



# Service Information Mercedes-Benz Trucks Portal Quick Guide

Quick guide for independent service provider and publisher

V.2.1

**Mercedes-Benz**  
Trucks you can trust



# Quick Guide - Service Information Mercedes-Benz Trucks Portal

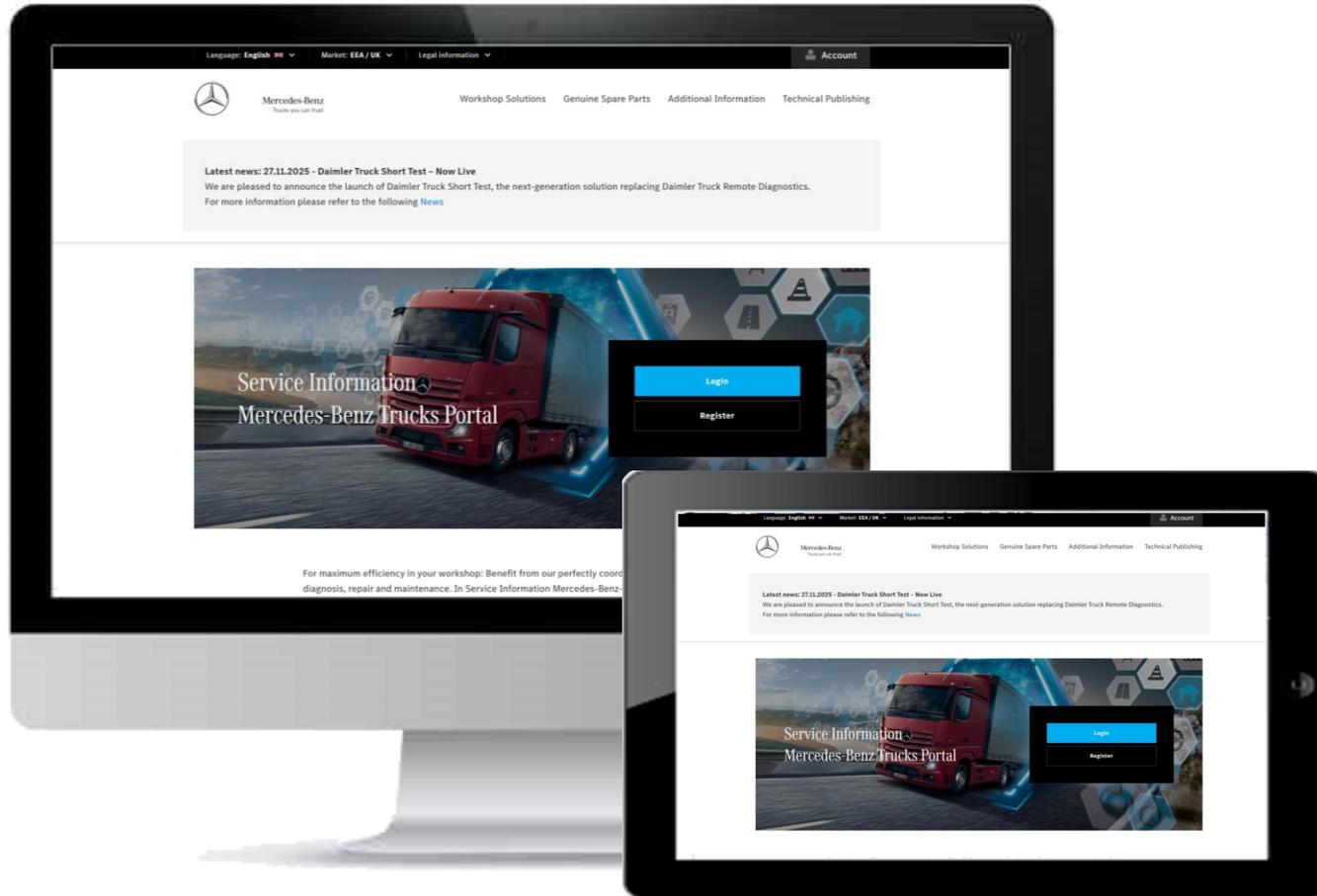
The website is subject to change and may differ from the illustrations in this quick guide. Reprint, translation or reproduction, including of extracts, is not permitted unless authorized in writing.

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Daimler Truck AG  
TE/SCT-V  
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[www.daimler-truck.com](http://www.daimler-truck.com)

1. [The Landing Page](#)
2. [Website Header](#)
3. [Website Footer](#)
4. [Navigation](#)
5. [My Account](#)
6. [Shopping Cart](#)
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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](https://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.

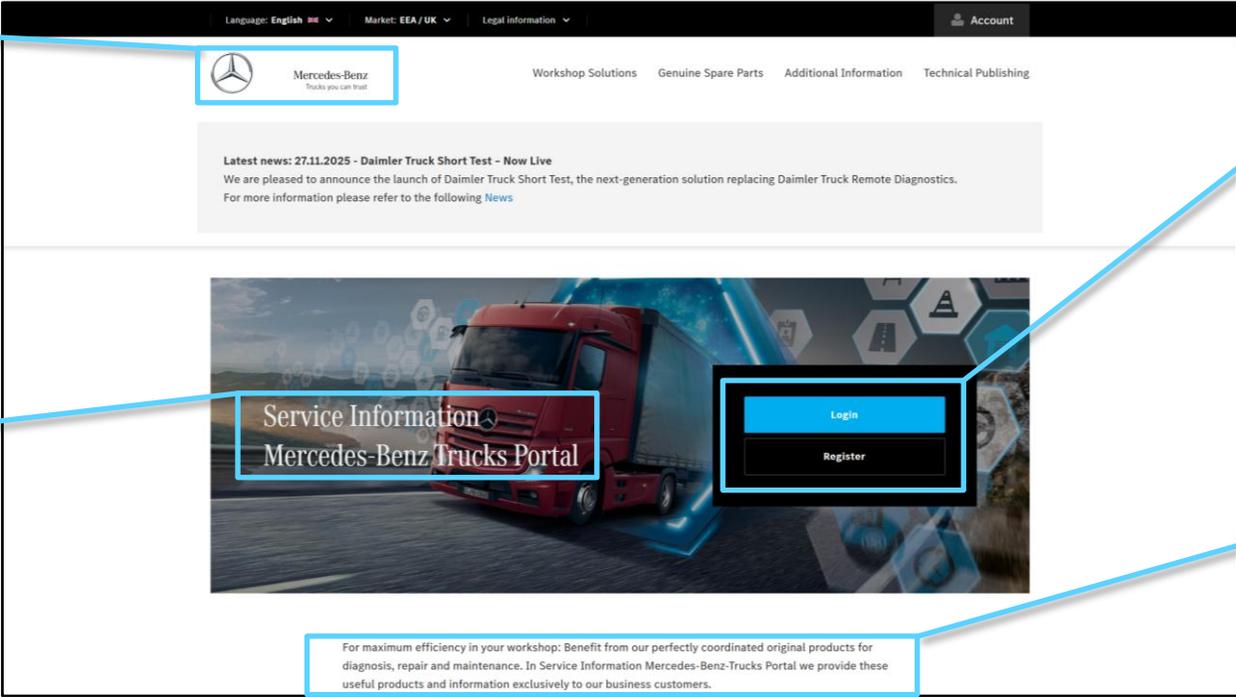
Each function is explained graphically and in writing and visualized on the respective screens using blue boxes (□).

# 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](http://service-info.mercedes-benz-trucks.com).

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

Name of the website



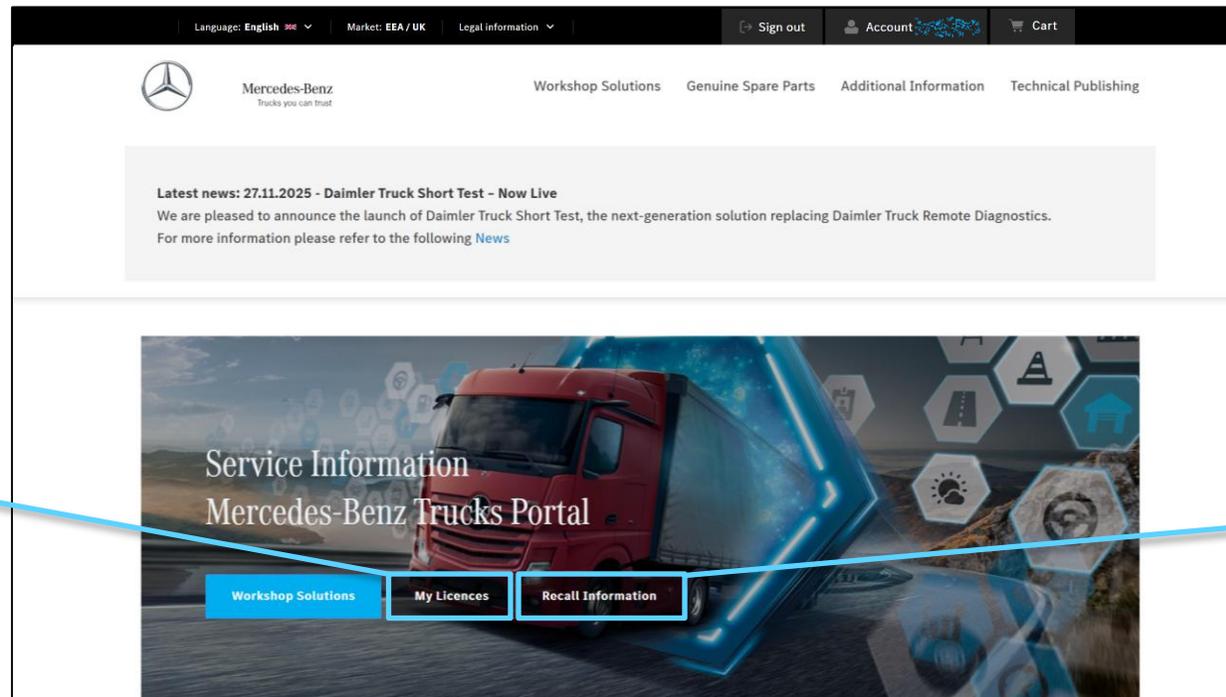
Users can **login or register** via the landing page **to purchase** the RMI and diagnosis **products**

