



Service Information Mercedes-Benz Trucks Portal

Quick Guide

Quick guide for independent service provider and publisher
V.1.6

Mercedes-Benz
Trucks you can trust

The content of this Quick Guide
is currently not up to date.
A revised version will be
available in Q2 of 2024.



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.

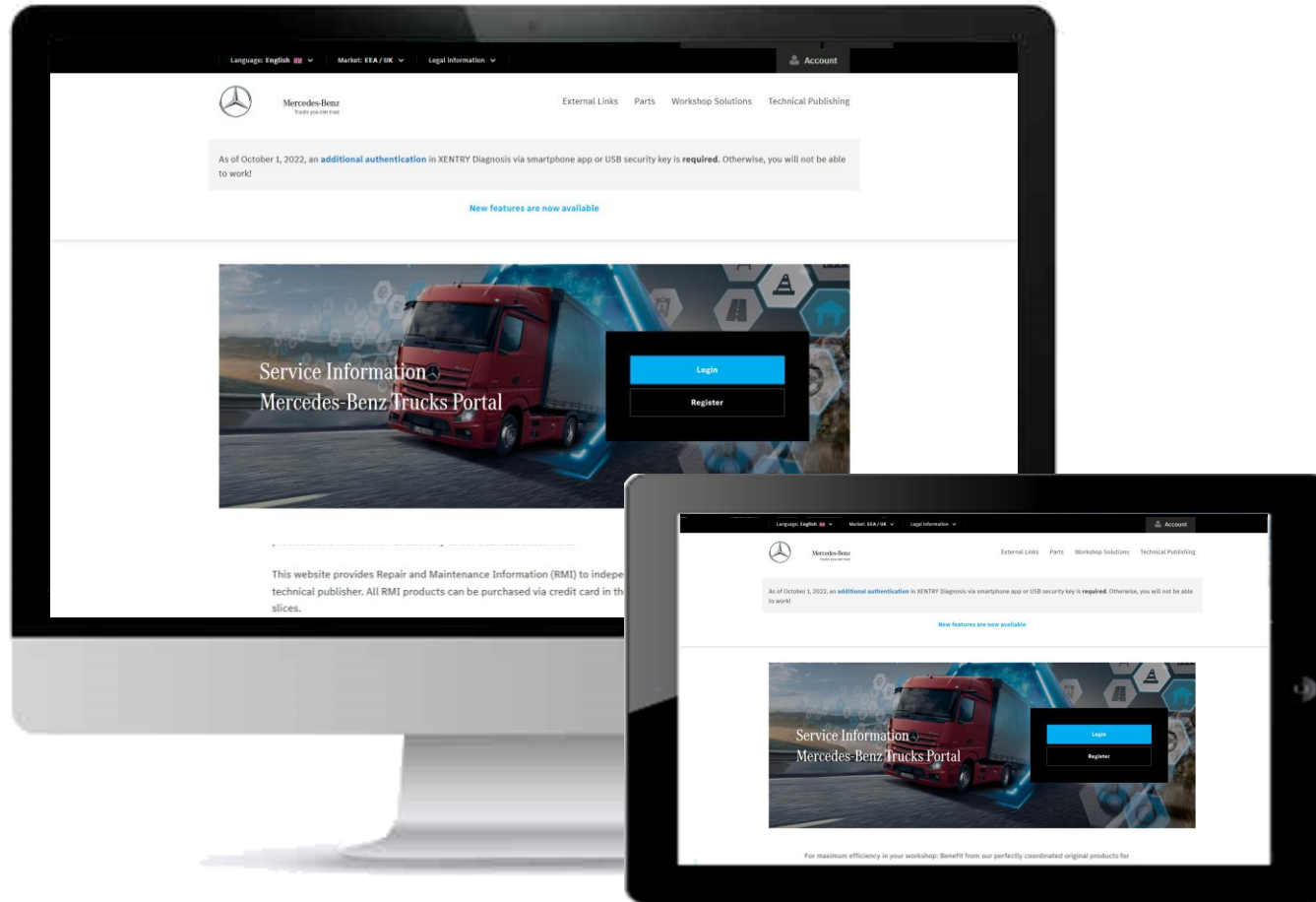
Issue date: 02/2024

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The content of this Quick Guide is currently not up to date. A revised version will be available in Q2 of 2024.

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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 below.

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

1. The Landing Page – Public

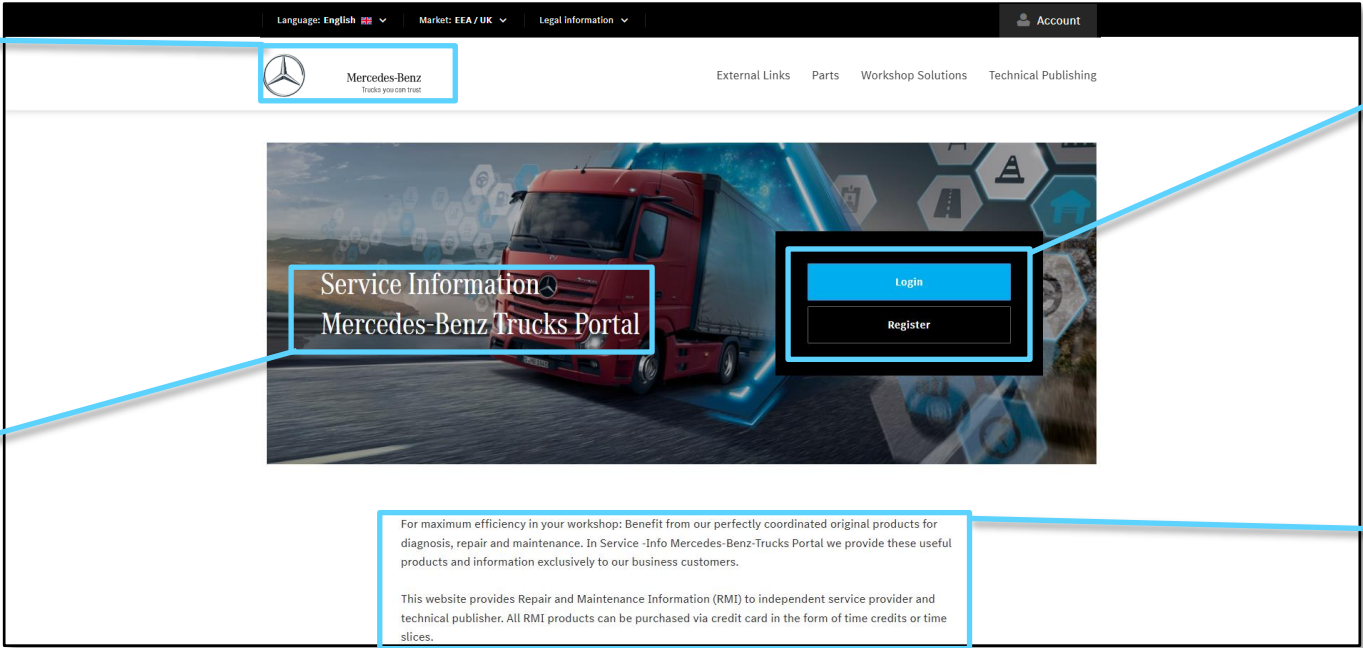
The Landing Page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com

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**
→ [Details](#) (registration process)

