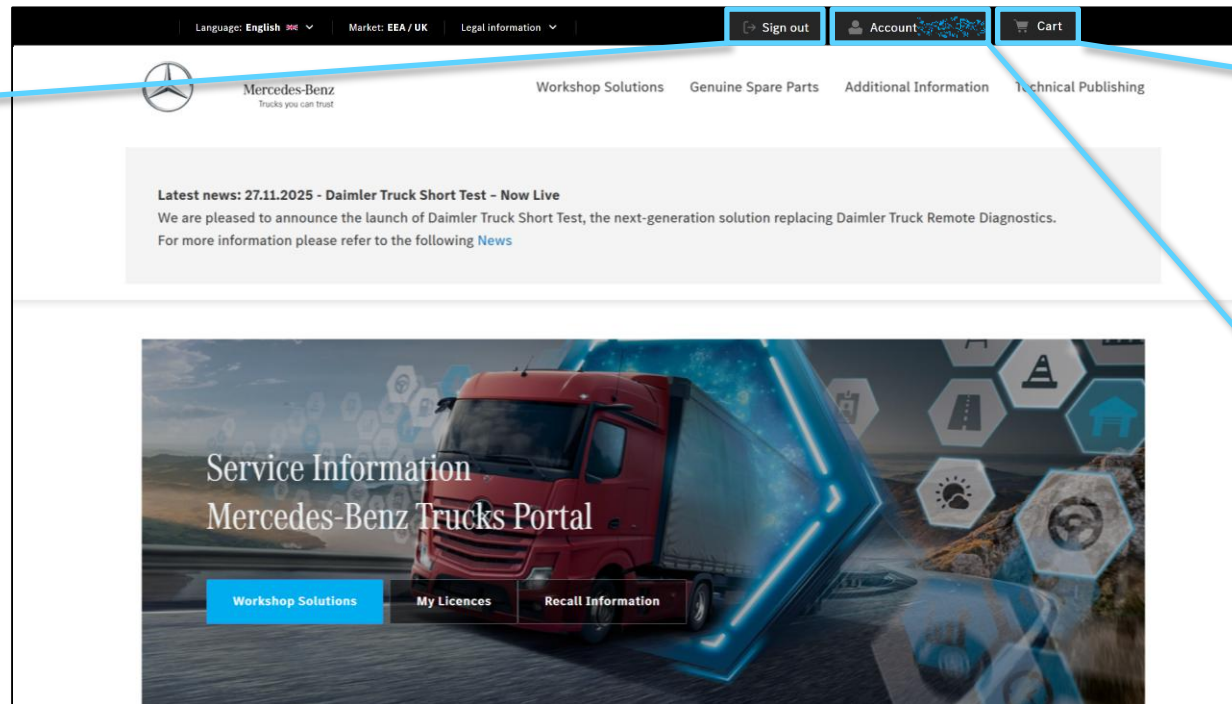
More information on the website header is available on the next page 

2. Header – Logged-in

The website header for logged-in users provides the possibility to directly access the shopping cart and see the User-ID.



With the “Sign out” button you have the possibility to **log out of your account**



The **shopping cart** can be accessed by logged-in users via the header from any subpage of the Service Information Mercedes-Benz Trucks Portal

→ [Details](#)


Access your **account information** including an overview of active time slices or credits. When logged-in your User-ID is shown in the header

→ [Details](#)

3. Footer – Overview

The website footer is visible on every subpage of the Service Information Mercedes-Benz Trucks Portal and gives the user the possibility to quickly access all subpages as well as set cookie preferences and view the copyright notice.

Quickly **access all subpages** of the Service Information Mercedes-Benz Trucks Portal by choosing from the main categories **Parts, Workshop Solutions and Others**



Mercedes-Benz
Trucks you can trust

RMI

Workshop Information

Operation Time

Parts Information

TIPS

Maintenance Documentation

Periodical Technical Inspection

Diagnostics

Daimler Truck Diagnostics Hardware

Daimler Truck Diagnostics PassThru

Daimler Truck Short Test

Special Tools

Others

Contact Us

FAQ Help

ISO Navigation

News

Quick Guide Service Information Portal

Quick Guide UMAS DT

Quick Guide ASTIS

Handbook UMAS

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Release version: 2025-12-12

Provider / Copyright Notice

Contact the Service Information Mercedes-Benz Trucks Portal **customer support**

→ [Details](#)

Here you can access the standardized Navigation according to the **DIN EN ISO 18541-1:2021**

→ [Details](#)

View **copyright notice**

Mercedes-Benz

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4. The Navigation – Standard-Navigation

The standard navigation is available throughout the entire Service Information Mercedes-Benz Trucks Portal. It gives an overview of the product scope and enables users to quickly access all available products and information.

Via “Genuine Spare Parts” the **parts overview page** with a link to MyPartsHub can be accessed

→ [Details](#)

The **full range of workshop solutions** becomes visible when hovering over the highlighted “Workshop Solutions” button

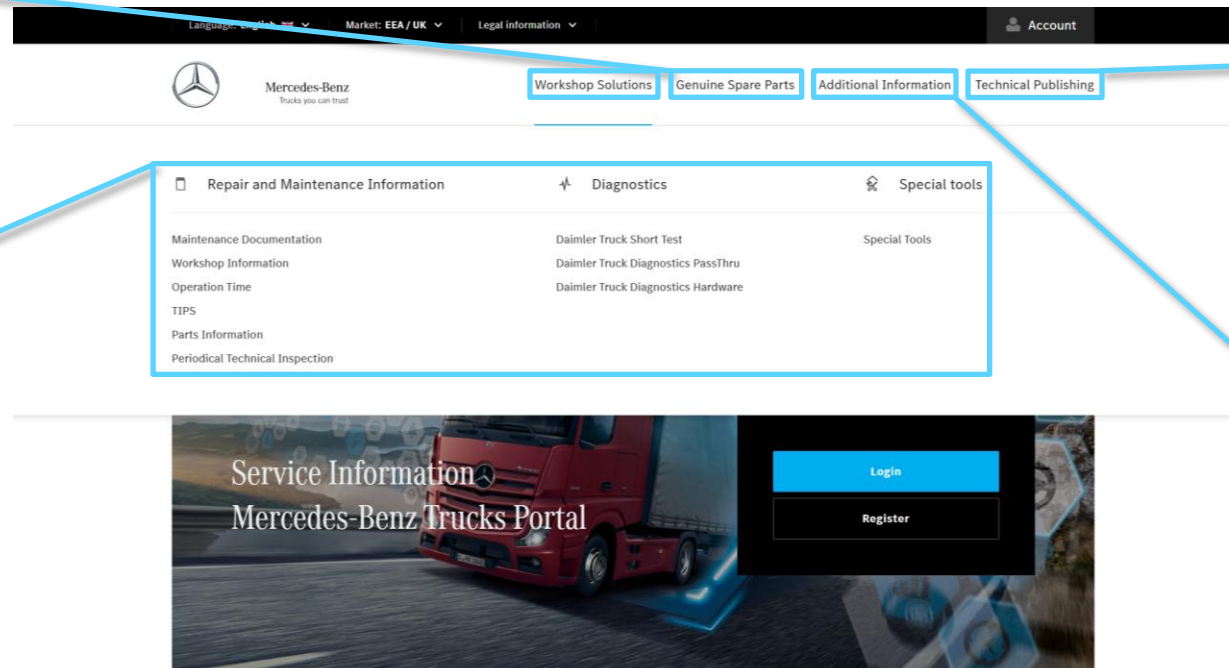
→ [Details](#)

An overview page with all relevant information for **technical publisher** can be accessed here

→ [Details](#)

„**Additional Information**“ include links to external websites like RMI EvoBus, Truck Trainings etc.

→ [Details](#)

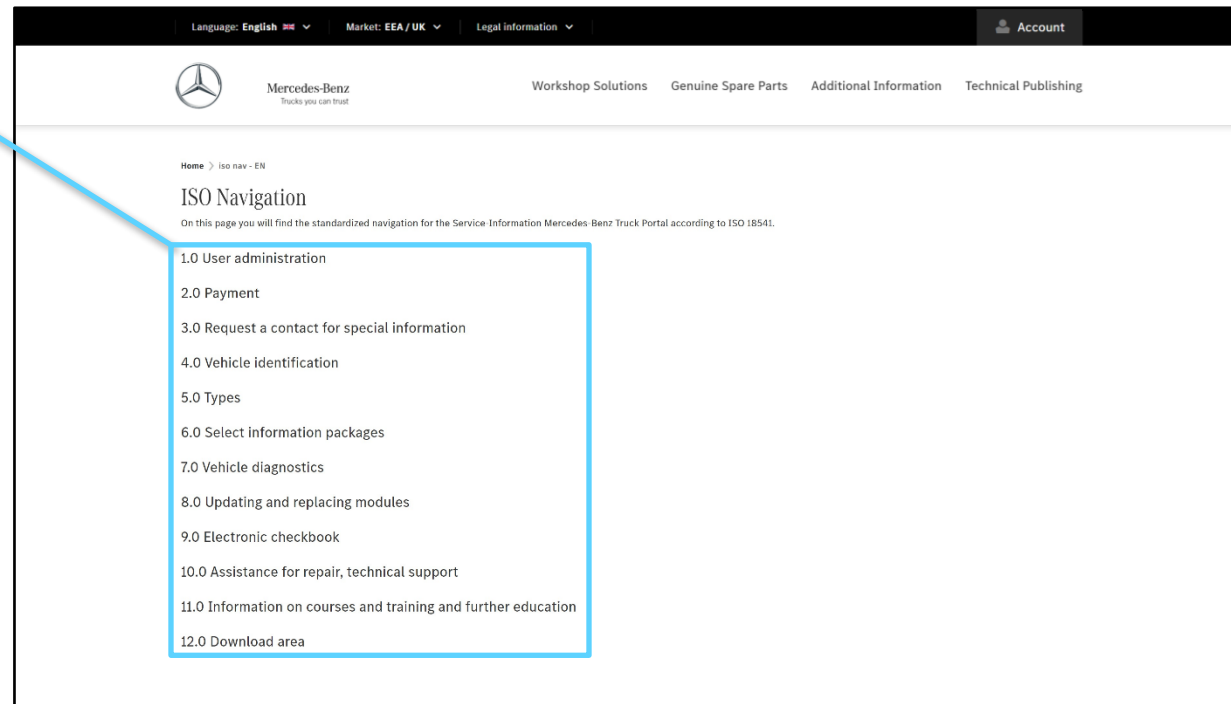


More information on the ISO-navigation is available on the next page

4. The Navigation – ISO-Navigation

In accordance with the ISO 18541 standard, the Service Information Mercedes-Benz Trucks portal offers all users a standardized navigation that can be accessed via the website footer.