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

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](https://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

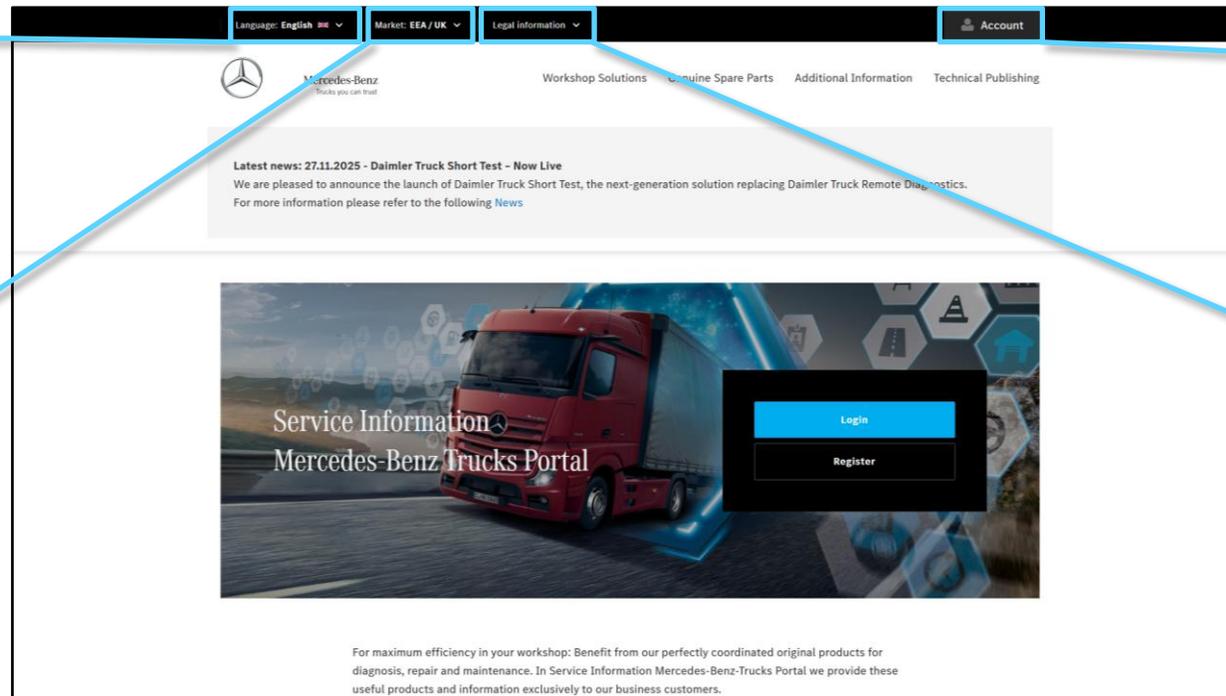
## 2. Header – Public

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.



Customize the website by **choosing your preferred language** from 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

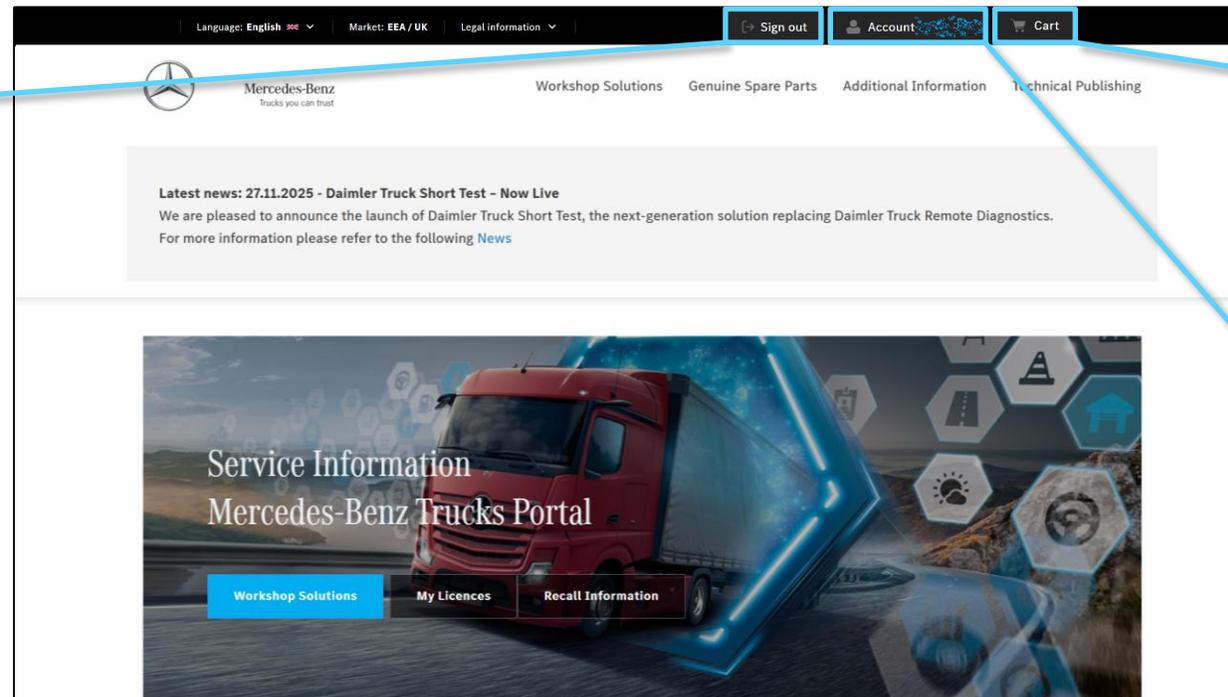
More information on the website header is available on the next page 

## 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.

The screenshot shows the footer of the Mercedes-Benz Trucks Portal. It features the Mercedes-Benz logo and tagline 'Trucks you can trust' at the top left. Below this, there are three main columns of navigation links: 'RMI', 'Diagnostics', and 'Others'. The 'RMI' column includes links for Workshop Information, Operation Time, Parts Information, TIPS, Maintenance Documentation, and Periodical Technical Inspection. The 'Diagnostics' column includes links for Daimler Truck Diagnostics Hardware, Daimler Truck Diagnostics PassThru, Daimler Truck Short Test, and Special Tools. The 'Others' column includes links for Contact Us, FAQ Help, ISO Navigation, News, Quick Guide Service Information Portal, Quick Guide UMAS DT, Quick Guide ASTIS, and Handbook UMAS. At the bottom, there is a copyright notice: '© 2026. Daimler Truck AG. All rights reserved.' and 'Release version: 2025-12-12'. A 'Provider / Copyright Notice' link is also present.

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

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**

## 4. The Navigation – Standard-Navigation

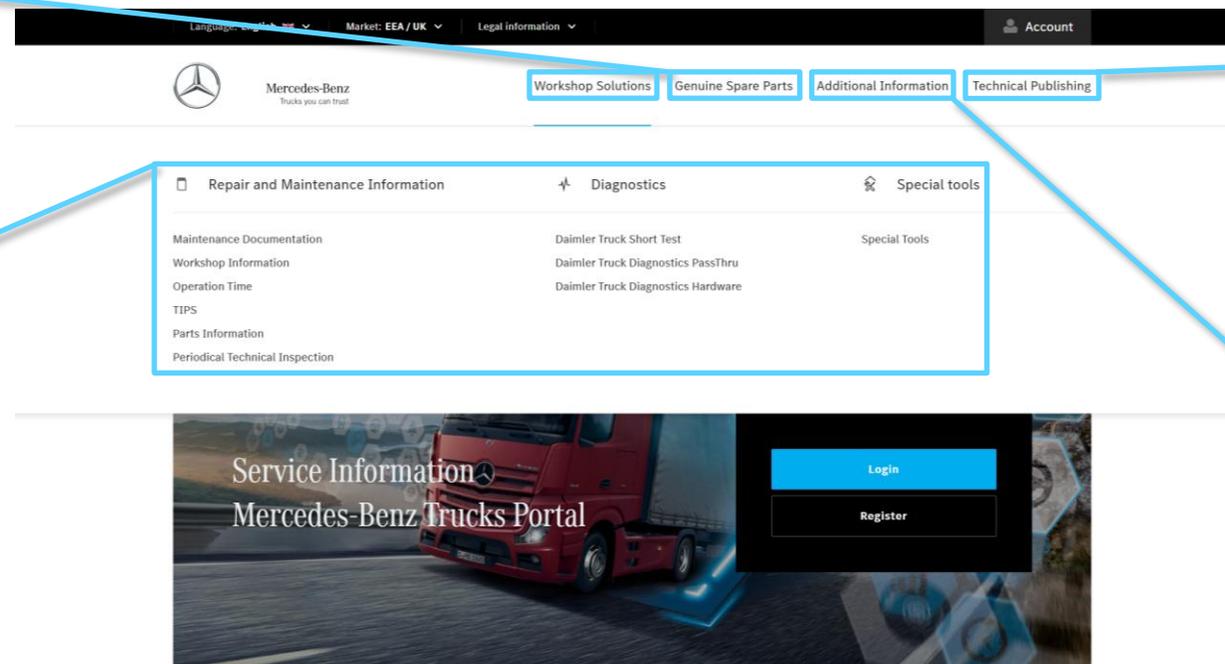
The standard navigation is available throughout the entire Service Information Mercedes-Benz Trucks Portal. It gives an overview of the product scope and enables users to quickly access all available products and information.