Name of the website

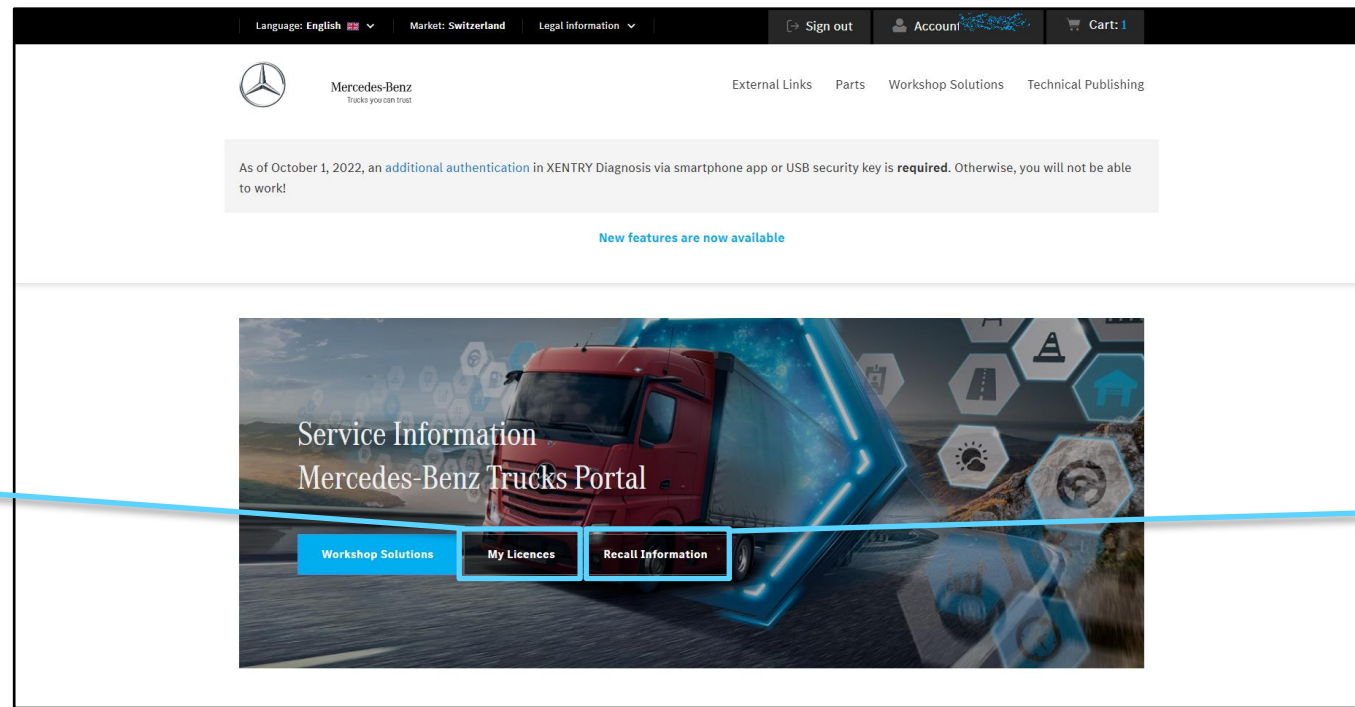
Description of **product scope** and **user groups** of the Service Information Mercedes-Benz Truck Portal



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



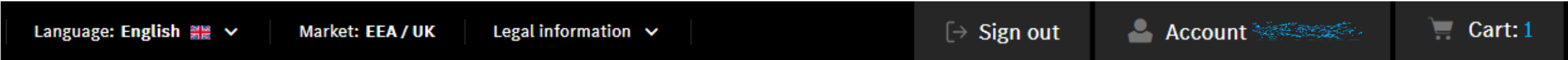
Logged-in users can access the My Licences subpage to view all **active and expired licenses**

→ [Details](#)

For all markets external websites that provide Daimler Truck relevant **vehicle recall information** can be accessed via the landing page.

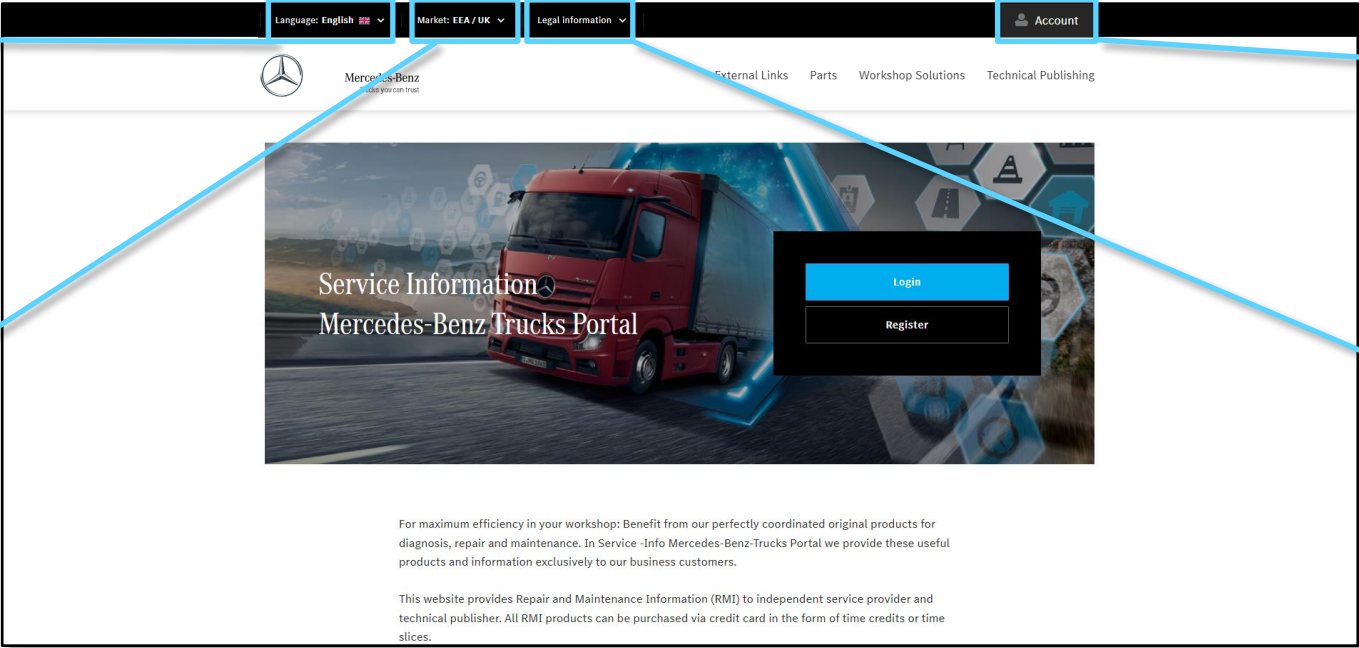
2. Header – Public

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.



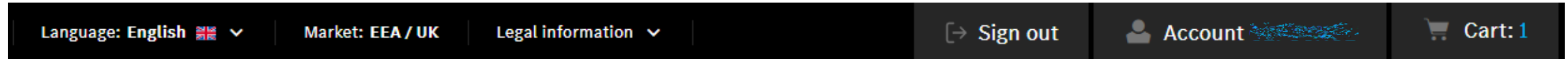
Access your **account information** including an overview of active time slices or credits

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

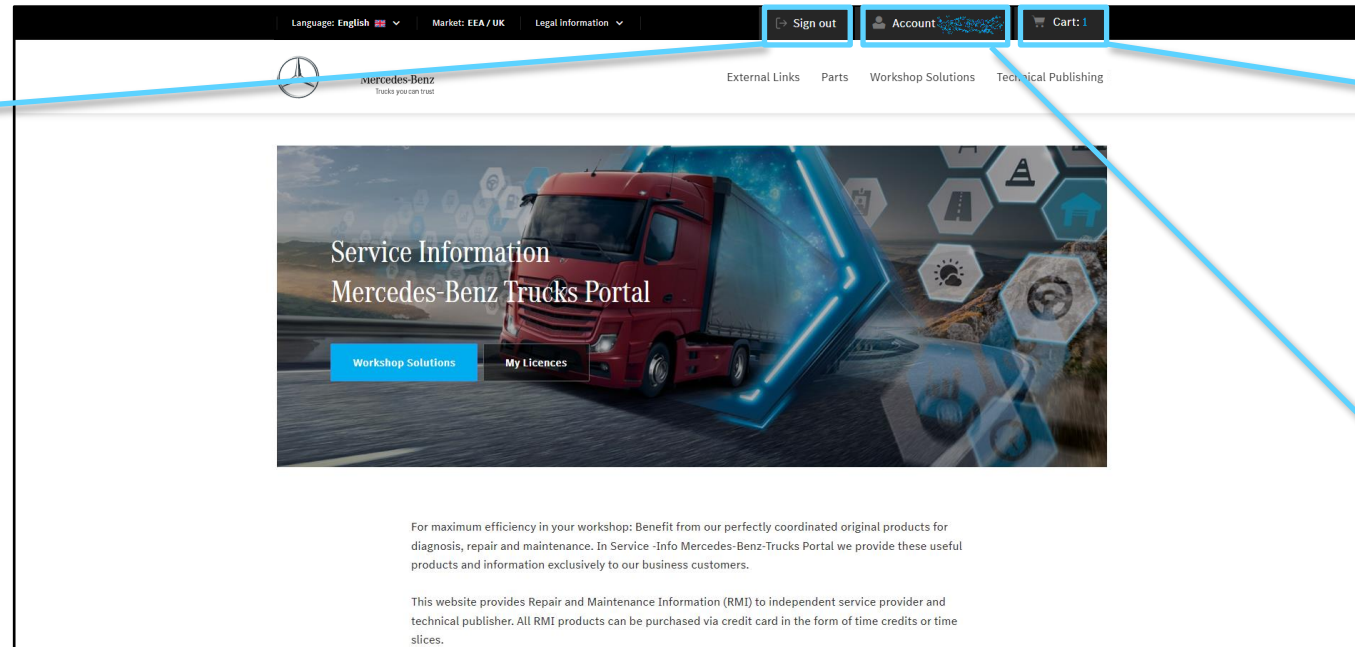
More information on the website header is available on the next page