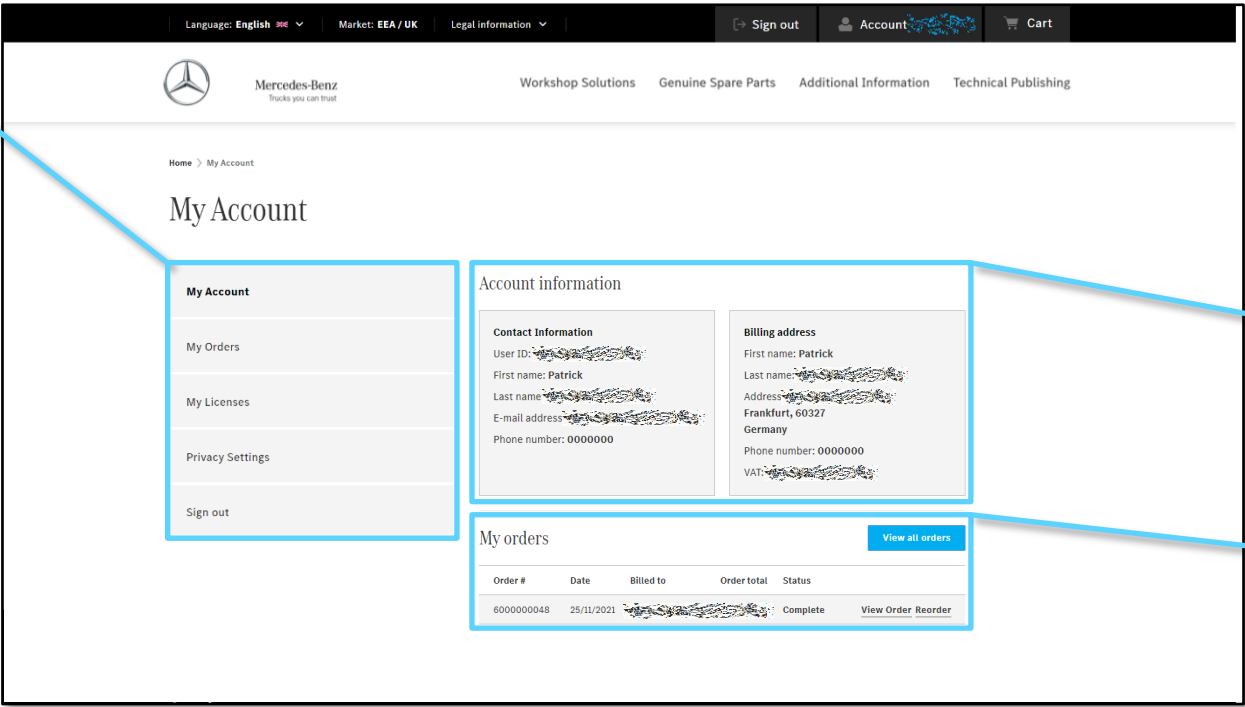
Here you will find all the chapter headings. Each can be **expanded** by simply clicking on it, revealing more **relevant information** and **subheadings**



5. My Account – Overview

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

Quick navigation to access the subpages of My Account



Overview of the users **contact information and billing address** as stored in UMAS

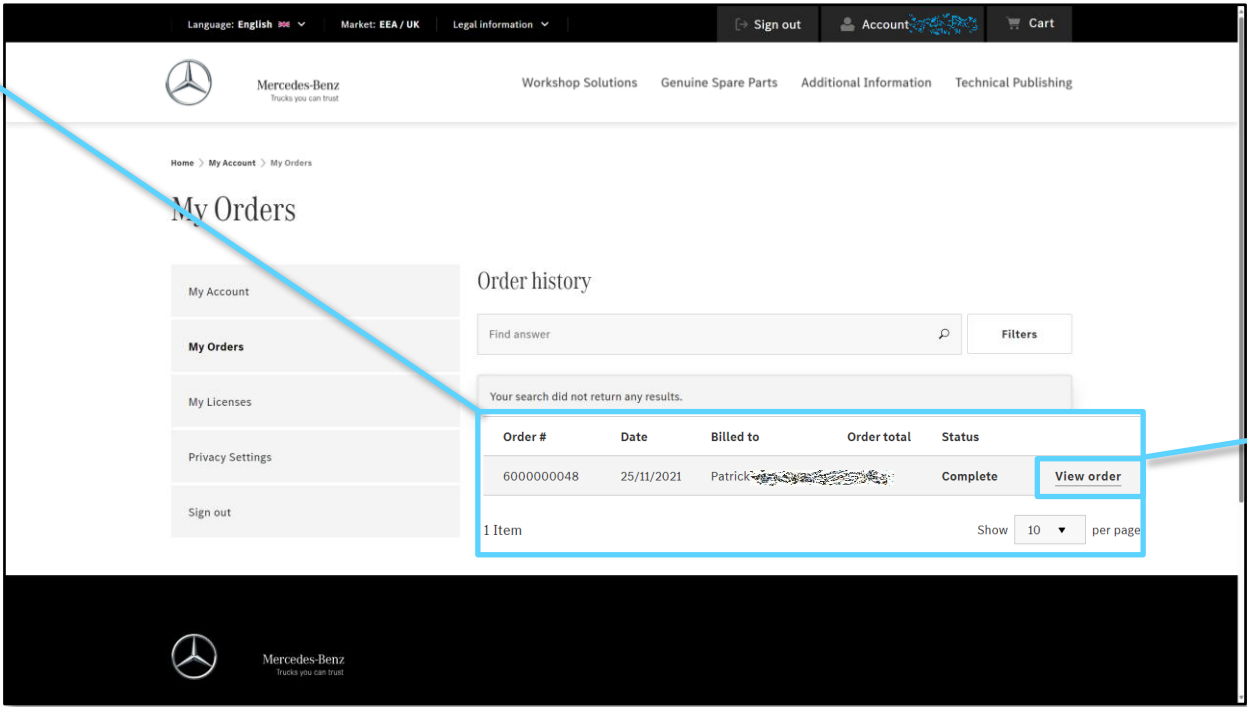
Preview of the **My Orders** subpage

More information on the account overview page is available on the next page

5. My Account – My Orders

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

Via My Orders users can keep track of **all active or completed orders** on the Service Information Mercedes-Benz Trucks Portal



The “View Order” button will redirect the user to find additional **product details and invoices** for the selected order

More information on the account overview page is available on the next page

5. My Account – My Orders – View Order

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

The “Items Ordered” tab shows **detailed order** and product **information** as well as details on the billing address and payment type

Order # 6000000048 - Complete

25 November 2021

Items Ordered

Invoices

Product Name	SKU	Price	Subtotal
Workshop Information System Duration: Hour	DTAGISPWIS-1h-000000006523112299		
Subtotal:			
Grand Total:			

Order information

Billing address

Payment

First name: Patrick

Last name:

Address:

Frankfurt, 60327

Germany

Phone number: 0000000

VAT:

Card Payment

Order # 6000000048 - Complete

25 November 2021

Items Ordered

Invoices

Invoice #6000000024

Download invoice PDF

Download all invoice PDFs

Product Name	SKU	Price	QTY	Subtotal
Workshop Information System Duration: Hour	DTAGISPWIS-1h-000000006523112299			
Subtotal:				
Grand Total:				

Order information

Billing address

Payment

First name: Patrick

Last name:

Address:

Frankfurt, 60327

Germany

Phone number: 0000000

VAT:

Card Payment

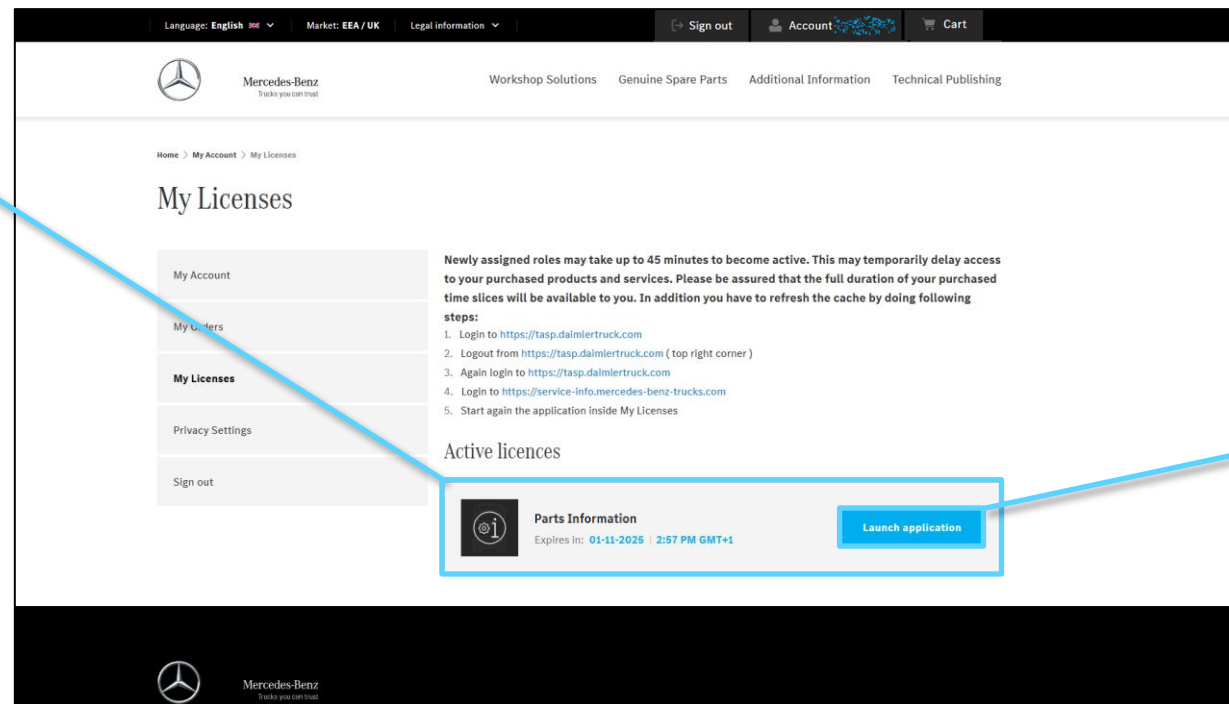
The “Invoices” tab provides **all invoice relevant information** including an option to download one or all invoice via PDF

More information on the account overview page is available on the next page


5. My Account – My Licenses

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.