Via “Genuine Spare Parts” the **parts overview page** with a link to My PartsHub 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.

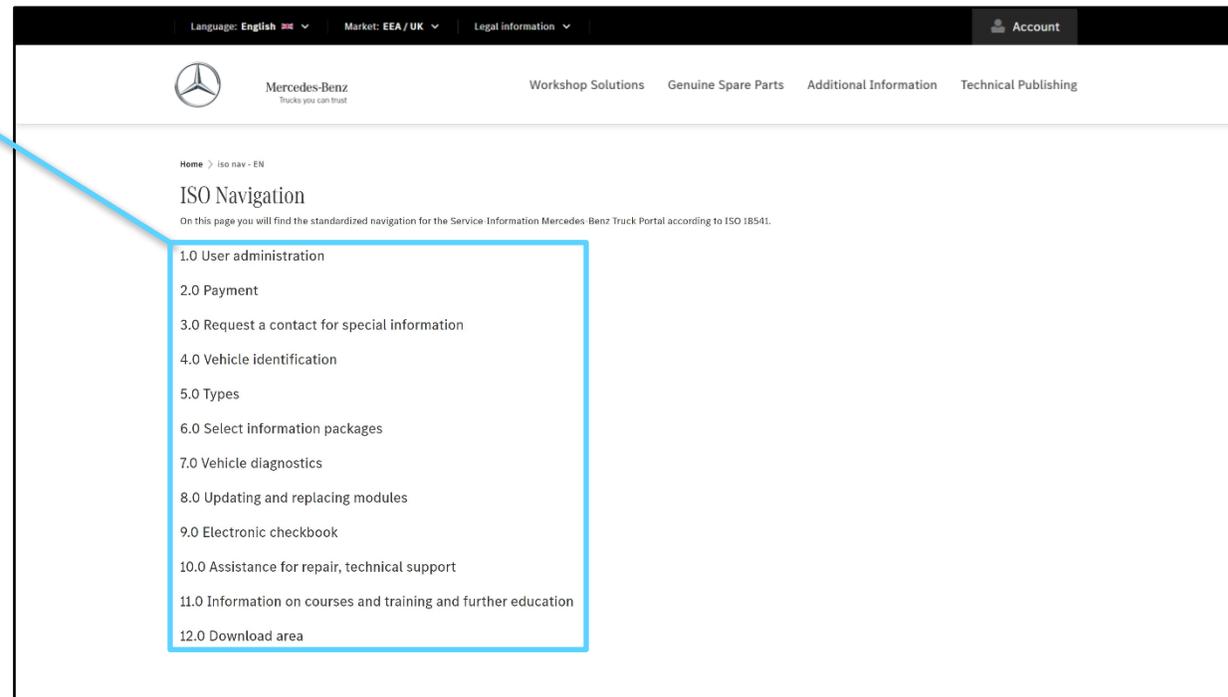
→ [Details](#)

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**



The screenshot displays the 'ISO Navigation' page on the Mercedes-Benz Trucks portal. The page header includes the Mercedes-Benz logo, the text 'Mercedes-Benz Trucks you can trust', and navigation links for 'Workshop Solutions', 'Genuine Spare Parts', 'Additional Information', and 'Technical Publishing'. The main content area shows a breadcrumb trail 'Home > Iso nav - EN' followed by the title 'ISO Navigation'. Below the title, a sub-header states: 'On this page you will find the standardized navigation for the Service Information Mercedes-Benz Truck Portal according to ISO 18541.' A list of 12 numbered chapters is displayed, each with a blue border around the text:

- 1.0 User administration
- 2.0 Payment
- 3.0 Request a contact for special information
- 4.0 Vehicle identification
- 5.0 Types
- 6.0 Select information packages
- 7.0 Vehicle diagnostics
- 8.0 Updating and replacing modules
- 9.0 Electronic checkbook
- 10.0 Assistance for repair, technical support
- 11.0 Information on courses and training and further education
- 12.0 Download area

# 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

Language: English | Market: EEA / UK | Legal Information | Sign out | Account | Cart

Mercedes-Benz Trucks you can trust | Workshop Solutions | Genuine Spare Parts | Additional Information | Technical Publishing

Home > My Account

## My Account

- My Account
- My Orders
- My Licenses
- Privacy Settings
- Sign out

### Account information

Contact Information	Billing address
User ID: [REDACTED]	First name: Patrick
First name: Patrick	Last name: [REDACTED]
Last name: [REDACTED]	Address: Frankfurt, 60327 Germany
E-mail address: [REDACTED]	Phone number: 0000000
Phone number: 0000000	VAT: [REDACTED]

### My orders

Order #	Date	Billed to	Order total	Status	
6000000048	25/11/2021	[REDACTED]	[REDACTED]	Complete	View Order Reorder

View all orders

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

Language: English Market: EEA / UK Legal Information Sign out Account Cart

Mercedes-Benz Trucks you can trust

Workshop Solutions Genuine Spare Parts Additional Information Technical Publishing

Home > My Account > My Orders

### My Orders

My Account

**My Orders**

My Licenses

Privacy Settings

Sign out

#### Order history

Find answer Filters

Your search did not return any results.

Order #	Date	Billed to	Order total	Status	
6000000048	25/11/2021	Patrick		Complete	<a href="#">View order</a>

1 Item Show 10 per page

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	[REDACTED]	[REDACTED]
Subtotal:			[REDACTED]
Grand Total:			[REDACTED]

Order information

Billing address	Payment
First name: Patrick Last name: [REDACTED] Address: [REDACTED] Frankfurt, 60327 Germany Phone number: 0000000 VAT: [REDACTED]	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	[REDACTED]	[REDACTED]	[REDACTED]
Subtotal:				[REDACTED]
Grand Total:				[REDACTED]

Order information

Billing address	Payment
First name: Patrick Last name: [REDACTED] Address: [REDACTED] Frankfurt, 60327 Germany Phone number: 0000000 VAT: [REDACTED]	Card Payment

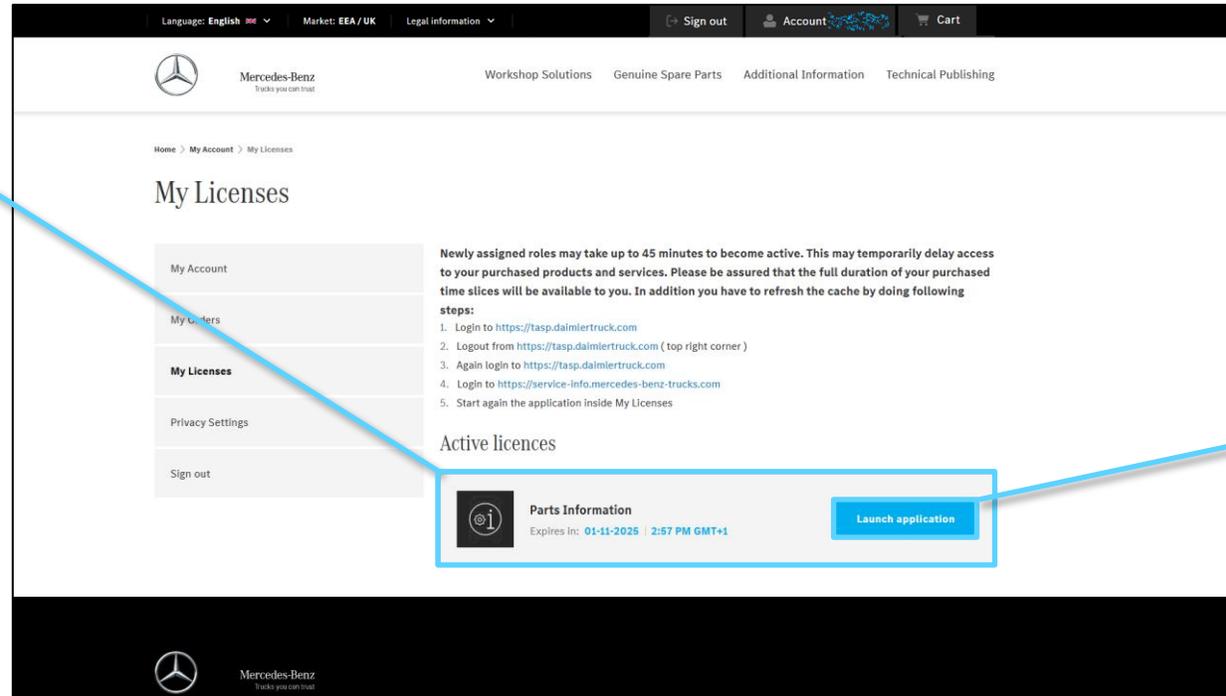
The “Invoices” tab provides **all invoice relevant information** including an option to download one or all invoice via PDF