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

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**

The screenshot shows the footer of the Mercedes-Benz Trucks Portal. At the top left is the Mercedes-Benz logo and the text 'Mercedes-Benz Trucks you can trust'. Below this is a large dark grey area containing three columns of links. The first column is titled 'RMI' and lists: 'XENTRY Workshop Information System (XWIS)', 'XENTRY Operation Time (XOT)', 'Parts-Information (PI)', 'Repair Cases (TIPS)', 'Digital Service Booklet (DSB)', 'Periodic Technical Inspection (PTI)', and 'Remote Maintenance Support (RMS)'. The second column is titled 'Diagnosis' and lists: 'Diagnosis Hardware', 'Remote Diagnostics Support (RDS)', 'XENTRY Pass Thru EU (XPTEU)', 'Apps' (with sub-items: 'XENTRY Remote Diagnosis App (XRD)', 'XENTRY Tips Mobile App', 'XENTRY Parts Mobile App'), and 'Special tools'. The third column is titled 'Others' and lists: 'Contact us' (highlighted with a red box), 'Quick Guide Service Information Portal', 'FAQ Help', and 'ISO Navigation'. At the bottom left is the copyright notice: '© 2023. Daimler Truck AG. All rights reserved.' At the bottom right is a link 'Provider / Copyright Notice' (highlighted with a red box). Three red callout boxes with arrows point to specific elements: one to the 'RMI' column, one to the 'Contact us' link, and one to the 'Provider / Copyright Notice' link.

RMI	Diagnosis	Others
XENTRY Workshop Information System (XWIS)	Diagnosis Hardware	Contact us
XENTRY Operation Time (XOT)	Remote Diagnostics Support (RDS)	Quick Guide Service Information Portal
Parts-Information (PI)	XENTRY Pass Thru EU (XPTEU)	FAQ Help
Repair Cases (TIPS)		ISO Navigation
Digital Service Booklet (DSB)	Apps	
Periodic Technical Inspection (PTI)	XENTRY Remote Diagnosis App (XRD)	
Remote Maintenance Support (RMS)	XENTRY Tips Mobile App	
	XENTRY Parts Mobile App	
	Special tools	

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Provider / Copyright Notice

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

→ [Details](#)

View **copyright notice**

4. The Navigation – Standard-Navigation

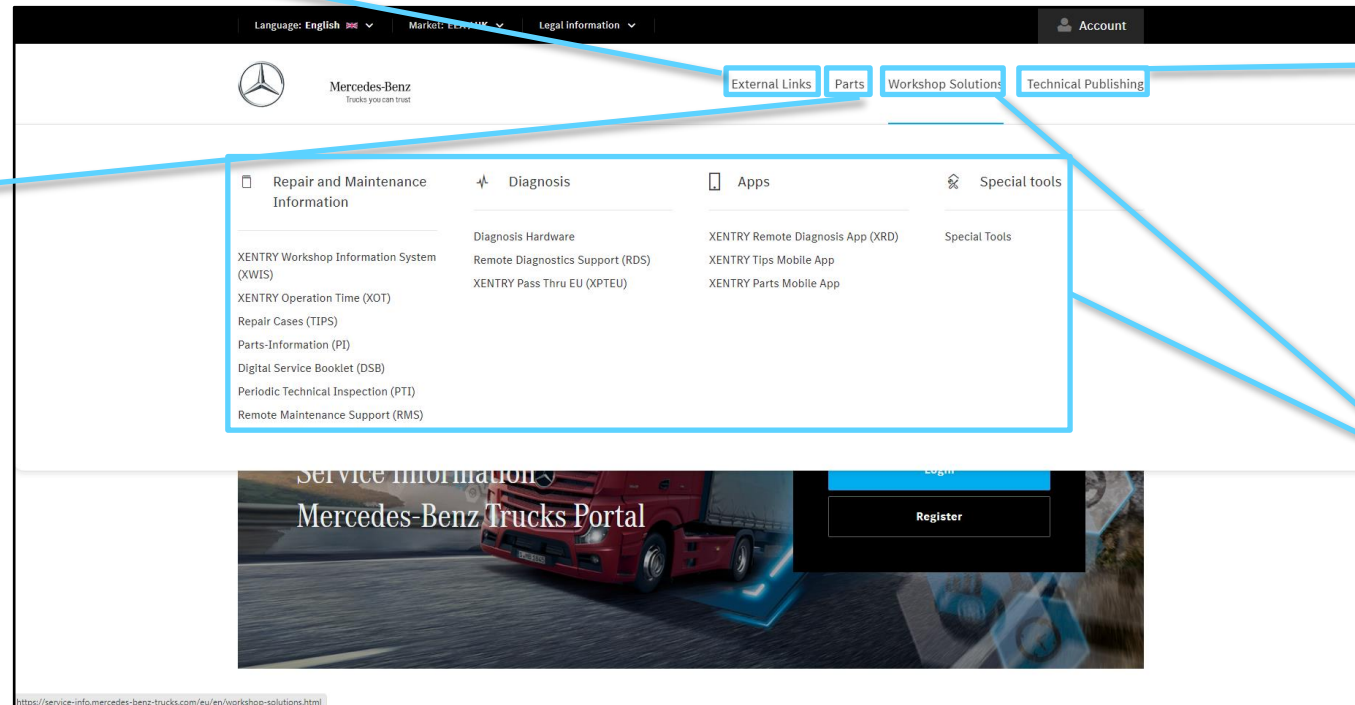
The standard navigation is available throughout the entire Service Information Mercedes-Benz Trucks Portal. It gives an overview of the product scope and enables users to quickly access all available products.

„**External Links**“ include link-outs to external websites like EvoBus, MB-DEV, Truck Trainings etc.

→ [Details](#)

Via “Parts” the **parts overview page** with a link to WebParts Truck can be accessed

→ [Details](#)



The overview page with all relevant information for **technical publisher** can be accessed using the standard navigation

→ [Details](#)