All active licenses (time slices) are visible under “My Account / My Licenses”. The user can see the exact software **expiration time and date of all active licenses**

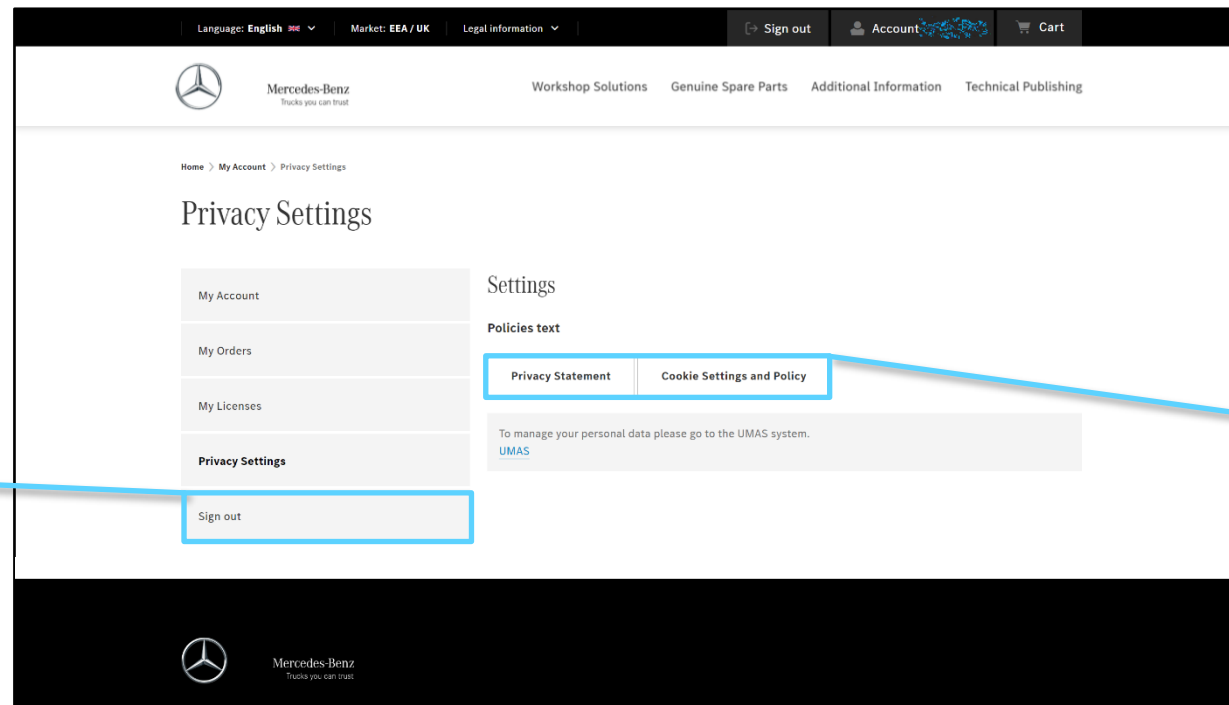


Via “Launch application” the respective **application** can **directly be opened in a new tab**

More information on the account overview page is available on the next page 

5. My Account – Privacy Settings

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via <https://xentry.daimlertruck.com/umas/registration/#/>.



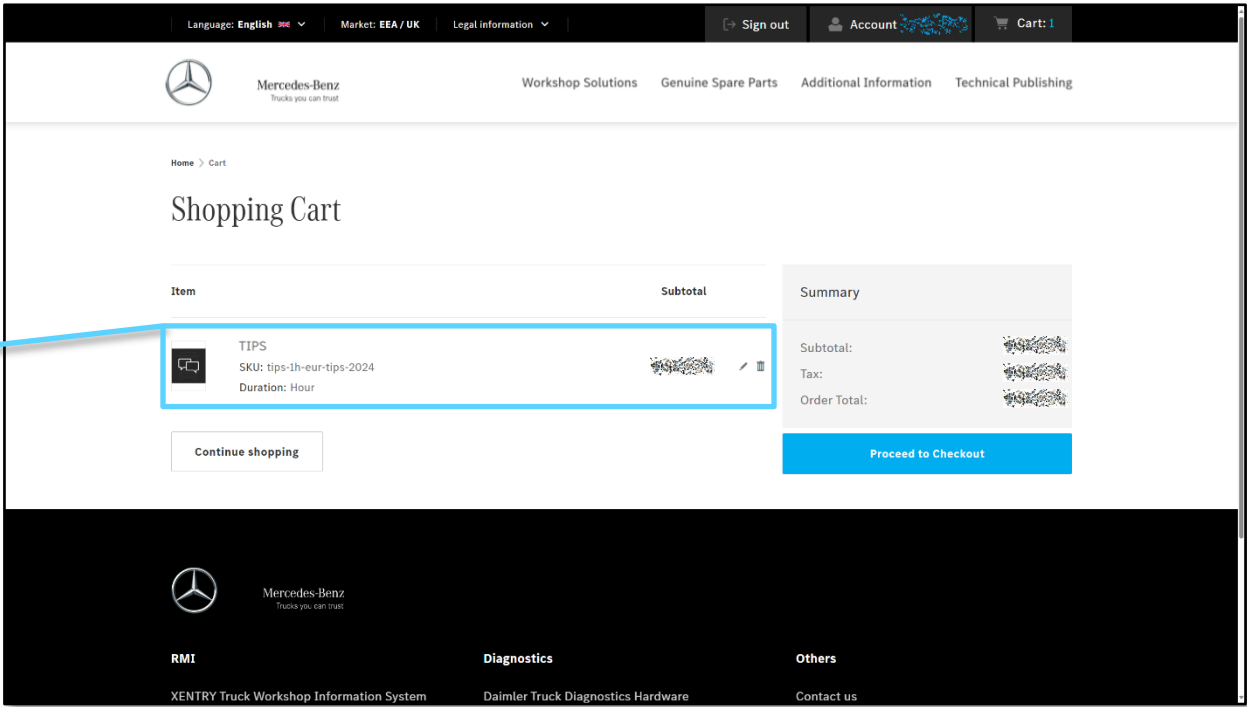
Log-out of the Service Information Mercedes-Benz Trucks Portal by using the “Sign out” button

In the privacy settings users can **customize cookie settings**, read data protection notes and the cookie policy

6. The Shopping Cart – Overview

Logged-in users can access the shopping cart using the website header to see a summary of all pre-selected items and proceed to checkout to place an order via the Service Information Mercedes-Benz Trucks Portal.

Review items in the shopping cart including product name, time slice and prices



More information on the shopping cart is available on the next page

6. The Shopping Cart – Checkout

Logged-in users can access the shopping cart using the website header to see a summary of all pre-selected items and proceed to checkout to place an order via the Service Information Mercedes-Benz Trucks Portal.

Review billing address. Any changes of the stored addresses need to be done in UMAS

Enter credit card details to complete payment

Checkout

Billing address

Patrick [REDACTED]
[REDACTED]
Frankfurt, 60327
Germany
0000000

To add/edit or delete your addresses, you need to do that through the UMAS system.
[Click here](#) to access your address book.

Payment method

Card Payment

AMERICAN EXPRESS DISCOVER JCB Mastercard VISA

Enter your card details:
1234 1234 1234 1234
MM / YY CVC

Summary

1 Item in Cart [REDACTED]

TIPS
Duration: Week

Cart Subtotal: [REDACTED]
Order Total: [REDACTED]

Place Order

Mercedes-Benz

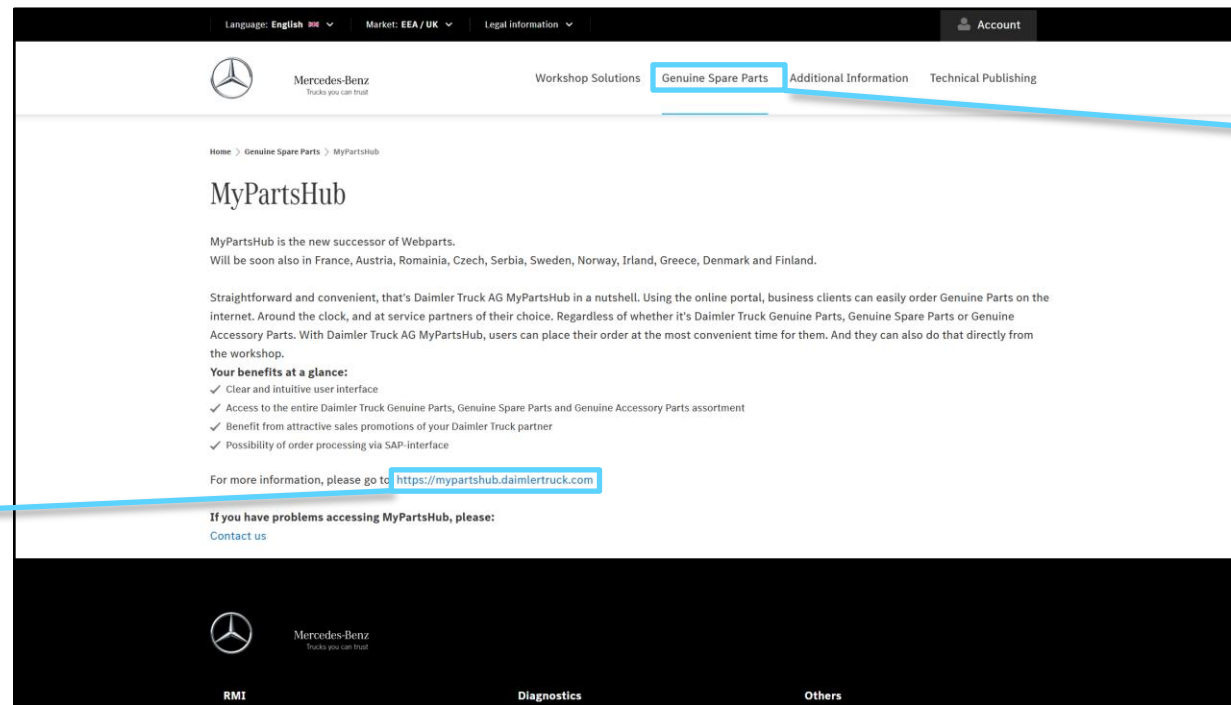
[Table of Content](#)

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7. Parts – Overview

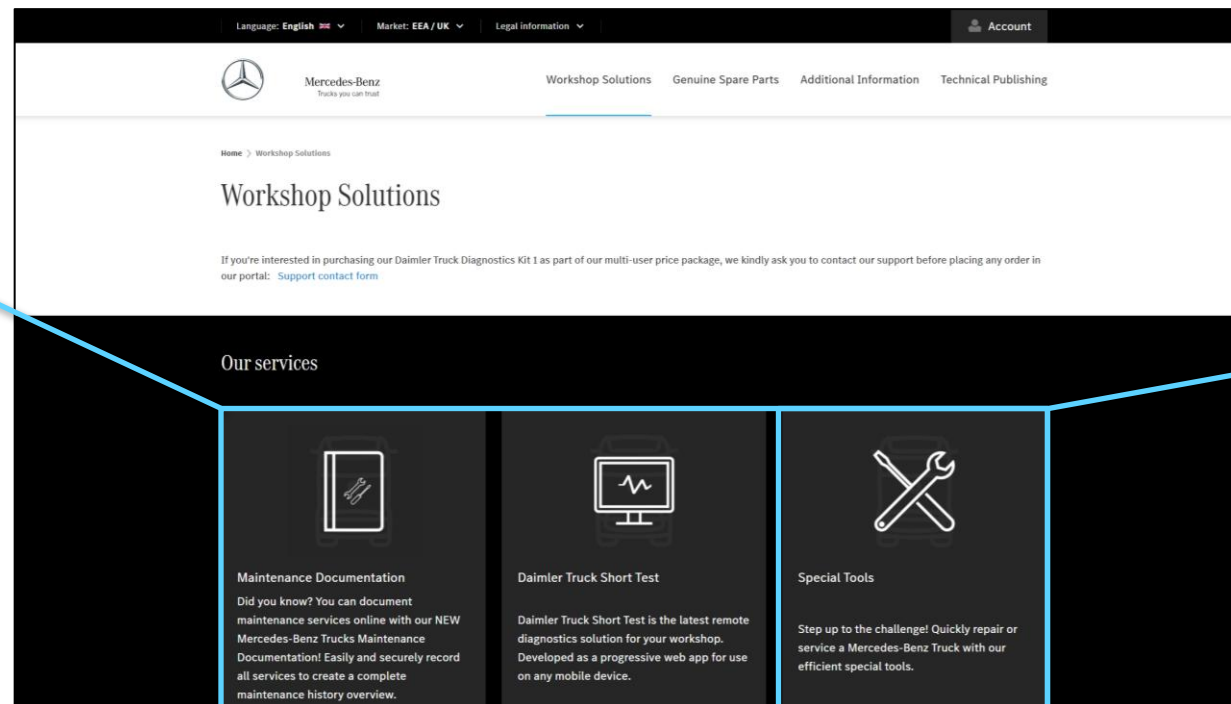
Daimler Truck Genuine Parts, Spare Parts and Genuine Accessory can be purchased online around the clock and at the service partner of your choice via MyPartsHub: [MyPartsHub - Genuine Spare Parts](#)



Access **MyPartsHub** using this link to order Daimler Truck **Genuine Parts, Spare Parts, Genuine Accessory Parts** online

8. Workshop Solutions – Overview

The Workshop Solutions landing page is an overview page for all RMI and diagnostics software products available on the Service Information Mercedes-Benz Trucks Portal.