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**



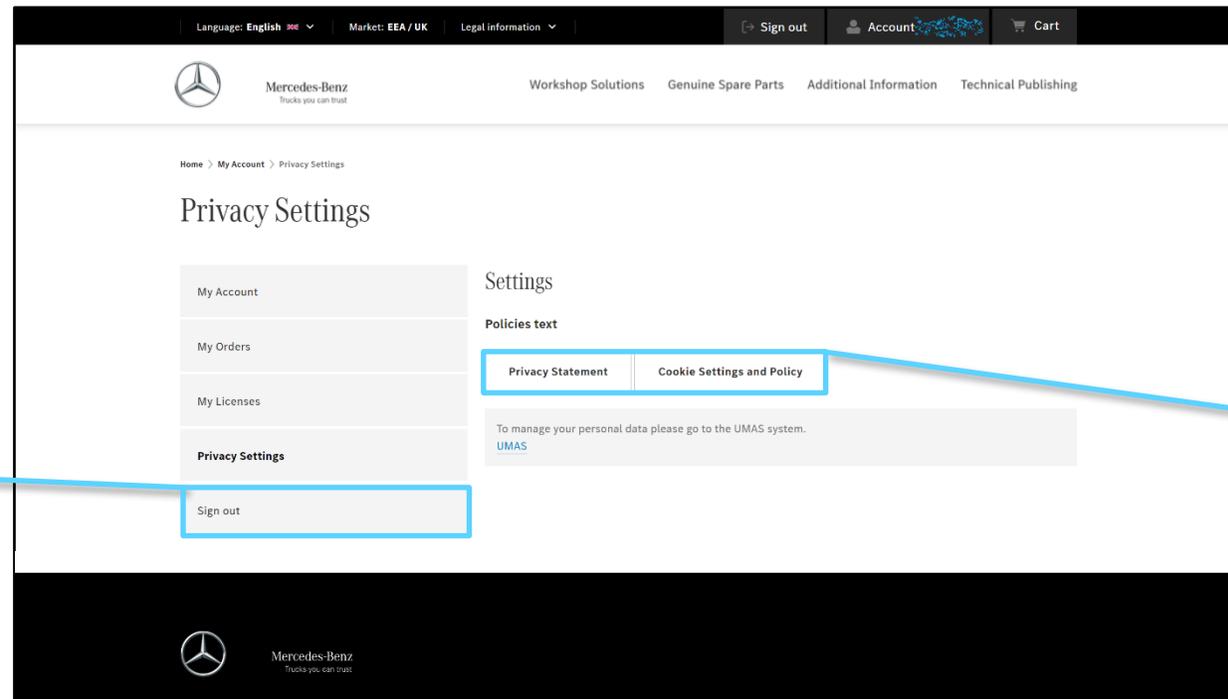
The screenshot shows the 'My Licenses' page in the Mercedes-Benz Trucks Portal. The page header includes the Mercedes-Benz logo and navigation links for Workshop Solutions, Genuine Spare Parts, Additional Information, and Technical Publishing. The main content area is titled 'My Licenses' and features a warning message: 'Newly assigned roles may take up to 45 minutes to become active. This may temporarily delay access to your purchased products and services. Please be assured that the full duration of your purchased time slices will be available to you. In addition you have to refresh the cache by doing following steps: 1. Login to https://tasp.daimlertruck.com 2. Logout from https://tasp.daimlertruck.com ( top right corner ) 3. Again login to https://tasp.daimlertruck.com 4. Login to https://service-info.mercedes-benz-trucks.com 5. Start again the application inside My Licenses'. Below the warning, there is a section for 'Active licences' with a table containing one entry: 'Parts Information' with an expiration date of '01-11-2025' and time '2:57 PM GMT+1'. A blue 'Launch application' button is positioned to the right of this entry.

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.

Language: English Market: EEA / UK Legal Information Sign out Account Cart: 1

Mercedes-Benz Trucks you can trust Workshop Solutions Genuine Spare Parts Additional Information Technical Publishing

Home > Cart

### Shopping Cart

Item	Subtotal	Summary
TIPS SKU: tips-1h-eur-tips-2024 Duration: Hour	€ 120.00	Subtotal: € 120.00 Tax: € 12.00 Order Total: € 132.00

[Continue shopping](#) [Proceed to Checkout](#)

Mercedes-Benz Trucks you can trust

RMI Diagnostics Others  
XENTRY Truck Workshop Information System Daimler Truck Diagnostics Hardware Contact us

**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

**Checkout**

**Billing address**

Patrick  
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

TIPS  
Duration: **Week**

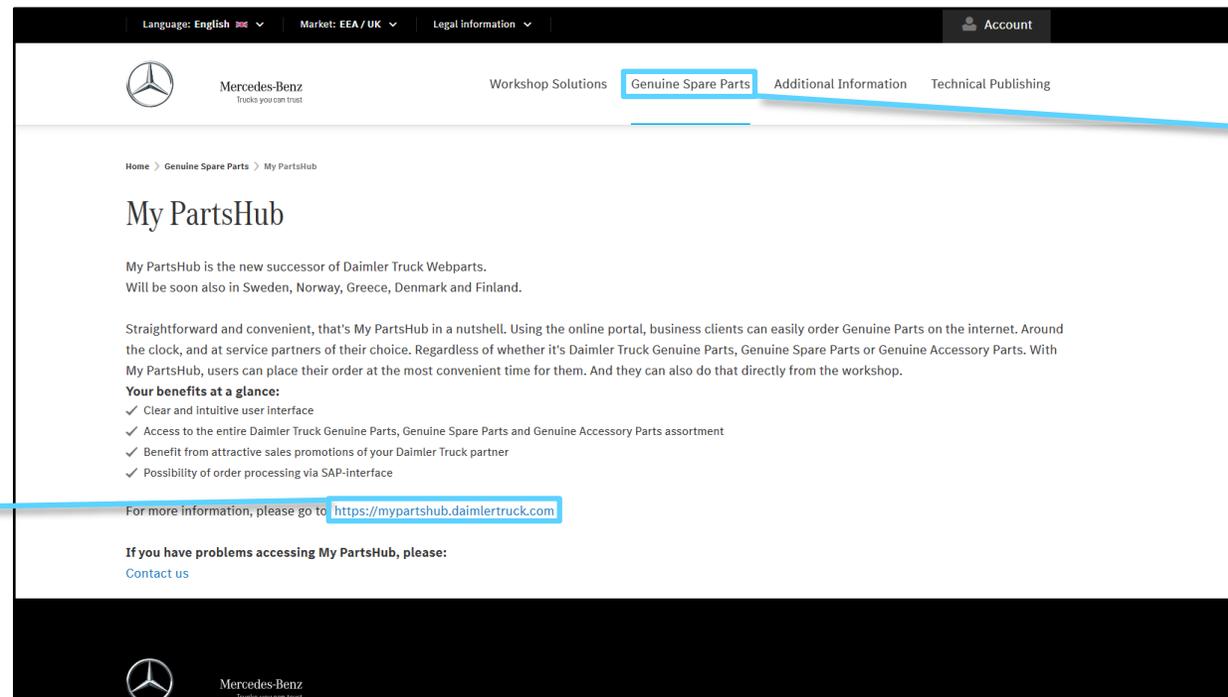
Cart Subtotal:  
Order Total:

**Place Order**

**Enter credit card details** to complete payment

# 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 My PartsHub: [My PartsHub - Genuine Spare Parts](#)

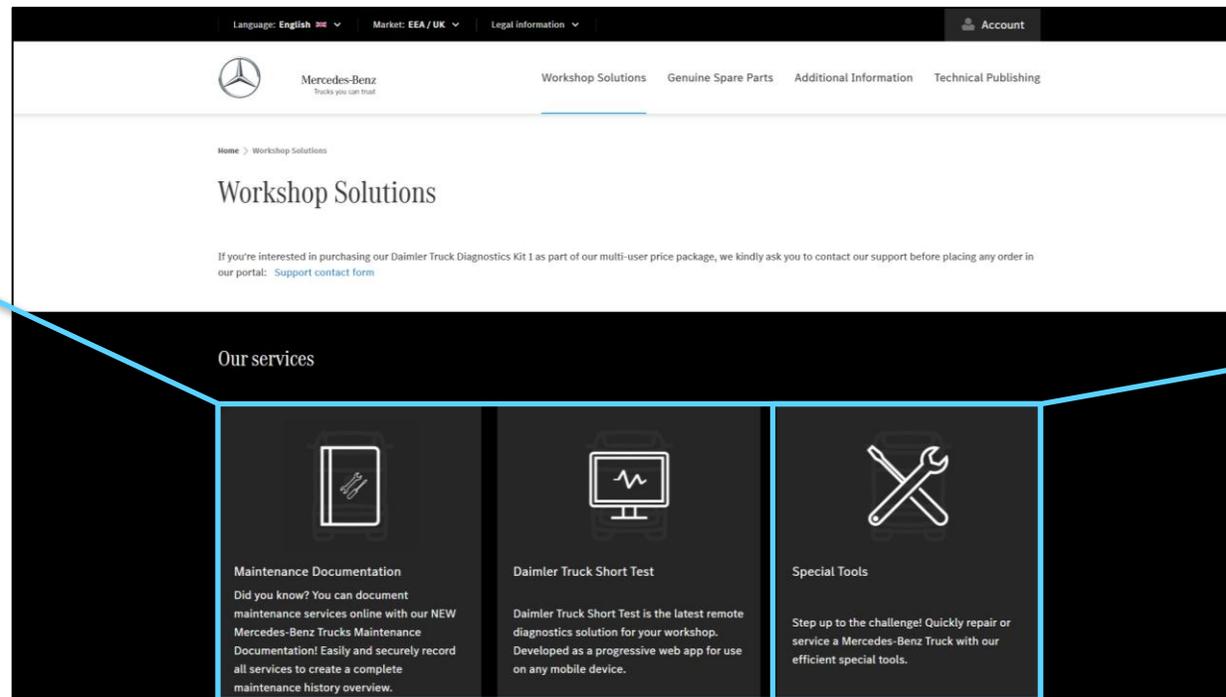


Access **My PartsHub** using this link to order Daimler Truck **Genuine Parts, Spare Parts, Genuine Accessory Parts** online