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

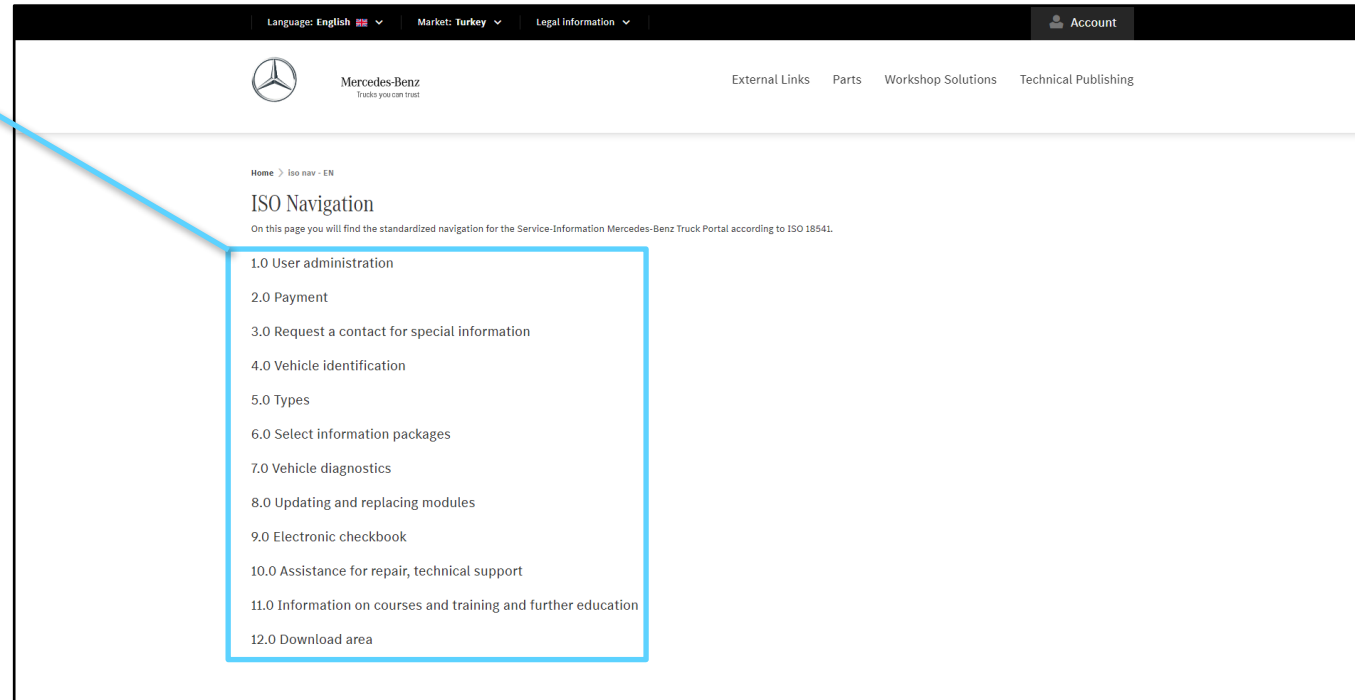
→ [Details](#)

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.

The chapter headings can be expanded with a simple click, allowing the user to find the relevant information.



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://umas.daimler.com/orgprocess/>.

Quick navigation to access the subpages of My Account

To edit or delete account information users need to access UMAS

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

Preview of the My Orders subpage

The screenshot shows the 'My Account' page of the Mercedes-Benz Trucks Portal. The page has a top navigation bar with links for Language, Market, Legal Information, Sign out, Account, and Cart. Below the navigation bar is a sidebar with links for My Account, My Orders, My Licences, Privacy Settings, and Sign out. The main content area is divided into two sections: 'Account information' and 'My orders'. The 'Account information' section contains two sub-sections: 'Contact Information' and 'Billing address'. The 'Contact Information' sub-section displays fields for User ID, First name, Last name, E-mail address, and Phone number. The 'Billing address' sub-section displays fields for First name, Last name, Address, Phone number, and VAT. The 'My orders' section displays a table of orders with columns for Order #, Date, Billed to, Order total, and Status. A 'View all orders' button is located to the right of the table. A callout box points to the 'My Account' sidebar link, stating 'Quick navigation to access the subpages of My Account'. Another callout box points to the 'Account information' section, stating 'To edit or delete account information users need to access UMAS'. A third callout box points to the 'Contact Information' and 'Billing address' sub-sections, stating 'Overview of the users contact information and billing address as stored in UMAS'. A fourth callout box points to the 'My orders' section, stating 'Preview of the My Orders subpage'.

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

Mercedes-Benz Trucks your contact

External Links Parts Workshop Solutions Technical Publishing

Home > My Account

My Account

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

To edit/delete account information, you need to do that through the UMAS system. [Click here](#) to access your account information.

Account information

Contact Information

User ID: [REDACTED]

First name: Patrick

Last name: [REDACTED]

E-mail address: p.[REDACTED]

Phone number: 0000000

Billing address

First name: Patrick

Last name: [REDACTED]

Address: [REDACTED]
Frankfurt, 60327
Germany

Phone number: 0000000

VAT: [REDACTED]

My orders

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

[View all orders](#)

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://umas.daimler.com/orgprocess/>.

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: 1

Mercedes-Benz Trucks you can trust

External LinksPartsWorkshop SolutionsTechnical Publishing

Home > My Account > My Orders

My Orders

My Account

My Orders

My Licences

Privacy Settings

Sign out

Order history

Find answer

Filters

Order #	Date	Billed to	Order total	Status	
6000000048	25/11/2021	Patrick		Complete	View order

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://umas.daimler.com/orgprocess/>.

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

First name: Patrick
Last name:
Address:
Frankfurt, 60327
Germany
Phone number: 0000000
VAT:

Payment

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

First name: Patrick
Last name:
Address:
Frankfurt, 60327
Germany
Phone number: 0000000
VAT:

Payment

Card Payment

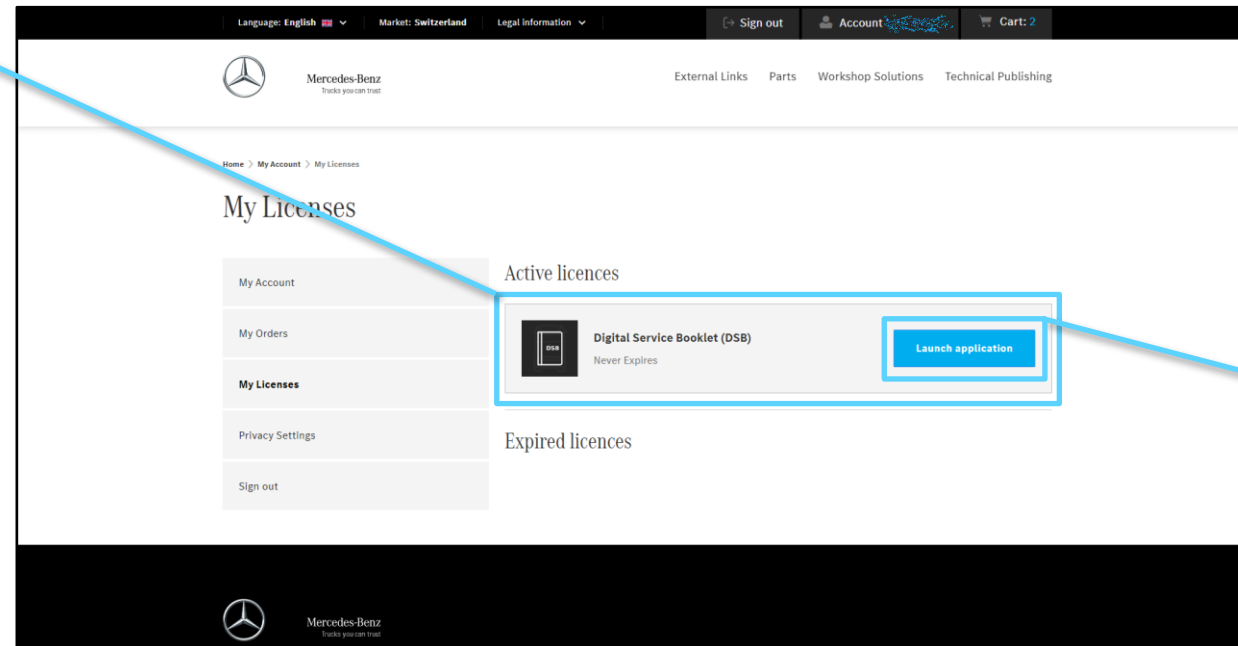
The “Invoices” tab provides **all invoice relevant information** including an option to download one or all invoice via PDF

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://umas.daimler.com/orgprocess/>.