All **workshop solutions** are displayed here, each in a **tile** with a **brief description**

Clicking on a tile takes you to the **product page** for that workshop solution and provides **detailed information** and **purchase options**

8.1. Workshop Solutions –Workshop Information – Overview

The product overview page summarizes all relevant information for the Workshop Information, including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

Product ID of the selected Workshop Information time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the product overview page is available on the next page

8.1. Workshop Solutions – Workshop Information – Description and Details

The product overview page summarizes all relevant information for the Workshop Information, including available time slices, prices, product information, system requirements, and training documentation.

Short description of Workshop Information
including a summary of the key benefits for you and the customers

About product

Optimized functions in a modern design.
Always up-to-date: Workshop Information is even more efficient and user-friendly.
Workshop Information provides you and your service employees with all important data related to all workshop orders:
Regardless of whether technical descriptions, work instructions and important information – Workshop Information is the place to go for the precise completion of maintenance or repair services.

Who benefits from Workshop Information ?
Simply everyone: Service receptionists, diagnostic technicians, mechanics, W&G managers, IT employees and our customers!

What are the benefits for you?

- ✓ Find the information you need more quickly
- ✓ Simplified use thanks to a modernized design

What are the benefits for our customers?

- ✓ Quicker information and shorter waiting times

The Details tab information on what is new in Workshop Information

Details

What's new in Workshop Information?

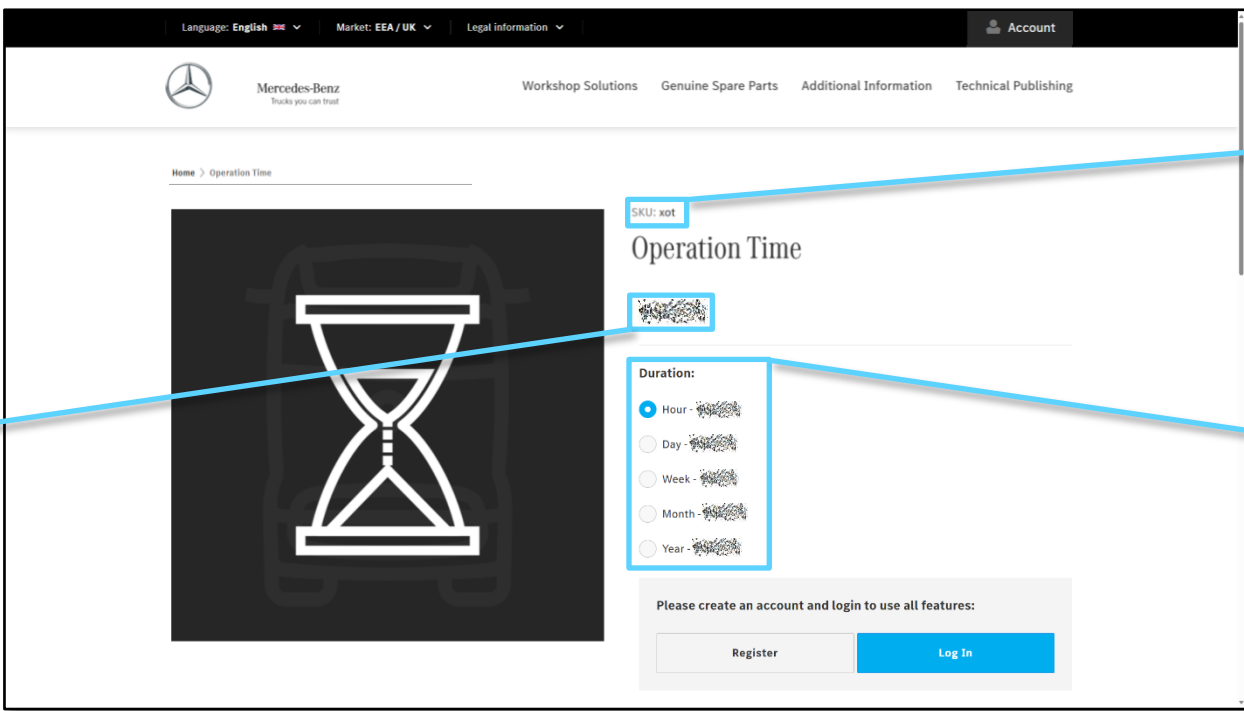
- ✓ Mobile device application: Easy search process on your tablet
- ✓ Integration in Truck After Sales Portal: Uniform design and simplified application
- ✓ Search for workshop information, integrated in the Truck After Sales Portal
- ✓ Integration into existing After-Sales processes for linked After-Sales information
- ✓ Different search options

More information on the product overview page is available on the next page

8.2. Workshop Solutions – Operation Time – Overview

The product overview page summarizes all relevant information for the Operation Time, including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected



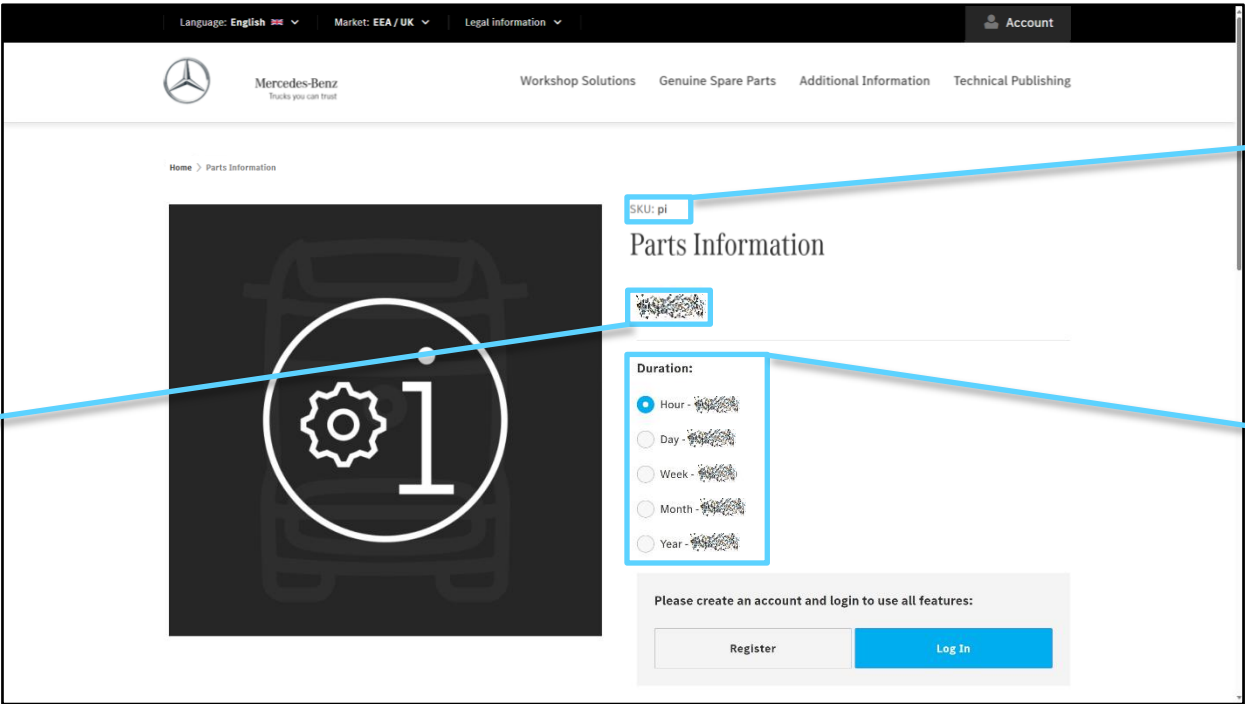
Product ID of the selected Operation Time time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

8.3. Workshop Solutions – Parts Information – Public

The product overview page summarizes all relevant information for the Parts Information, including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected



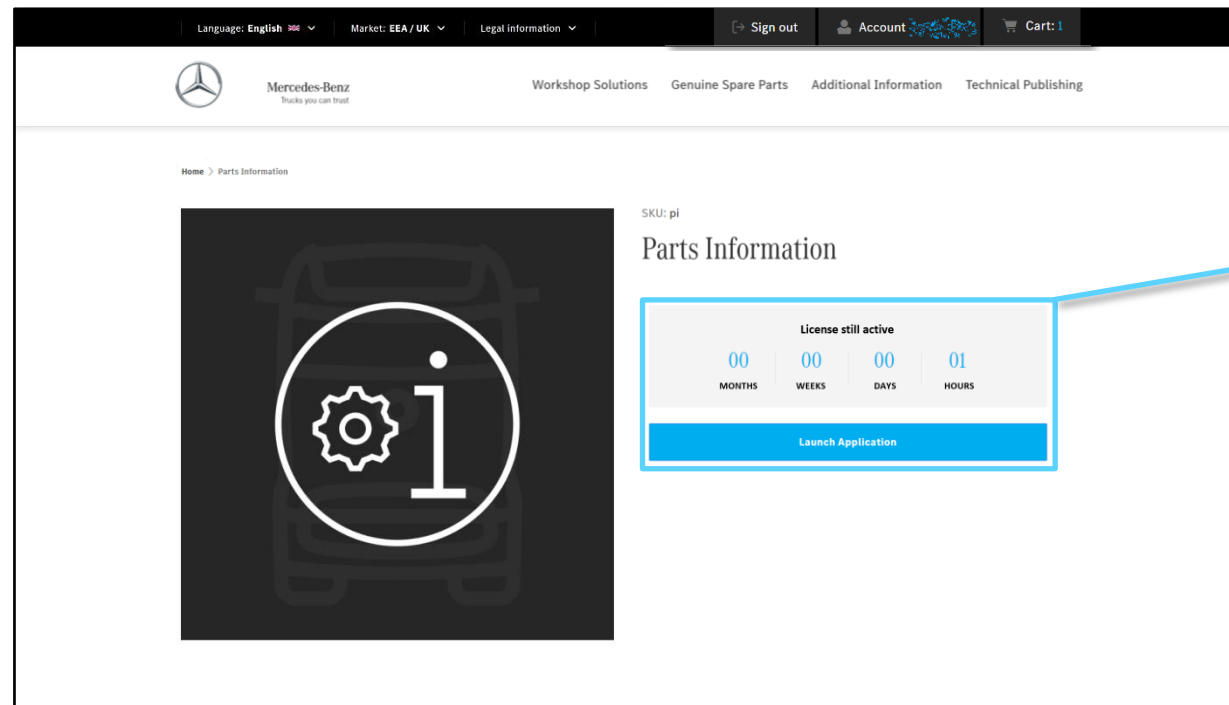
Product ID of the selected Parts Information time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the overview page is available on the next page

8.3. Workshop Solutions – Parts Information – Active License

The product overview page summarizes all relevant information for the Parts Information, including available time slices, prices, product information, system requirements, and training documentation.