The **My PartsHub overview page** can be accessed via the standard navigation

## 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.

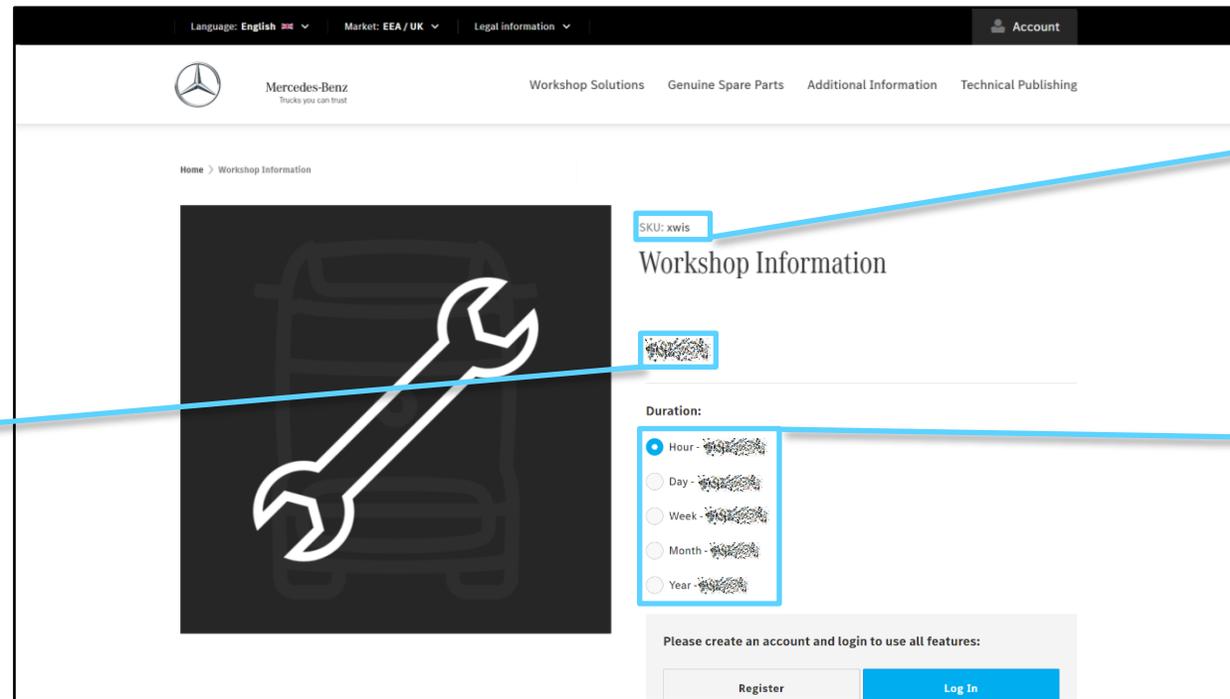


All **workshop solutions** are displayed here, each in a **tile** with a **brief description**

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

The **Details** tab information on what is **new** in Workshop Information

The screenshot shows a product overview page for 'Workshop Information'. It features a 'Details' tab and two callout boxes. The top callout points to the 'About product' section, and the bottom callout points to the 'Details' tab.

**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

**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 screenshot displays the Mercedes-Benz website interface for the 'Operation Time' product. The page includes a navigation bar with the Mercedes-Benz logo and the tagline 'Trucks you can trust'. Below the navigation, there are links for 'Workshop Solutions', 'Genuine Spare Parts', 'Additional Information', and 'Technical Publishing'. The main content area features a large hourglass icon on the left, a product title 'Operation Time' in the center, and a 'Duration' selection menu on the right. The 'Duration' menu has radio buttons for 'Hour', 'Day', 'Week', 'Month', and 'Year'. Below the menu, there is a prompt to 'Please create an account and login to use all features:' with 'Register' and 'Log In' buttons. Callout boxes highlight the 'SKU: xot' field, the 'Hour' radio button, and the 'Operation Time' title.

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 screenshot shows the Mercedes-Benz website's 'Parts Information' page. The page features a large gear icon with a '1' inside a circle. To the right of the icon, the text 'SKU: pi' is displayed. Below this, there is a 'Duration' section with radio buttons for 'Hour', 'Day', 'Week', 'Month', and 'Year'. The 'Hour' option is selected. At the bottom of the page, there is a 'Please create an account and login to use all features:' section with 'Register' and 'Log In' buttons. The page also includes a navigation bar with 'Workshop Solutions', 'Genuine Spare Parts', 'Additional Information', and 'Technical Publishing'.

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

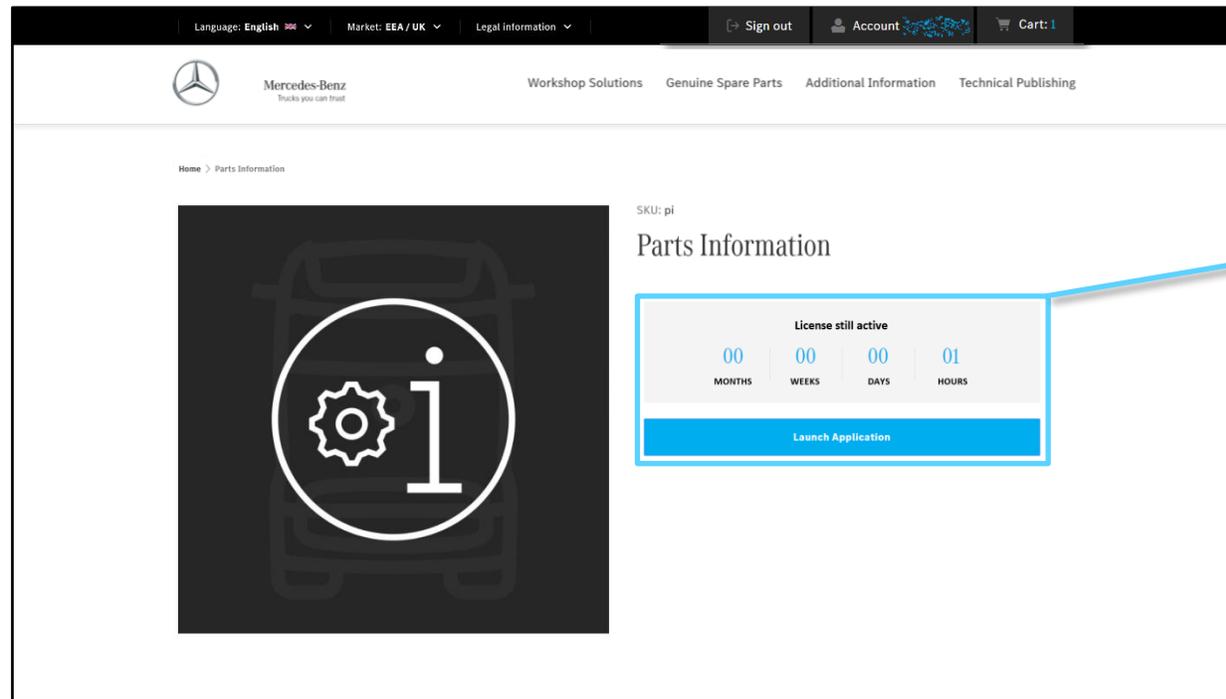
**Product ID** of the selected Parts Information time slice

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.



The screenshot displays the Mercedes-Benz Trucks portal interface. At the top, there is a navigation bar with options for Language (English), Market (EEA / UK), and Legal Information. Below this, the Mercedes-Benz logo and tagline 'Trucks you can trust' are visible, along with navigation links for Workshop Solutions, Genuine Spare Parts, Additional Information, and Technical Publishing. The main content area shows the 'Parts Information' page for SKU: pi. A large graphic on the left features a gear and an 'i' inside a circle. To the right, a 'License still active' section displays a timer with 00 months, 00 weeks, 00 days, and 01 hours. A 'Launch Application' button is located below the timer.

MONTHS	WEEKS	DAYS	HOURS
00	00	00	01

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.