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**

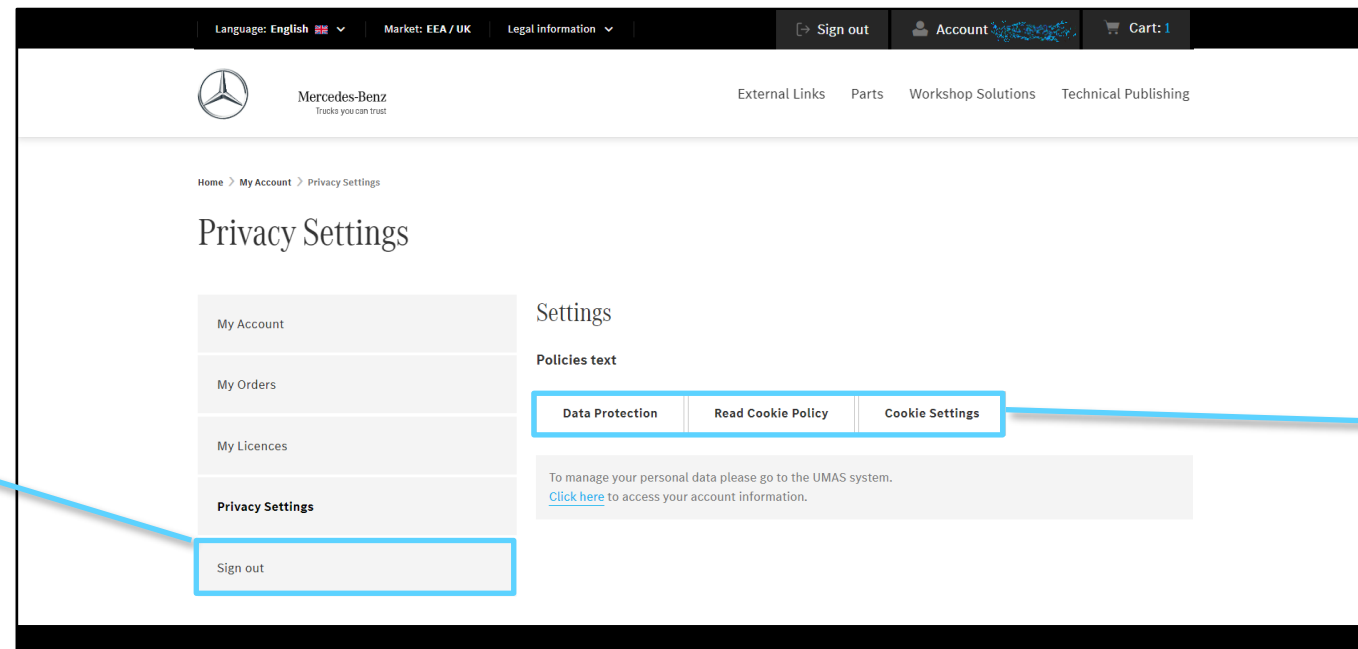


Via “Launch application” the respective **application** can **directly be opened in a new tab**

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://umas.daimler.com/orgprocess/>.



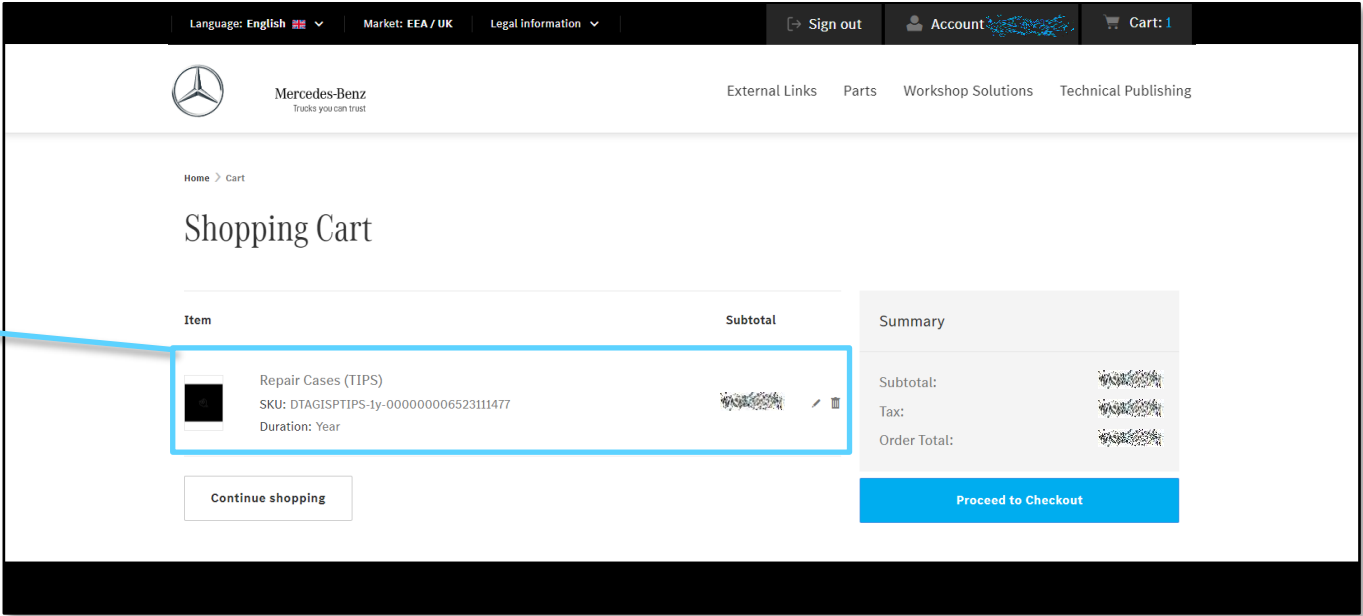
Log-out of the Service Information Mercedes-Benz Trucks Portal by using the “Sign out” button

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 basket 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 S. [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

MasterCard

Visa

Enter your card details:

1234 1234 1234 1234

MM / YY

CVC

Summary

1 Item in Cart [REDACTED]

Repair Cases (TIPS)

Duration: **Week**

Cart Subtotal:

[REDACTED]

Order Total:

[REDACTED]

Place Order

Enter credit card details to complete payment

Mercedes-Benz

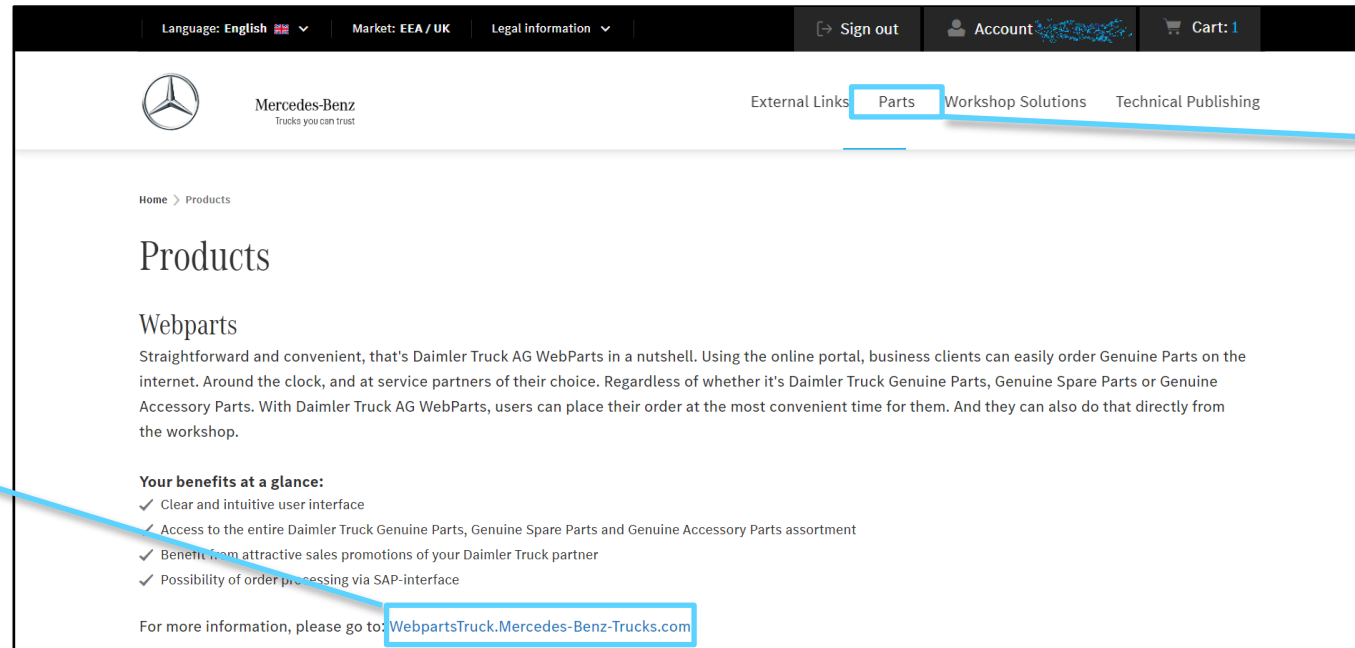
[Table of Content](#)

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7. Parts

Daimler Truck Genuine Parts, Spare Parts and Genuine Accessory can be purchased online via WebParts Truck (<https://webpartstruck.mercedes-benz-trucks.com/webparts>).