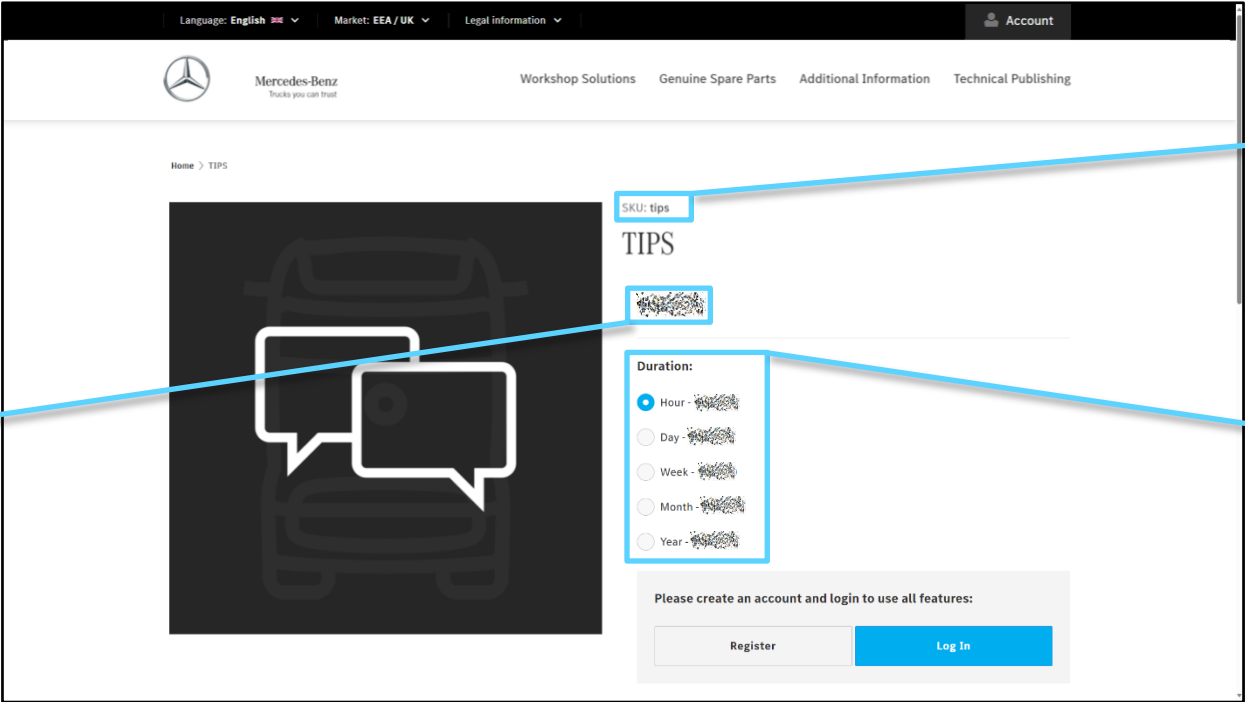


After purchasing a time slice, logged-in users can see the **remaining time** for which the **license is still active** on the product overview page

8.4. Workshop Solutions – TIPS – Overview

The product overview page summarizes all relevant information for the TIPS, including available time slices, prices, product information, system requirements, and training documentation.

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

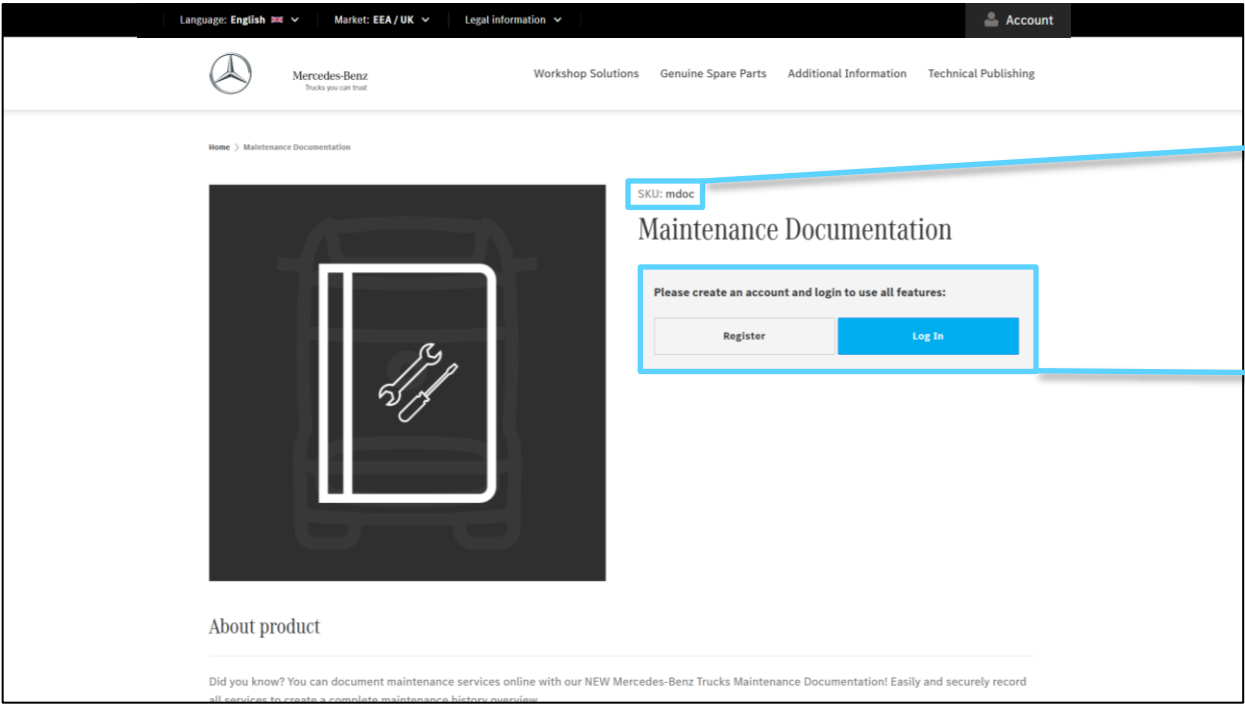


Product ID of the selected TIPS time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

8.5. Workshop Solutions – Maintenance Documentation – Overview

The product overview page summarizes all relevant information for Maintenance Documentation, including available time slices, prices, product information, system requirements, and training documentation.



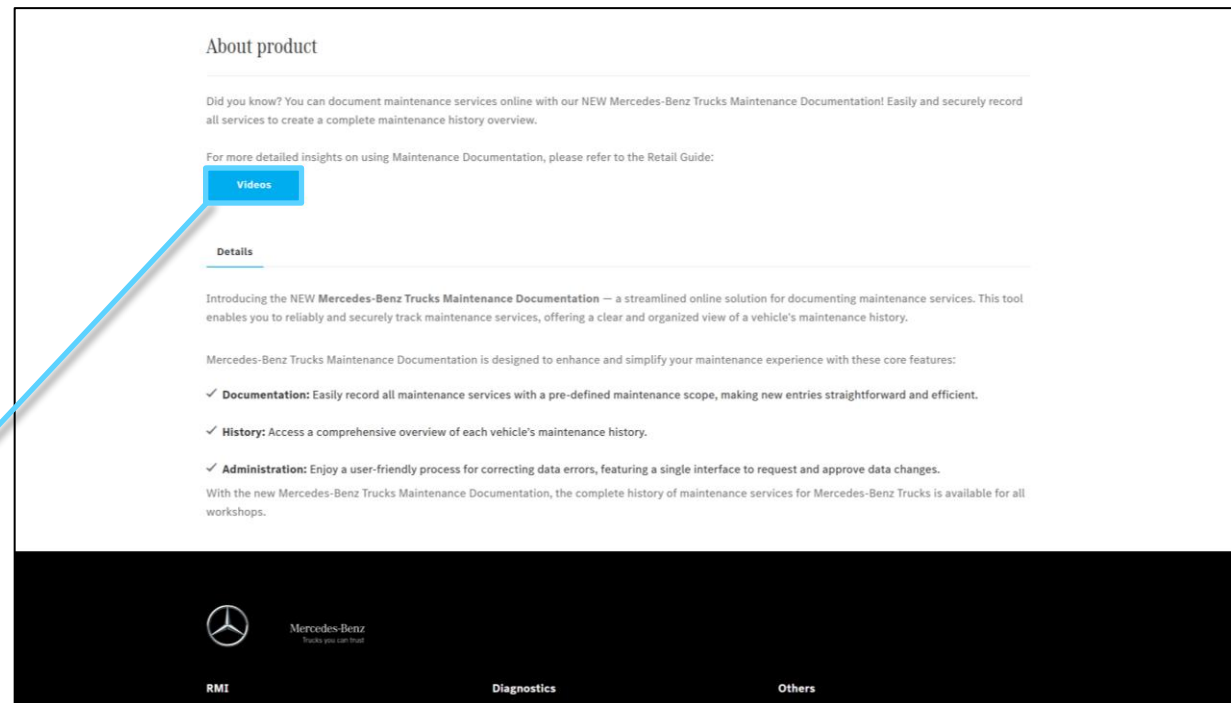
Product ID of the Maintenance Documentation

The Maintenance Documentation can be **accessed directly after login/registration** without the need to purchase time credits