Language: English | Market: EEA / UK | Legal information | Account

Mercedes-Benz  
Trucks you can trust

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

Home > TIPS

SKU: tips

TIPS

Duration:

- Hour
- Day
- Week
- Month
- Year

Please create an account and login to use all features:

Register | Log In

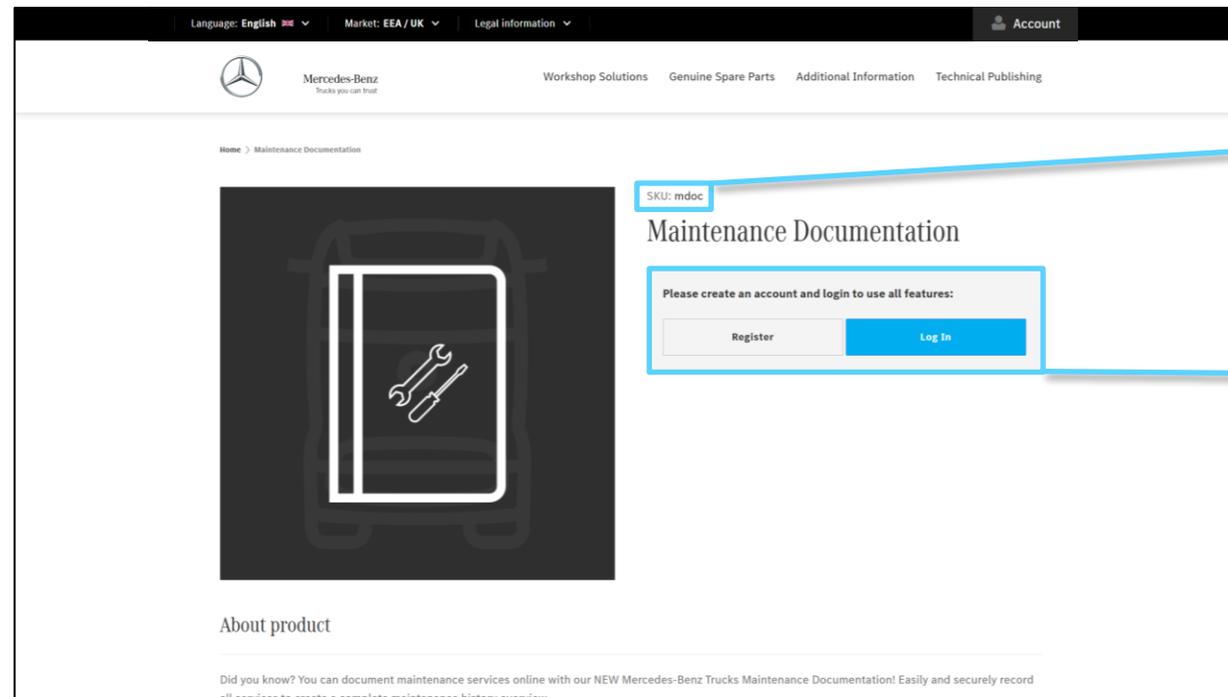
The highlighted price is per **default** set to the **hourly price** until another time slice is selected

**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.



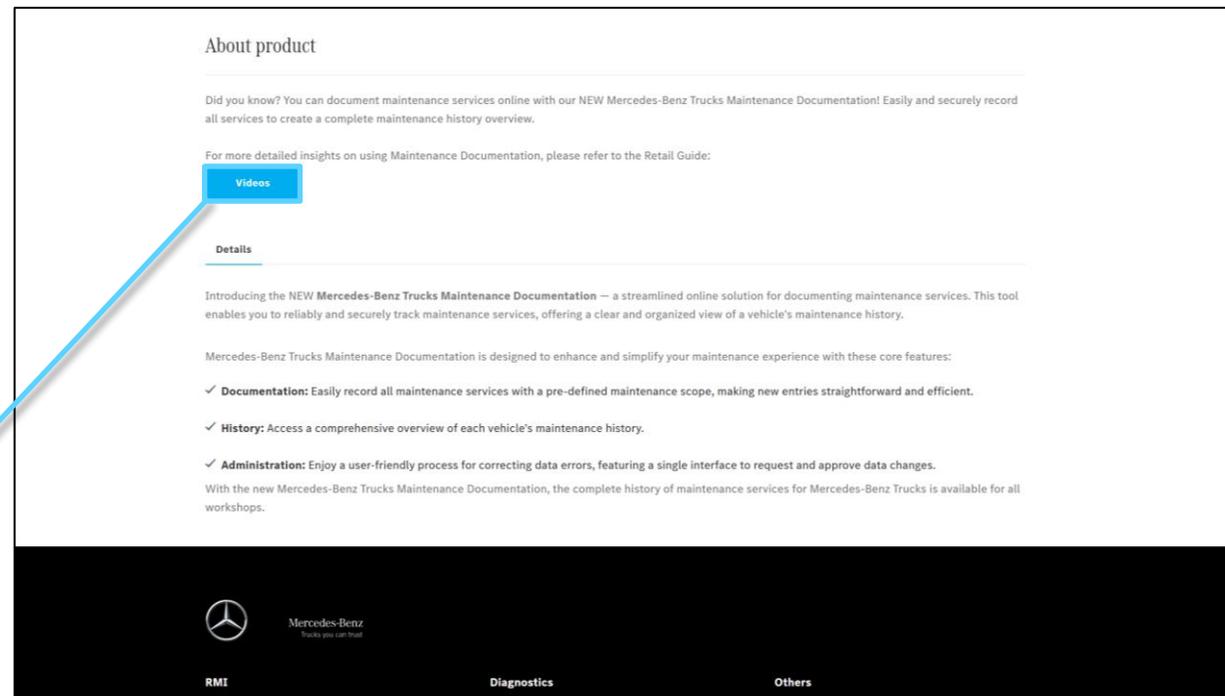
**Product ID** of the Maintenance Documentation

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.

Language: English Market: EEA / UK Legal information Account

Mercedes-Benz Trucks you can trust

Workshop Solutions Genuine Spare Parts Additional Information Technical Publishing

Home > Periodical Technical Inspection

SKU: PTI

### Periodical Technical Inspection

**National authorities**  
Please contact our PTI Support for access to the PTI data.

[Contact us](#)

OR

- 1 Purchase Workshop-Information access  
[Workshop-Information](#)
- 2 Copy document ID - Get document number from list on the details section below.

**Contact mailbox for national authorities** to be granted access to 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

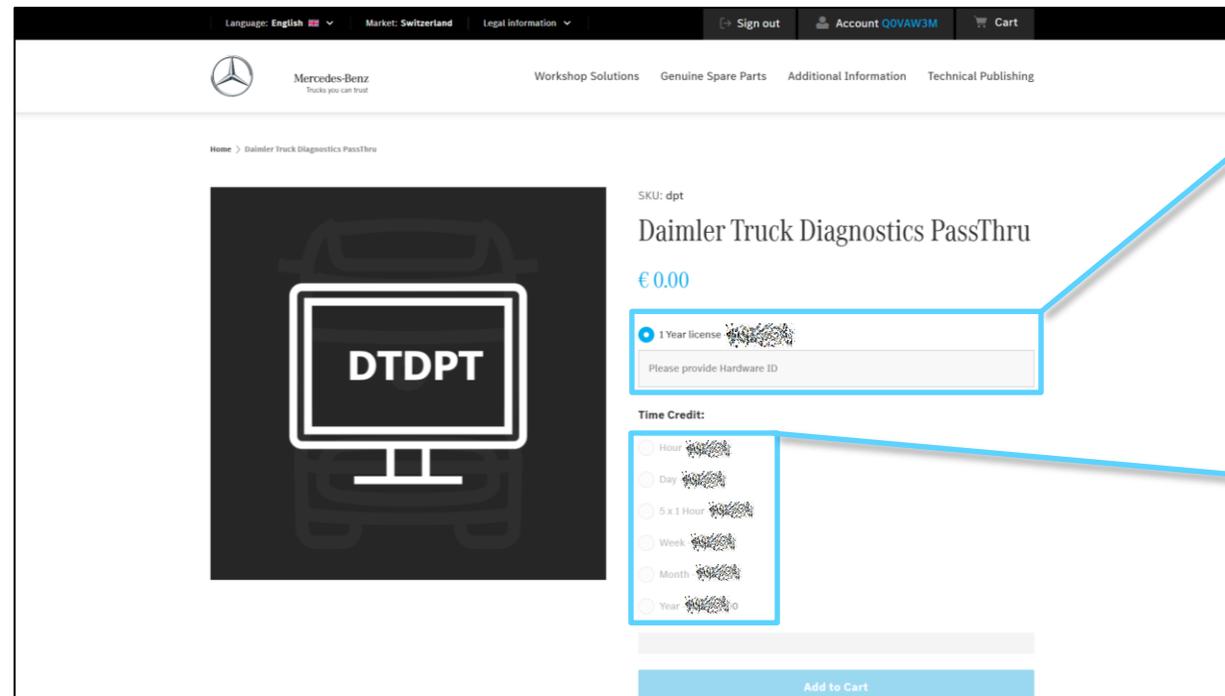
The following overview contains a list of WIS document IDs corresponding to each model series. If you have a WIS time slot (access to the workshop information system), you can select and copy the WIS document ID below to view or download all related inspection documents contained in the WIS.