The **Parts overview page** can be accessed via the standard navigation


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


8. Workshop Solutions



The Workshop Solutions landing page is an overview page with links to RMI and diagnosis software products available on the Service Information Mercedes-Benz Trucks Portal.


Bread crumb navigation for easier orientation

Language: English 

Market: EEA / UK 

Legal Information 

 Account 


 Mercedes-Benz
Trucks you can trust

External LinksPartsWorkshop SolutionsTechnical Publishing


Home > Workshop Solutions

Workshop Solutions


Our services



XENTRY Remote Diagnosis App (XRD)
"Power of diagnosis in your pocket":
XENTRY Remote Diagnosis is the latest remote diagnosis solution for your workshop. Specially developed as a



Diagnosis Hardware
Correctly diagnose potential faults in your customers' vehicles right away thanks to our diagnostic solutions - and react with



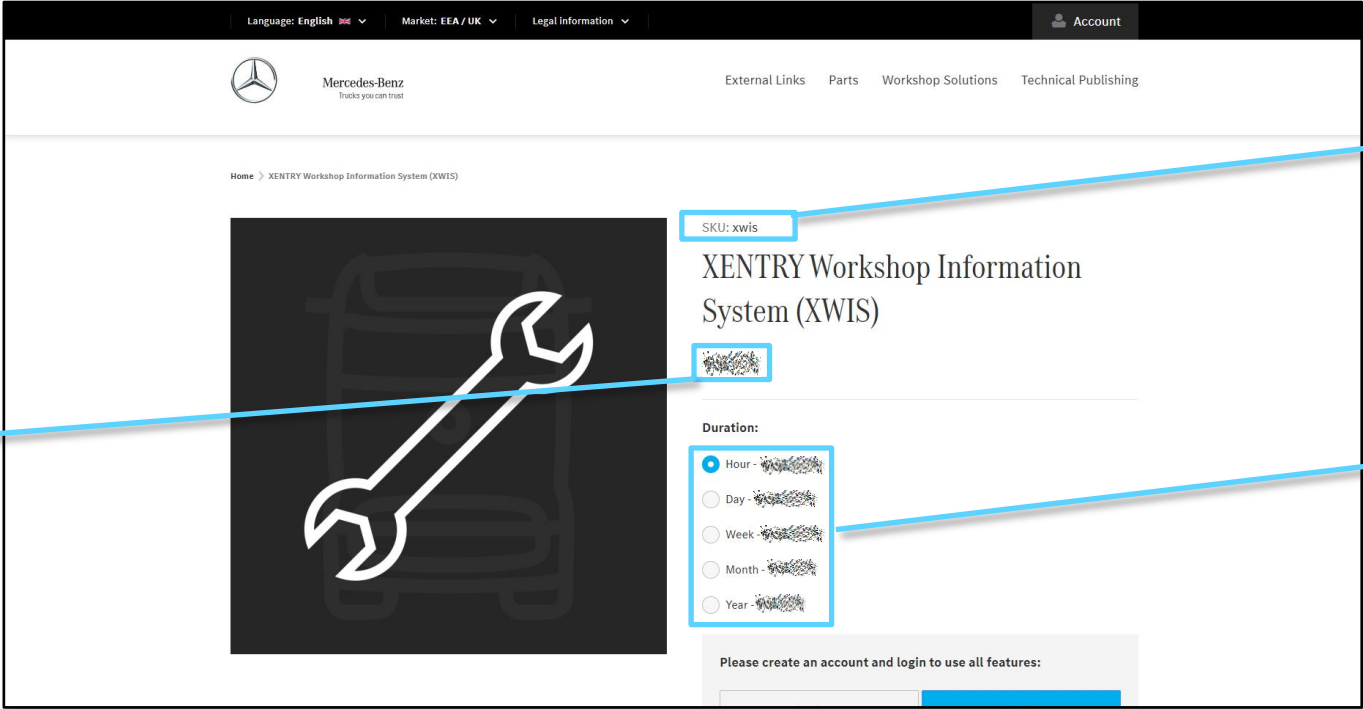
Special Tools
Step up to the challenge! Quickly repair or service a Mercedes-Benz Truck with our

All workshop solutions are displayed as **tiles with a short description** and can be accessed via the respective links

8.1. Workshop Solutions – XENTRY Workshop Information System (XWIS) – Overview

The product overview page summarizes all relevant product information for the user. This includes 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



SKU: xwis

XENTRY Workshop Information System (XWIS)

Duration:

☒ Hour - **120.00**

☐ Day - 1200.00

☐ Week - 8400.00

☐ Month - 36000.00

☐ Year - 432000.00

Please create an account and login to use all features:

Product ID of the selected XWIS time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

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

8.1. Workshop Solutions – XWIS – Description

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

Short description of XWIS
including a summary of the key benefits and advantages

Learn more about XWIS by choosing one of the tabs Details, System Requirements or Product Information

About product

Optimized functions in a modern design.

Always up-to-date: The central Workshop Information System (WIS) will be even more efficient and user-friendly as XENTRY WIS (the successor to WIS). XENTRY WIS 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 – XENTRY WIS is the place to go for the precise completion of maintenance or repair services.

Who benefits from XENTRY WIS?

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
- ✓ More precise information search and time saving thanks to a clever connection to XENTRY TIS
- ✓ Rapid familiarization thanks to known WIS/ASRA operating concept

What are the benefits for our customers?

- ✓ Quicker information and shorter waiting times

DetailsSystem requirementsProduct Information

What's new in XENTRY WIS?

- ✓ Mobile device application: Easy search process on your tablet
- ✓ Integration in XENTRY Portal: Uniform design and simplified application
- ✓ JAVA/OWS clients are no longer required
- ✓ Search for workshop information, integrated in the XENTRY Portal

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

8.1. Workshop Solutions – XWIS – Details

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

The Details tab provides use cases and **useful information** for XWIS

Details

System requirements

Product Information

What's new in XENTRY WIS?

- ✓ Mobile device application: Easy search process on your tablet
- ✓ Integration in XENTRY Portal: Uniform design and simplified application
- ✓ JAVA/OWS clients are no longer required
- ✓ Search for workshop information, integrated in the XENTRY Portal
- ✓ Integration into existing After-Sales processes for Linked After-Sales information
- ✓ Different search options
- ✓ Integration in XENTRY TIS

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

8.1. Workshop Solutions – XWIS – System Requirements

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

The System Requirements summarize **hardware and software requirements** to install and operate XWIS

Details

System requirements

Product Information

The following desktop operating systems are supported:

- ✓ 64-bit Microsoft Windows 10
- ✓ 32-bit operating systems are not supported

The following browsers are supported:

- ✓ Microsoft Edge Chromium (recommended)
- ✓ Google Chrome

OpenWebStart is no longer required. Adobe Acrobat reader is required to view digital documents. A working internet connection is required to ensure smooth and stable operations of the XENTRY products.

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

8.1. Workshop Solutions – XWIS – Product Information

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

The tab Product Information shows all available **training documents & quick guides for XWIS** including a quick guide and product brochure

DetailsSystem requirementsProduct Information

Please consider that the provided training documents are created and owned by Mercedes-Benz Group. Processes and contents may vary for customer of Daimler Truck AG.