More information is available on the next page

8.5. Workshop Solutions – Maintenance Documentation – Overview

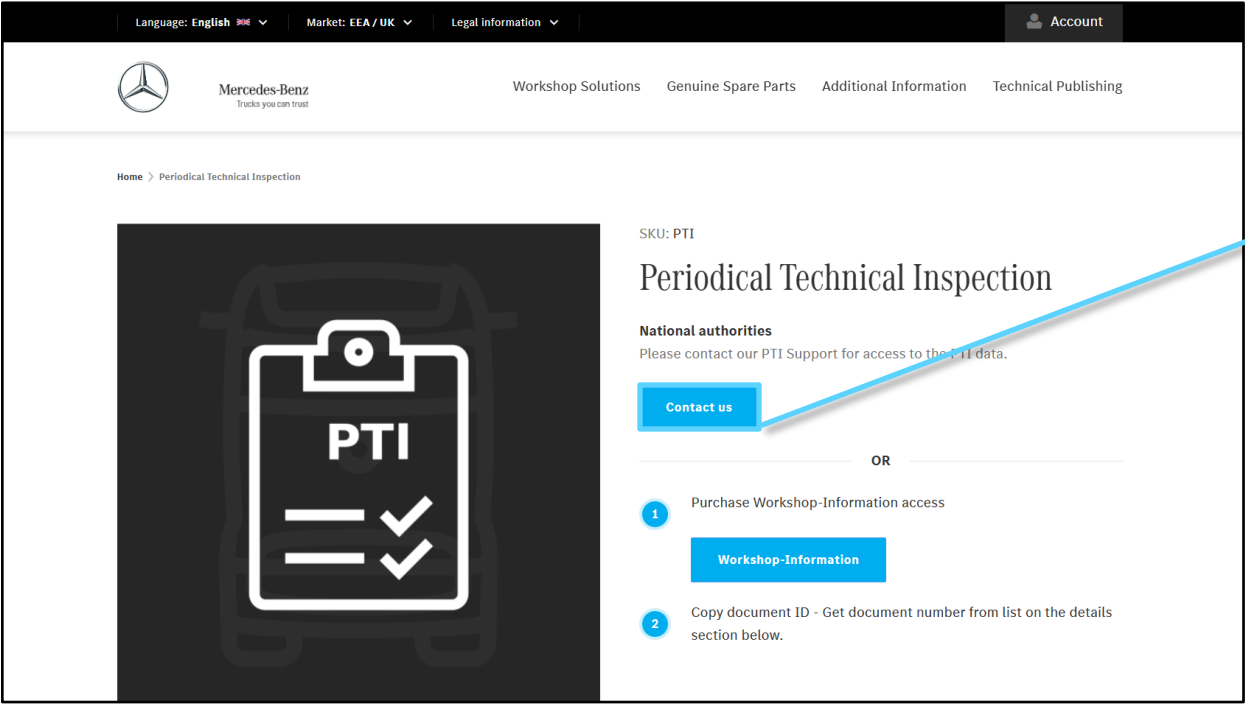
The product overview page summarizes all relevant information for Maintenance Documentation, including available time slices, prices, product information, system requirements, and training documentation.



Videos explaining the product in detail are also available

8.6. Workshop Solutions – Periodic Technical Inspection - Overview

The product overview page provides all necessary details of Periodic Technical Inspection document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the support for access to the Periodic Technical Inspection data.



More information on the product overview page is available on the next page

8.6. Workshop Solutions – Periodic Technical Inspection - Details

The product overview page provides all necessary details of Periodic Technical Inspection document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the support for access to the Periodic Technical Inspection data.


List of Periodic Technical Inspection document IDs corresponding to each Mercedes-Benz Trucks model series

Details

How to access the PTI data

The following overview contains a list of WIS document IDs corresponding to each model series. If you have a WIS time slot (access to the workshop information system), you can select and copy the WIS document ID below to view or download all related inspection documents contained in the WIS.

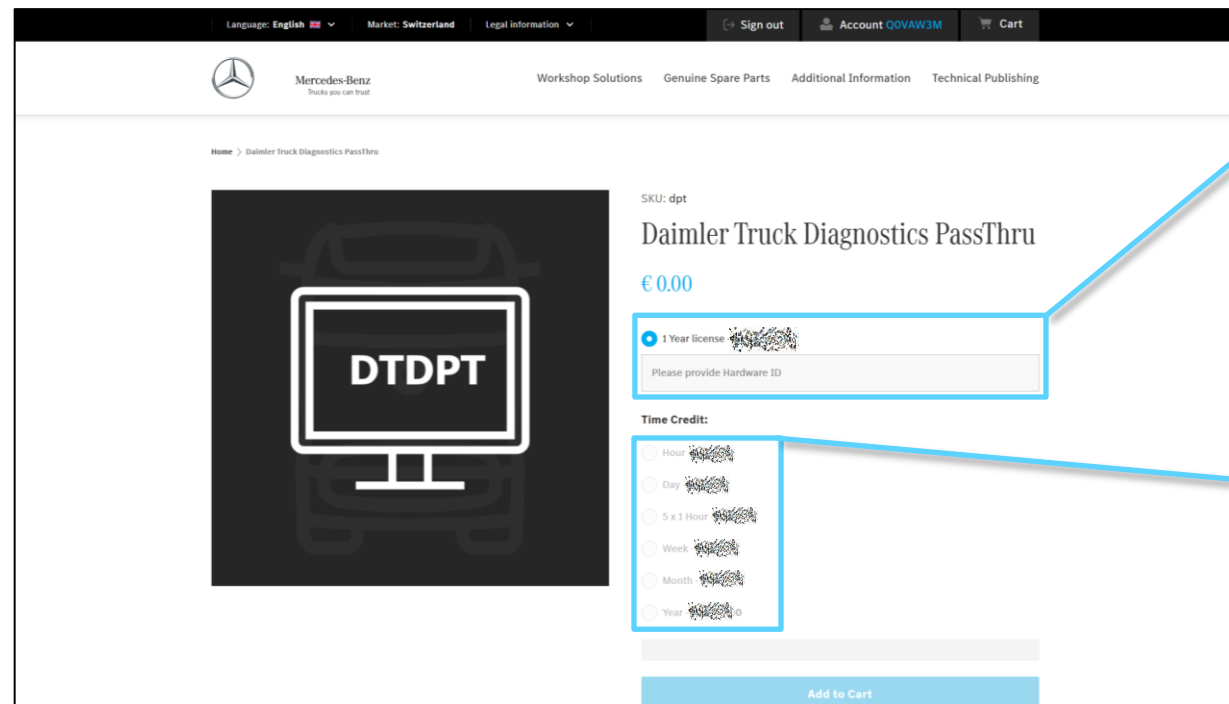
Model series	WIS-document number
Actros 963 with Code V2B (Actros model generation 5) & Actros 963 with Code V2F (Actros model generation 5 with S/M Cab)	AD00.00-W-0001F
Arocs 964 with Code V2J (model generation 5) & Arocs 946 with Code V3L	AD00.00-W-0001FA
Actros 963 with Code V2A (Actros model generation 1) except code V2B	AD00.00-W-0001H
Actros 964 with Code V3K (Actros model generation 1) except Code V2J	AD00.00-W-0001HA
Atego 967	AD00.00-W-0001NA
Econic 956	AD00.00-W-0001NE
Unimog 405	AD00.00-G-0001UG
Unimog 437	AD00.00-G-0001UH



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8.7. Workshop Solutions – Daimler Truck Diagnostics PassThru - Overview

The product overview page summarizes all relevant information for the Daimler Truck Diagnostics PassThru, including available time credits, prices, product information, system requirements, and training documentation.



Daimler Truck Diagnostics PassThru user must apply for the **Daimler Truck Standard Diagnostics Role** or the **Daimler Truck Diagnostics Flash Role** via UMAS, download and install the **basic setup** file and purchase the **one-year license** before purchasing time credits

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the product overview page is available on the next page 

8.7. Workshop Solutions – Daimler Truck Diagnostics PassThru - Details

The product overview page summarizes all relevant information for the Daimler Truck Diagnostics PassThru, including available time credits, prices, product information, system requirements, and training documentation.

If you want to use the **former XENTRY Flash user**, you can request for the **Flash Role** via **UMAS**

- ✓ Daimler Truck Diagnostics Standard Diagnostics Role (for diagnosis users without flash authorization, in example for reading fault memories)
- ✓ Daimler Truck Diagnostics Flash Role (corresponds to the former XENTRY Flash user)

Please use one of the following options:

Daimler Truck Diagnostics Standard Diagnostics Role:

Every diagnosis user must independently request the Standard Diagnosis rights via [UMAS](#) and run through the one-off identification process. It may also be necessary for the market-specific ISP support to create the user in ALICE if they do not yet have a user ID.

Daimler Truck Diagnostics Flash Role

- ✓ User already has Flash rights: Every Flash user must independently go through the one-off identification process at [UMAS](#)
- ✓ User does not have Flash rights: User must request Daimler Truck Diagnostics Flash Role through the market-specific channel and go through the one-off identification process at [UMAS](#)

Once your role was assigned, you have to download the basic setup of DTDPT to generate the hardware ID. This can be downloaded via:
[DTDPT_Complete_Basis.zip](#)

To purchase the one-year license, we will need to verify that your company is working in the automotive sector. This check-up will be performed manually and can take up to several weeks.

The processing time when purchasing the time credits can exceed one day. We recommend that you buy time credits in advance to avoid waiting times. Time credit options will be available once Daimler Truck AG service activate your yearly license shortly after the purchase. If you already have an active DTDPT license, you don't need to purchase a new license. You can directly buy time credits using the hardware ID of your setup.

Did you already know that...?

The validity of time credits begins to expire at the start of use.

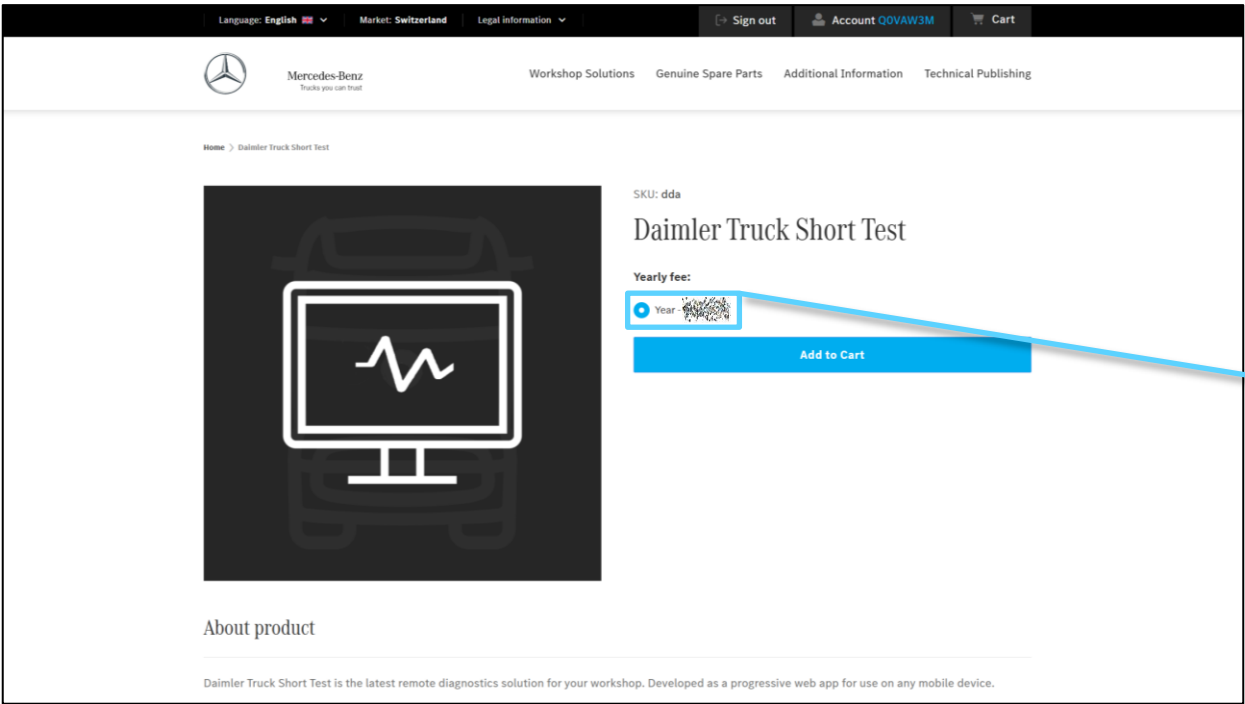
A credit unit retains its validity following the end of the diagnosis session or after having changed vehicles until it has expired. Time credit purchased in error or that is no longer required cannot be returned or refunded. Any time credit that has not been used or activated once the contract has expired cannot be refunded. However, credit is transferred if you extend the contract.