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...?**

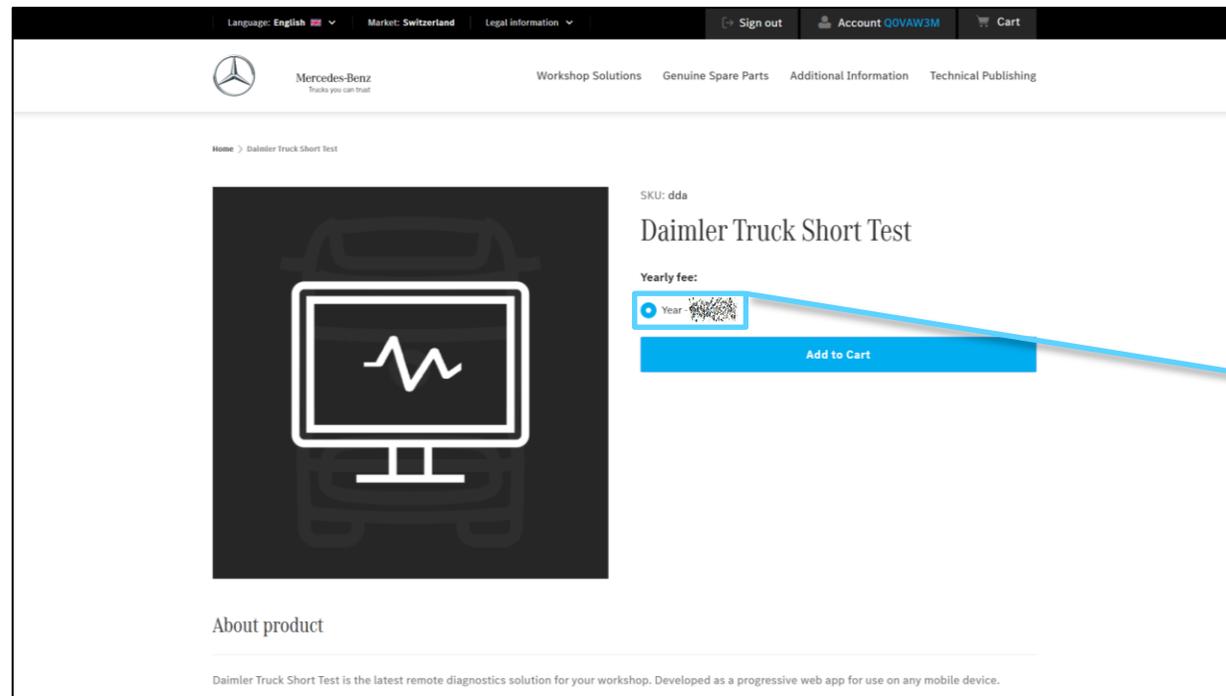
The validity of time credits begins to expire at the start of use.  
A credit unit retains its validity following the end of the diagnosis session or after having changed vehicles until it has expired. Time credit purchased in error or that is no longer required cannot be returned or refunded. Any time 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.



Language: English Market: Switzerland Legal information Sign out Account Q0VAW3M Cart

Mercedes-Benz Trucks you can trust Workshop Solutions Genuine Spare Parts Additional Information Technical Publishing

Home > Daimler Truck Short Test

SKU: dda

### Daimler Truck Short Test

Yearly fee:

Year  Quarterly

Add to Cart

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.

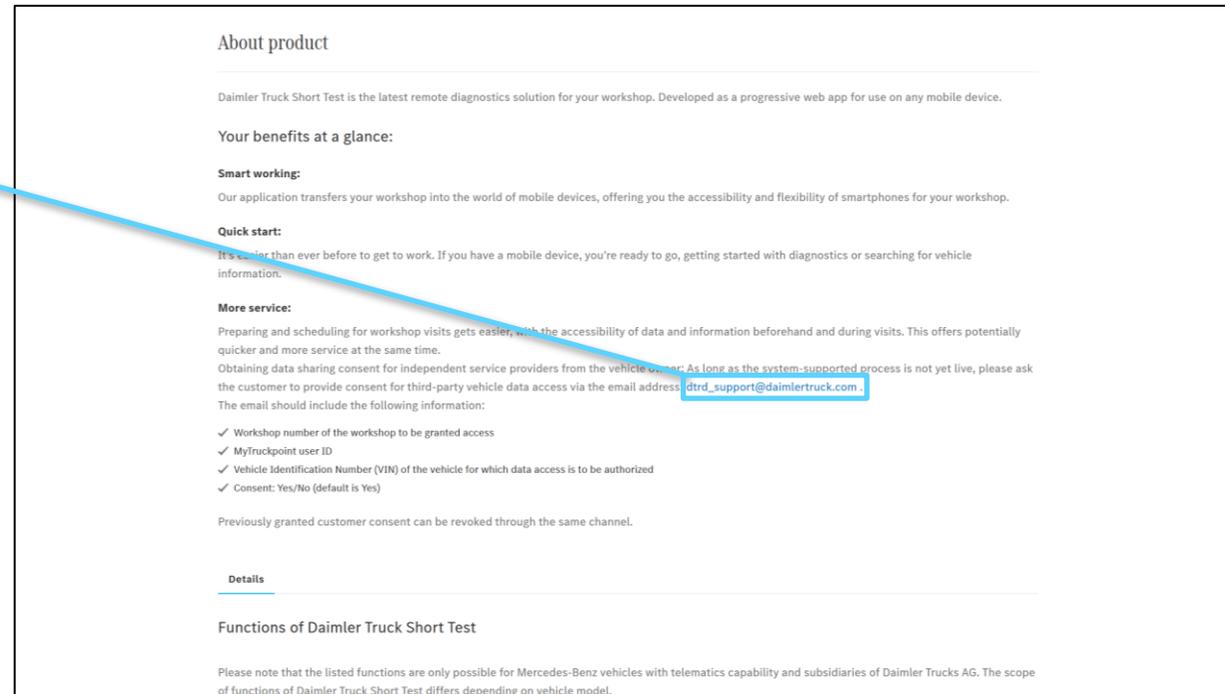
Daimler Truck Short Test is available for a **yearly fee**. Logged-in users can add it to their shopping basket

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 [dtrd\\_support@daimlertruck.com](mailto:dtrd_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**

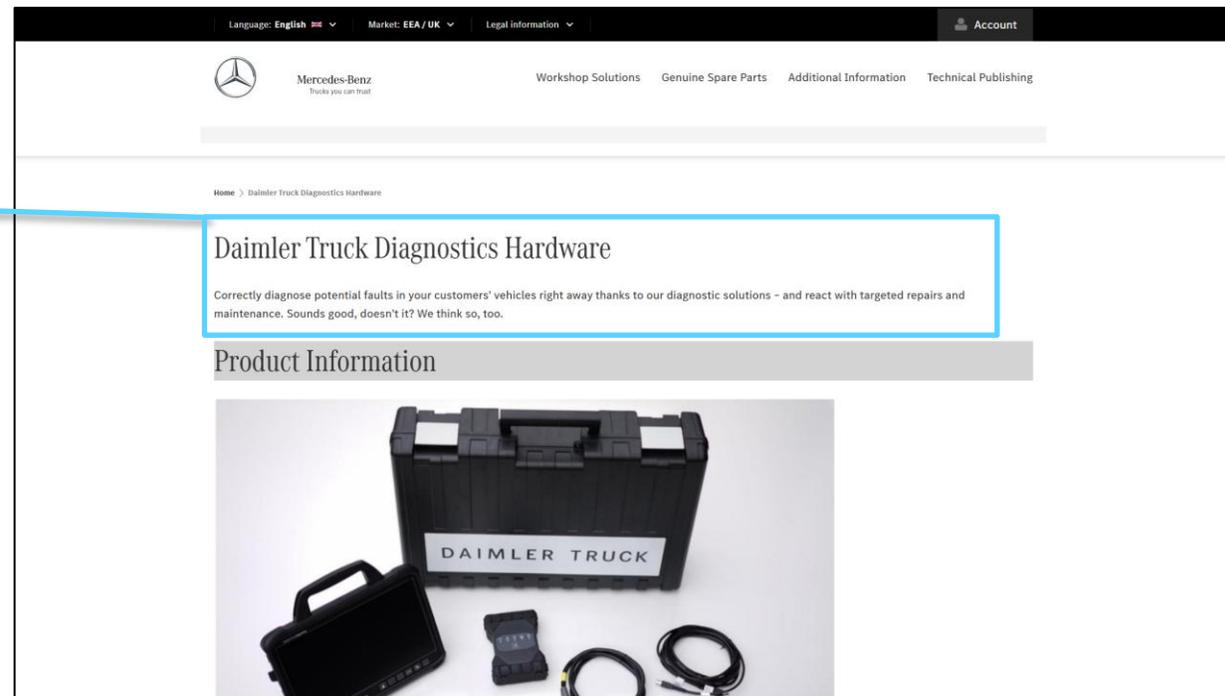
**Functions of Daimler Truck Short Test**

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.

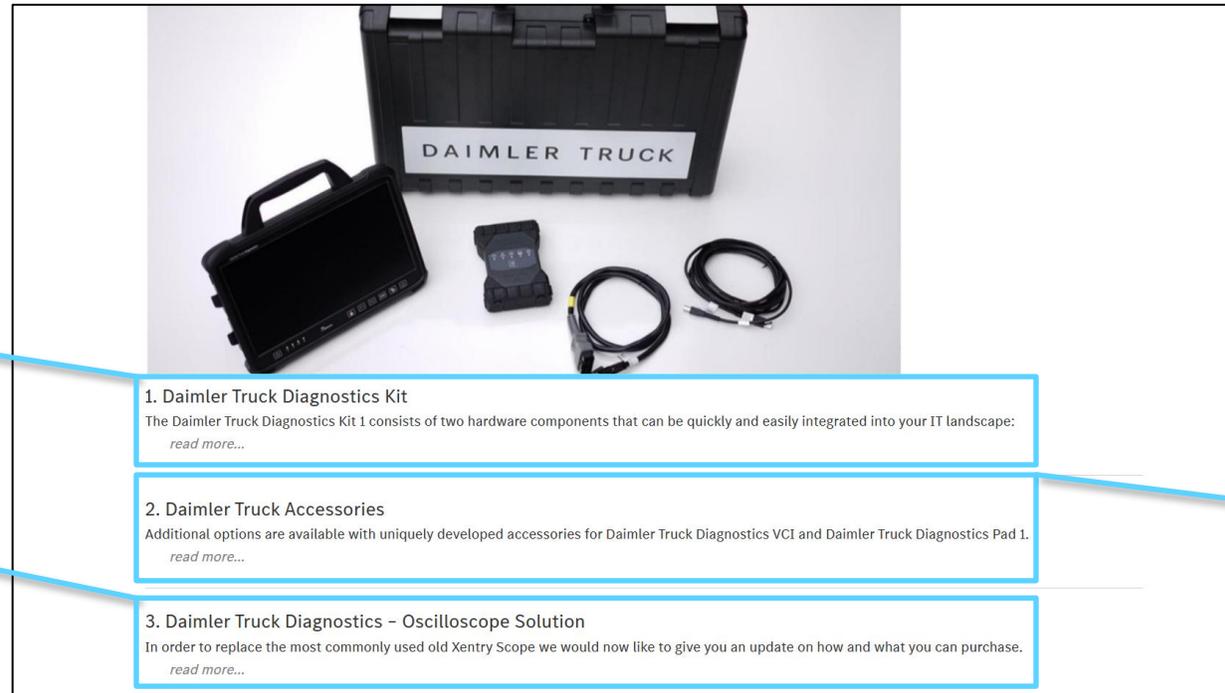
Here you will find a brief description of and **information about Daimler Truck Diagnostics Hardware**



*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...**”

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.