Quick Guides / Training Documentation:

[XWIS Brochure](#) ⬇

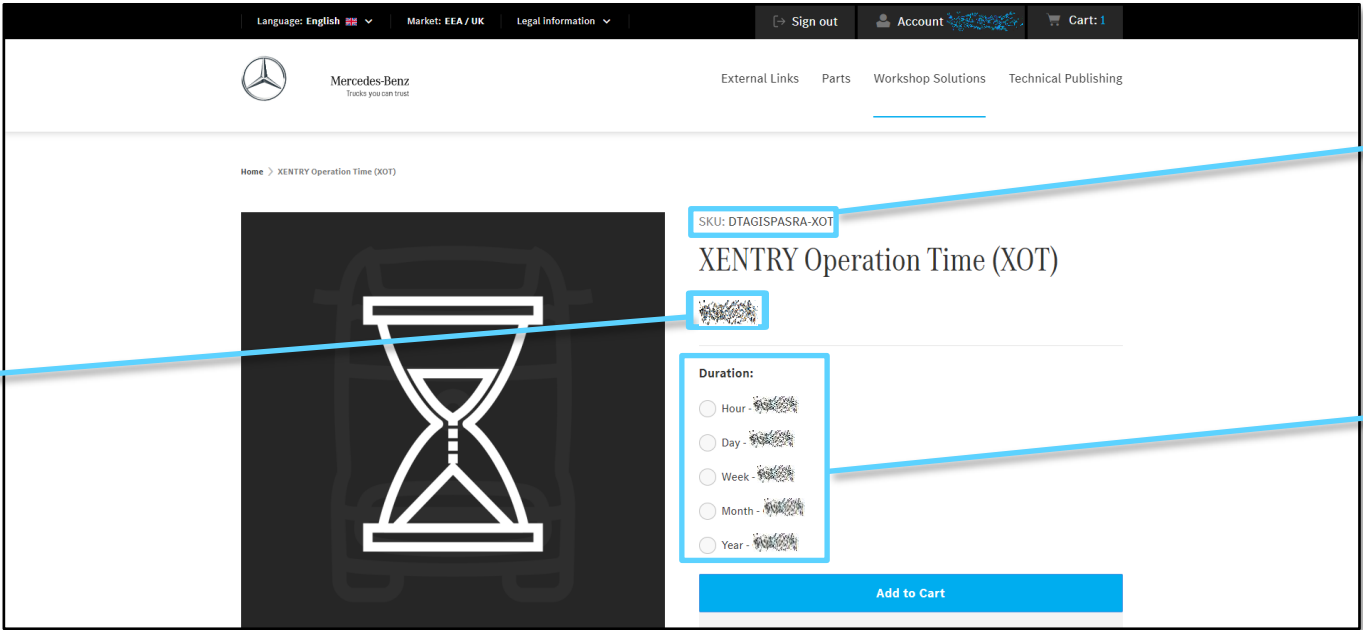
[XWIS Helpcard](#) ⬇

[XWIS Quick Guide](#) ⬇

8.2. Workshop Solutions – XENTRY Operation Time (XOT)

The product overview page summarizes all relevant product information for the user. This includes 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 XOT time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

8.3. Workshop Solutions – Parts Information (PI) – Public

The product overview page summarizes all relevant product information for the user. This includes 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

Language: English Market: EEA/UK Legal Information Account

External Links Parts Workshop Solutions Technical Publishing

Home > Parts Information (PI)

SKU: DTAGISPPARTS

Parts-Information (PI)

Duration:

☒ Hour ☐ Day ☐ Week ☐ Month ☐ Year

Please create an account and login to use all features:

Register Log In

About product

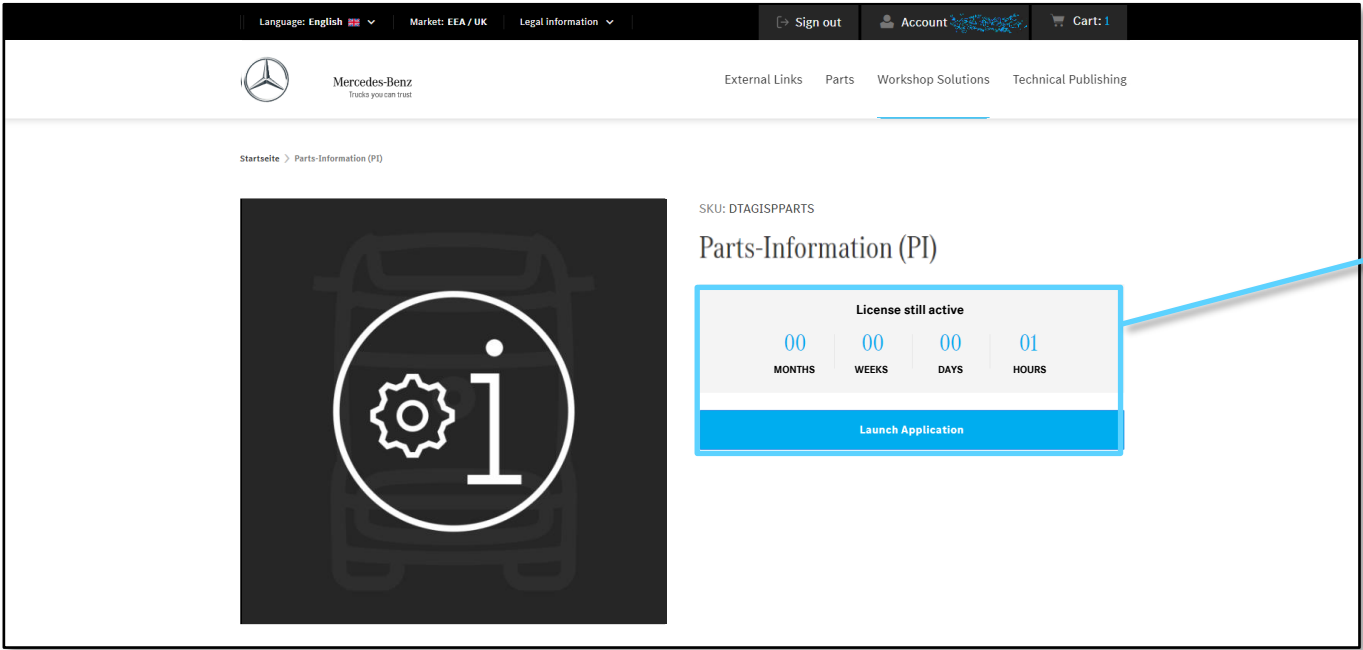
Product ID of the selected Parts Information time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

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

8.3. Workshop Solutions – Parts Information (PI) – Active License

The product overview page summarizes all relevant product information for the user. This includes 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 – Repair Cases (TIPS)

The product overview page summarizes all relevant product information for the user. This includes 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

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

8.7. Workshop Solutions – Digital Service Booklet (DSB)

The DSB product overview page summarizes all relevant product information for the user. This includes product information, system requirements and training documentation.

Bread crumb navigation for easier orientation

Product ID of the Digital Service Booklet (DSB)

The Digital Service Booklet can be **accessed directly after login/registration** without the need to purchase time credits

The screenshot shows the Mercedes-Benz Trucks portal interface. At the top, there's a navigation bar with 'Language: English', 'Market: EEA/UK', 'Legal Information', and an 'Account' link. Below this is a secondary navigation bar with 'External Links', 'Parts', 'Workshop Solutions', and 'Technical Publishing'. The main content area features a large image of a DSB booklet with the text 'DSB' on it. To the right of the image, the product title 'Digital Service Booklet (DSB)' is displayed, followed by a call to action: 'Please create an account and login to use all features:' with 'Register' and 'Log In' buttons. Below the image, there's an 'About product' section with a paragraph of text. Callout boxes highlight specific elements: 'Bread crumb navigation for easier orientation' points to the 'Home > Digital Service Booklet (DSB)' link; 'Product ID of the Digital Service Booklet (DSB)' points to the 'SKU: ISP_DSB_ISPC' label; and 'The Digital Service Booklet can be accessed directly after login/registration without the need to purchase time credits' points to the 'Log In' button.

More information on the DSB is available on the next page

8.7. Workshop Solutions – Digital Service Booklet (DSB)

The DSB product overview page summarizes all relevant product information for the user. This includes product information, system requirements and training documentation.