If you **don't have flash authorization**, please use the **standard** diagnostic role that you will need to request permissions via **UMAS**

Download link for Daimler Truck Diagnostics PassThru basic setup (necessary to generate the hardware ID)

8.8. Workshop Solutions – Daimler Truck Short Test - Overview

The product overview page summarizes all relevant information for the Daimler Truck Short Test, including prices, product information, system requirements, and training documentation.



Daimler Truck Short Test is available for a **yearly fee**.
Logged-in users can add it to their shopping basket

More information on the product overview page is available on the next page

8.8. Workshop Solutions – Daimler Truck Short Test - Details

The product overview page summarizes all relevant information for the Daimler Truck Short Test, including available time slices, prices, product information, system requirements, and training documentation.

Mail address to contact to request consent for data access from the customer

About product

Daimler Truck Short Test is the latest remote diagnostics solution for your workshop. Developed as a progressive web app for use on any mobile device.

Your benefits at a glance:

Smart working:
Our application transfers your workshop into the world of mobile devices, offering you the accessibility and flexibility of smartphones for your workshop.

Quick start:
It's easier than ever before to get to work. If you have a mobile device, you're ready to go, getting started with diagnostics or searching for vehicle information.

More service:
Preparing and scheduling for workshop visits gets easier, with the accessibility of data and information beforehand and during visits. This offers potentially quicker and more service at the same time.
Obtaining data sharing consent for independent service providers from the vehicle owner. As long as the system-supported process is not yet live, please ask the customer to provide consent for third-party vehicle data access via the email address sdtrd_support@daimlertruck.com.
The email should include the following information:

- ✓ Workshop number of the workshop to be granted access
- ✓ MyTruckpoint user ID
- ✓ Vehicle Identification Number (VIN) of the vehicle for which data access is to be authorized
- ✓ Consent: Yes/No (default is Yes)

Previously granted customer consent can be revoked through the same channel.

Details

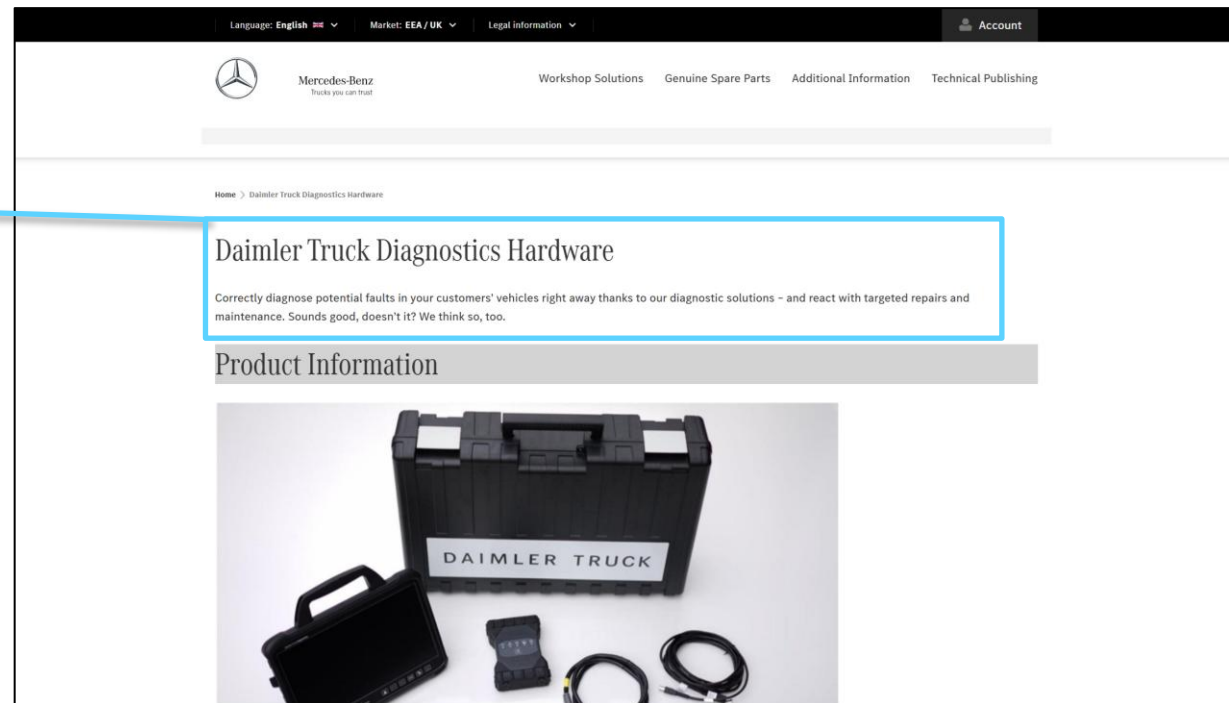
Functions of Daimler Truck Short Test


Please note that the listed functions are only possible for Mercedes-Benz vehicles with telematics capability and subsidiaries of Daimler Trucks AG. The scope of functions of Daimler Truck Short Test differs depending on vehicle model.

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware - Overview

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

Here you will find a brief description of and **information about Daimler Truck Diagnostics Hardware**




More information on the Diagnostics Hardware product overview page is available on the next page 

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – Product Details

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

Here you can find a **description** about the **Daimler Truck Diagnostics Kit** by clicking on “**read more...**”

Here you can find a **description** about the **Daimler Truck Diagnostics – Oscilloscope Solution** by clicking on “**read more...**”




1. Daimler Truck Diagnostics Kit
The Daimler Truck Diagnostics Kit 1 consists of two hardware components that can be quickly and easily integrated into your IT landscape:
[read more...](#)

2. Daimler Truck Accessories
Additional options are available with uniquely developed accessories for Daimler Truck Diagnostics VCI and Daimler Truck Diagnostics Pad 1.
[read more...](#)

3. Daimler Truck Diagnostics – Oscilloscope Solution
In order to replace the most commonly used old Xentry Scope we would now like to give you an update on how and what you can purchase.
[read more...](#)

Here you can find a **description** about the **Daimler Truck Accessories** by clicking on “**read more...**”

More information on the Diagnostics Hardware product overview page is available on the next page 

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – User Roles and Rights

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

To use the Daimler Truck Diagnostics software, you must apply for **additional diagnostic user rights**. There are **two types** of roles

If you want to use the **former XENTRY Flash user**, you can request for the **Flash Role** via **UMAS**

The screenshot shows a web page titled 'Role and Rights Requirements' with navigation links 'Role and Rights Requirements', 'Order here', and 'SERMI'. The main content area has a grey header with the title. Below it, 'Important information:' states that users need additional diagnosis user rights. Two types of roles are listed: 'Daimler Truck Diagnostics Standard Diagnostics Role' (for users without flash authorization) and 'Daimler Truck Diagnostics Flash Role' (for current Flash users). Under 'Please use one of the following options:', the 'Standard Diagnostics Role' section explains that users must request rights via UMAS and run through an identification process. The 'Flash Role' section explains that existing Flash users must go through the same process at UMAS, while new users must request the role through a market-specific channel. The footer features the Mercedes-Benz logo and the tagline 'Mercedes-Benz Trucks you can trust'.

Role and Rights Requirements Order here SERMI

Role and Rights Requirements

Important information:
To be able to use Daimler Truck Diagnostics software, you need to apply for additional diagnosis user rights. A distinction is made between two types of user rights:

- Daimler Truck Diagnostics Standard Diagnostics Role (for diagnosis users without flash authorization, in example for reading fault memories)
- Daimler Truck Diagnostics Flash Role (corresponds to the current Flash user)

Please use one of the following options:

Daimler Truck Diagnostics Standard Diagnostics Role:
Every diagnosis user must independently request the Standard Diagnosis rights via [UMAS](#) and run through the one-off identification process. It may also be necessary for the market-specific ISP support to create the user in DT IAM if they do not yet have a user ID.

Daimler Truck Diagnostics Flash Role:
User already has Flash rights: Every Flash user must independently go through the one-off identification process at [UMAS](#)
User does not have Flash rights: User must request Daimler Truck Diagnostics Flash Role through the market-specific channel and go through the one-off identification process at [UMAS](#)

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If you **don't have flash authorization**, please use the **standard** diagnostic role that you will need to request permissions via **UMAS**

More information on the Diagnostics Hardware product overview page is available on the next page

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – Ordering

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

For the **German Market**, please follow those instruction to order your Daimler Truck Diagnostics Hardware via the **Daimler Truck Diagnostics Shop**

The screenshot shows a web page with three tabs: 'Role and Rights Requirements', 'Order here' (which is selected), and 'SERMI'. Below the tabs is a grey header with the text 'Order here:'. The main content area is divided into two sections. The first section is titled 'Germany:' and contains the text: 'Within the German market users may order diagnostics hardware directly via Daimler Truck Diagnostics Shop.' followed by the URL <https://daimlertruck-diagnostics.arvato-digital.com>. It then states 'User must request access to Daimler Truck Diagnostics Shop separately using the following link:' followed by the URL <https://xentry.daimlertruck.com/umas/login/dtdshop-orderoverview> and 'Once your access request has been approved, you will be able to log in with your UMAS login credentials.' The second section is titled 'European Economic Area / United Kingdom:' and contains the text: 'Users from all other European countries, including the UK, are encouraged to reach out to their local TOC or GD representative directly. Alternatively, you may use our support services to be connected with the appropriate contact person.' At the bottom of the page is a black footer with the Mercedes-Benz logo and the text 'Mercedes-Benz Trucks you can trust'.

All other **EU Markets** and **UK** can order it through their **local TOC or GD** representative

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – SERMI

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

The SERMI section provides information and current access restrictions for security related information.

Role and Rights Requirements

Order here

SERMI

Important Information on SERMI Legislation and Process

Please note: An additional role requirement in relation to SERMI becomes effective for 3rd Parties (ISP) within the RMI Regulation as of 1st October 2023. The country-specific start dates will vary as not all Member States have an accredited Conformity Assessment Body (CAB) available in time. SERMI has been created as part of the requirements of the Delegated Regulation (EU) N° 2021/1244, Regulation (EU) N° 2018/858 and Regulation (EC) N° 692/2008, which grant standardised access to technical information whilst establishing specific provisions for access to vehicle security features

Most important facts:

Unrestricted access to Daimler Trucks security related information (SERMI) will no longer be possible.