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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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**

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**

Role and Rights Requirements   Order here   SERMI

### Order here:

**Germany:**

Within the German market users may order diagnostics hardware directly via Daimler Truck Diagnostics Shop.

<https://daimlertruck-diagnostics.arvato-digital.com>

User must request access to Daimler Truck Diagnostics Shop separately using the following link:

<https://xentry.daimlertruck.com/umas/login/dtdshop-orderoverview>

Once your access request has been approved, you will be able to log in with your UMAS login credentials.

**European Economic Area / United Kingdom:**

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.

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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](http://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: English Market: EEA / UK Legal Information Sign out Account Cart: 1

Mercedes-Benz  
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Workshop Solutions Genuine Spare Parts Additional Information Technical 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 name	E-mail address *
Phone number *	Organization ID

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

## 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

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:**

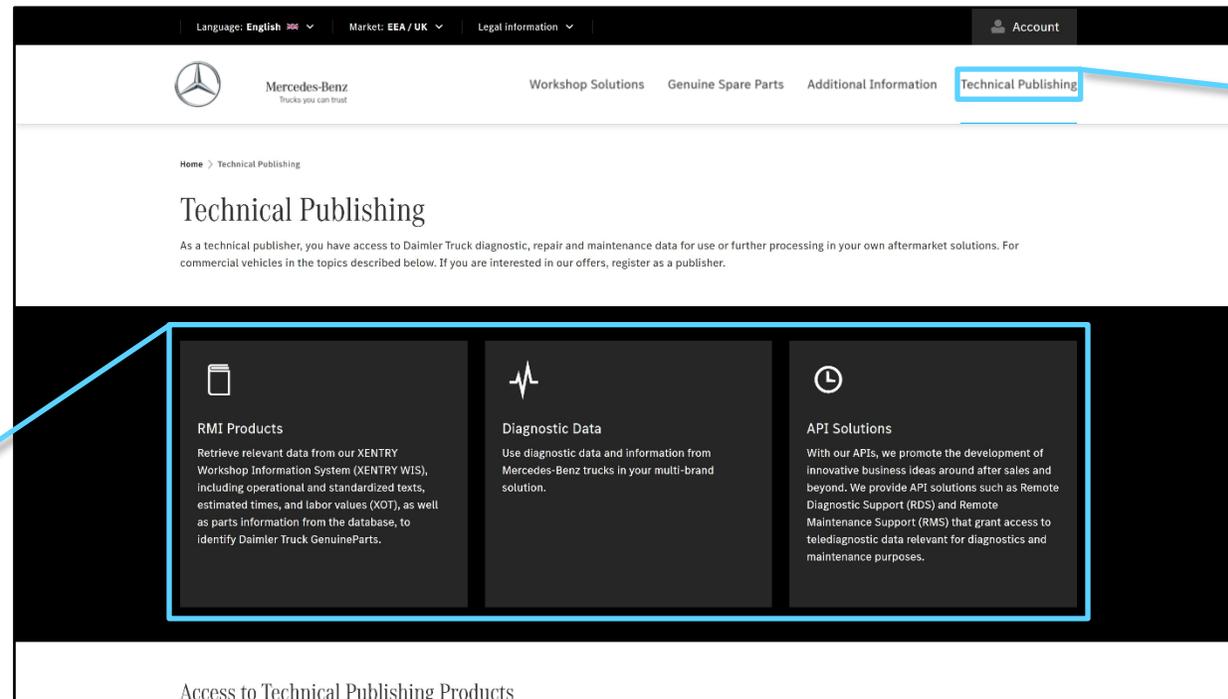
**How to find the right special tools**

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

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

# 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.



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

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

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.

The screenshot shows the 'Access to Technical Publishing Products' page. At the top, there are three dark grey boxes with white text:

- 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.

The main content area is titled 'Access to Technical Publishing Products' and includes the following text:

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.

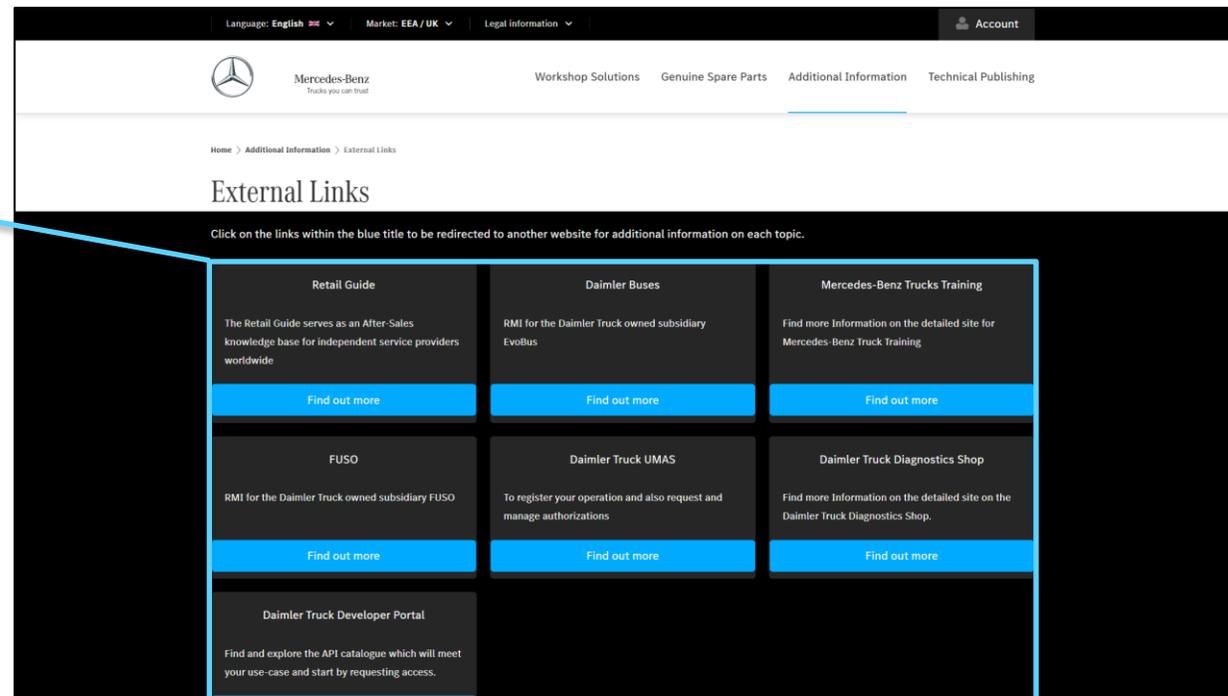
At the bottom of the page is the Mercedes-Benz logo and the slogan 'Mercedes-Benz Trucks you can trust'.

Two blue callout boxes are present. The first, on the left, contains the text: 'To gain access to technical publisher products, users must register via UMAS and select the company type "Publisher"'. A line connects this box to the registration URL in the screenshot. The second callout box is a larger rectangle surrounding the registration instructions and the 'Customers registered in UMAS without publisher role' section.

# 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



# 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: English | Market: EEA / UK | Legal information | Account

Mercedes-Benz Trucks you can trust | Workshop Solutions | Genuine Spare Parts | Additional Information | Technical Publishing

Home > Contact us

### Contact us

Here you find direct support contacts:

Login issues <a href="https://service-info.mercedes-benz-trucks.com/">https://service-info.mercedes-benz-trucks.com/</a>	Please use contact form below.
<a href="#">Daimler Truck Diagnostics Technical Support</a>	<a href="https://retailsupport.daimlertruck.com/aftersales">https://retailsupport.daimlertruck.com/aftersales</a>
<a href="#">Daimler Truck Diagnostics Hardware Commercial Questions</a>	<a href="https://retailsupport.daimlertruck.com/aftersales">https://retailsupport.daimlertruck.com/aftersales</a>
<a href="#">Mercedes-Benz Trucks Workshop Trainings</a>	<a href="mailto:trucktraining-organisation@daimlertruck.com">trucktraining-organisation@daimlertruck.com</a>
<a href="#">RMI for EvoBus Support</a>	<a href="https://www.omniplus.com/de/kontakt/">https://www.omniplus.com/de/kontakt/</a>
<a href="#">RMI for Fuso Support</a>	<a href="mailto:fusoascent-helpdesk@daimlertruck.com">fusoascent-helpdesk@daimlertruck.com</a>
<a href="#">RMI Application Content Support</a>	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**