The additional SERMI authentication will be required for theft relevant diagnostic processes e.g., replacement and reprogramming of theft-relevant control units or electronic vehicle keys.

Specific access procedures need to be executed by independent operators (ISP) and their employees to receive access to security related Diagnostic Truck Software

For every SERMI country, at least one Conformity Assessment Body (CAB) is responsible for the authorization. Independent operators and their employees need to contact their respective CAB. Information on the countries' varying CAB readiness as well as further procedure information can be found on www.vehiclesermi.eu

The acquired SERMI certificate form the local CAB then needs to be uploaded to the SERMI Trustcenter (one Trustcenter responsible for all SERMI markets)

After successful completion of the above-mentioned access procedures, ISPs can authenticate for the new Daimler Trucks SERMI role via [UMAS](#)

To execute theft relevant diagnostic processes, users must still meet all the following known prerequisites:

- Valid Daimler Truck Diagnostics Standard Diagnostic Role (requestable via [UMAS](#))
- Valid Daimler Truck Diagnostics Flash Role (requestable via market form)
- Confirmation of successful participation in Daimler Truck Flash- and FBS-eTraining for ISPs (requestable via: [Truck Training Platform](#))

For information & help, please refer to our SERMI Quick Guide for Independent Operators:
[Quick Guide SERMI](#) ⚡

The process and necessary steps for receiving a Daimler Trucks SERMI role are described in detail.

8.10. Workshop Solutions – Special Tools – Overview

The Special Tools overview page includes basic product information and user benefits as well as an order form to contact our service partner for special tools order handling.

Get an **overview** about your benefits

Language: EnglishMarket: EEA / UKLegal informationSign outAccountCart: 1

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Workshop SolutionsGenuine Spare PartsAdditional InformationTechnical Publishing

Home > Special Tools

Special tools

Step up to the challenge! Quickly repair or service a Mercedes-Benz Truck with our efficient special tools.

Your benefits at a glance:

Offer your customers the best service and stand out from the competition.

✓ High-quality, fast repairs of all Mercedes-Benz Truck model series

✓ Innovative, simple solutions for even the most challenging repairs

✓ Safe and focused repairs

✓ Cost savings thanks to multiple use of the special tools for different vehicle models

✓ Effective reduction of the customer complaint rate

For seamless ordering of your special tools or further questions, please fill out the form below:

User ID *First name

Last nameE-mail address *

Phone number *Organization ID

More information on the Special Tools overview page is available on the next page

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8.10. Workshop Solutions – Special Tools – Ordering

The Special Tools overview page includes basic product information and user benefits as well as an order form to contact our service partner for special tools order handling.

Order form for special tools
(only available for logged-in users)

Basic information overview of all available special tools via our service partner

Additional product information on special tools is available via Parts Information or Workshop Information

For seamless ordering of your special tools or further questions, please fill out the form below:

User ID *	First name
Last name	E-mail address *
Phone number *	Organization ID
Country * Select the country	
Please enter here your Special Tools Order or Question *	

Submit

All available special tools can be found in the PDF-document below (number and names):
[Special tools list PDF](#)

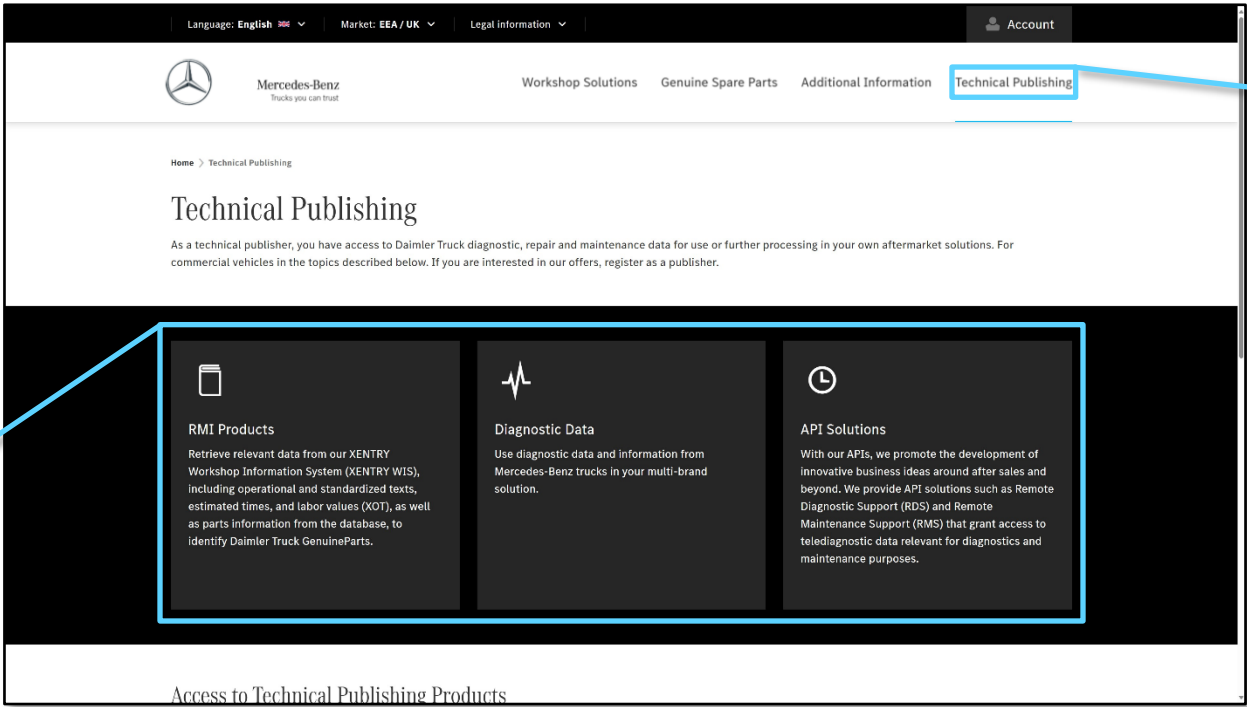
Good to know:

How to find the right special tools

Product information for special tools is available in the XENTRY Truck Parts Information section under "Workshop equipment" or in the "XENTRY Truck Workshop Information System" (XENTRY Truck WIS) as part of the maintenance and repair documents. The part numbers for workshop equipment are composed as follows: W nnn 589 nn nn nn, W nnn 588 nn nn nn or W nnn 586 nn nn nn

9. Technical Publishing – Overview

All relevant information for technical publisher is available on the Technical Publishing landing page including access to diagnostic as well as repair and maintenance data via the described access channels.



These **tiles** provide an **overview** of the **scope** of Technical Publishing

The **Technical Publishing overview page** can be accessed via the standard navigation

More information on the Technical Publishing overview page is available on the next page

9. Technical Publishing – Access

All relevant information for technical publisher is available on the Technical Publishing landing page including access to diagnostic as well as repair and maintenance data via the described access channels.

To gain **access to technical publisher products**, users must register via UMAS and select the company type “Publisher”

RMI Products
Retrieve relevant data from our XENTRY Truck Workshop Information System (XENTRY Truck WIS), including operational and standardized texts, estimated times, and labor values (XOT), as well as parts information from the database, to identify Daimler Truck GenuineParts.

Diagnostic Data
Use diagnostic data and information from Mercedes-Benz trucks in your multi-brand solution.


API Solutions
With our APIs, we promote the development of innovative business ideas around after sales and beyond. We provide API solutions such as Remote Diagnostic Support (RDS) and Remote Maintenance Support (RMS) that grant access to telediagnostic data relevant for diagnostics and maintenance purposes.

Access to Technical Publishing Products

To gain access to the various technical publishing products, you must create an account and get verified.

Customers not registered in UMAS
The verification process can be started via UMAS (select company type “Publisher”):
<https://xentry.daimlertruck.com/umas/registration/>




Customers registered in UMAS without publisher role
If you already have an UMAS account, you can apply for the company type “Publisher” via the UMAS support on the UMAS website.
The duration of the verification process may vary depending on the applicant. You will receive an email on the status of your validation and possible contract negotiation.


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10. External Links – Overview

Further links to external websites are collected on the overview page External Links.

Title, short description and link to **relevant external websites** such as EvoBus, DT UMAS, Trainings and more

Language: English Market: EEA / UK Legal Information 



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Workshop SolutionsGenuine Spare PartsAdditional InformationTechnical Publishing

Home > Additional Information > External Links

External Links

Click on the links within the blue title to be redirected to another website for additional information on each topic.

Retail Guide

The Retail Guide serves as an After-Sales knowledge base for independent service providers worldwide

Find out more

Daimler Buses

RMI for the Daimler Truck owned subsidiary EvoBus

Find out more

Mercedes-Benz Trucks Training

Find more Information on the detailed site for Mercedes-Benz Truck Training

Find out more

FUSO

RMI for the Daimler Truck owned subsidiary FUSO

Find out more

Daimler Truck UMAS

To register your operation and also request and manage authorizations

Find out more

Daimler Truck Diagnostics Shop

Find more Information on the detailed site on the Daimler Truck Diagnostics Shop.

Find out more

Daimler Truck Developer Portal

Find and explore the API catalogue which will meet your use-case and start by requesting access.

11. Customer Support – Overview

The Contact Us subpage can be accessed via the footer of the Service Information Mercedes-Benz Trucks Portal and gives users the possibility to contact the first-level customer support. Questions regarding the software products need to be addressed to the respective product support teams.

Here are the **contact details** for each **category or system**. Please contact the specific case directly via the link or email displayed here

Language: EnglishMarket: EEA / UKLegal informationAccount

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Workshop SolutionsGenuine Spare PartsAdditional InformationTechnical Publishing

Home > Contact us

Contact us

Here you find direct support contacts:

Login issues https://service-info.mercedes-benz-trucks.com/	Please use contact form below.
Daimler Truck Diagnostics Technical Support	https://retailsupport.daimlertruck.com/aftersales
Daimler Truck Diagnostics Hardware Commercial Questions	https://retailsupport.daimlertruck.com/aftersales
Mercedes-Benz Trucks Workshop Trainings	trucktraining-organisation@daimlertruck.com
RMI for EvoBus Support	https://www.omniplus.com/de/kontakt/
RMI for Fuso Support	fusoascent-helpdesk@daimlertruck.com
RMI Application Content Support	Please use the Feedback button inside the application

For all other questions, please use the following contact form:

Inquiry type *

Select the inquiry type

More information on Customer Support overview page is available on the next page

11. Customer Support – Other Questions Form

The Contact Us subpage can be accessed via the footer of the Service Information Mercedes-Benz Trucks Portal and gives users the possibility to contact the first-level customer support. Questions regarding the software products need to be addressed to the respective product support teams.

Only if you **can not assign your request to the given categories, use this Online support form**. For all other questions contact first-level customer support

Click **“Submit”** to send your support request

RMI Application Content Support

Please use the XSF Feedback button inside the application

For all other questions, please use the following contact form:

Inquiry type *
Select the inquiry type

User ID

First name *

Last name *

E-mail address *

Phone number

Organization ID

Country *

Inquiry *

Attachments / screenshots
Please select files to upload

Browse

Submit