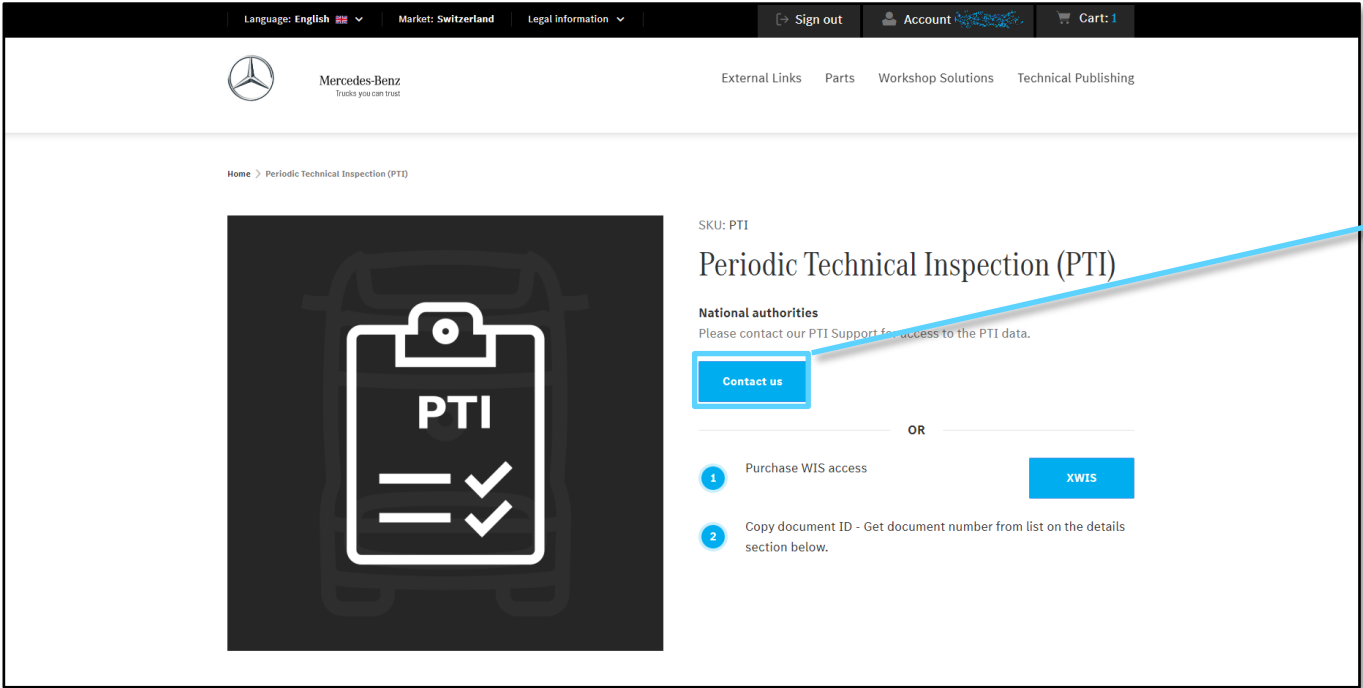
Support data correction requests:
Please address any data correction requests for the Digital Service Booklet (DSB) to the support e-mail address for your respective country:

Andorra	spain_dsb_cosn@daimler.com
Austria	dsb_austria@daimlertruck.com
Belgium	Info_DSB_TrucksBeLux@daimlertruck.com
Corsica	dsbfrance@daimler.com
Czech Republic	xentry.podpora@daimlertruck.com
Denmark	info-dsb-dk@daimler.com
Estonia	service@veho.ee
France	dsbfrance@daimler.com
Germany	https://dialoge.mercedes-benz.de/dsb/
Gibraltar	spain_dsb_cosn@daimler.com
Greece	DSBgr@daimler.com
Guadeloupe	service-parts.net@daimler.com

Support E-Mail-Address of the respective country

8.8. Workshop Solutions – Periodic Technical Information (PTI) - Overview

The PTI product overview page provides all necessary details of XENTRY Workshop Information System (XWIS) document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the PTI support for access to the PTI data.



Contact mailbox for national authorities to be granted access to PTI data

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

8.8. Workshop Solutions – Periodic Technical Information (PTI) - Details

The PTI product overview page provides all necessary details of XENTRY Workshop Information System (XWIS) document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the PTI support for access to the PTI data.

List of XWIS document IDs corresponding to each Mercedes-Benz Trucks model series

Details

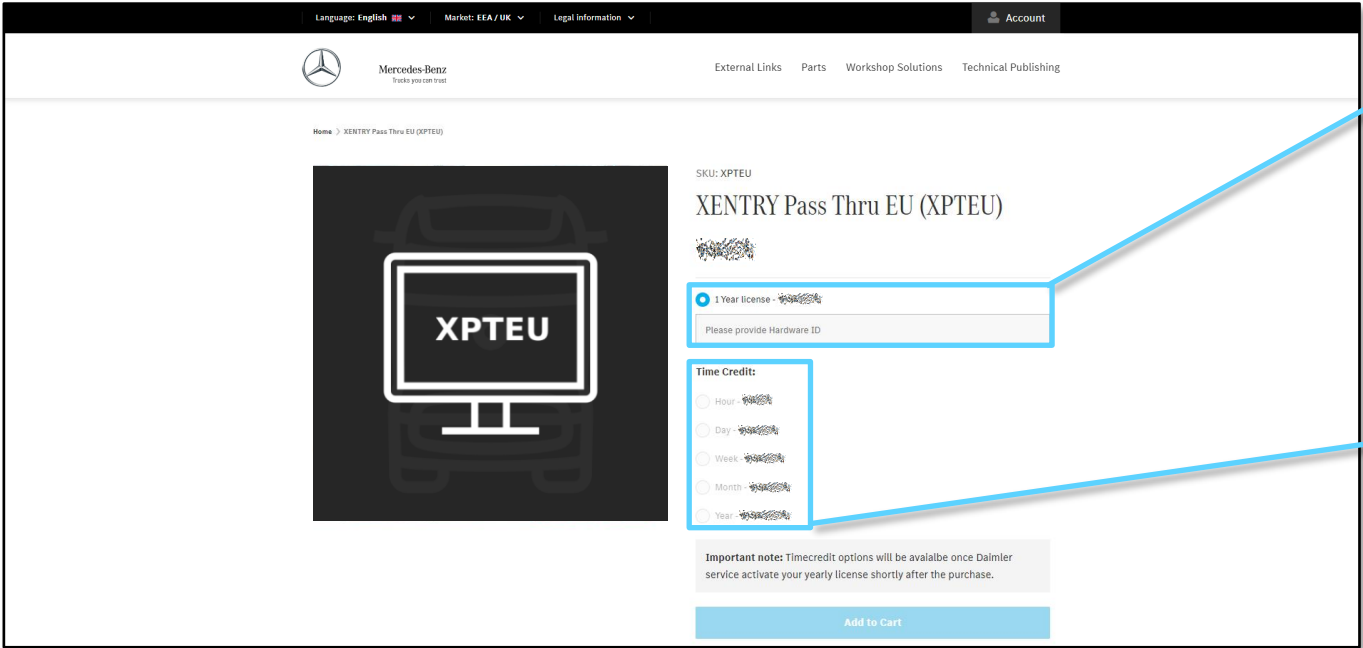
How to access the PTI data

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

8.11. Workshop Solutions – XENTRY Pass Thru EU (XPTEU) - Overview

The XENTRY Pass Thru EU (XPTEU) product overview page summarizes all relevant product information for the user. This includes available time credits, prices, product and access information, system requirements as well as training documentation.



XPTEU user must apply for the **standard diagnosis right** via UMAS, download and install the **basic setup** file and purchase the **one-year license** before purchasing time credits

Overview of **available time credits and prices** in your market

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

8.11. Workshop Solutions – XENTRY Pass Thru EU (XPTEU) - Details

The XENTRY Pass Thru EU (XPTEU) product overview page summarizes all relevant product information for the user. This includes available time credits, prices, product and access information, system requirements as well as training documentation.

The screenshot shows the 'About product' section of the XENTRY Pass Thru EU (XPTEU) product overview page. The page content includes:

- About product**
XENTRY Pass Thru EU is our Mercedes-Benz truck diagnosis solution for independent workshops. The software runs on any workshop PC and commercially available Pass Thru equipment.
- What does XENTRY Pass Thru EU have to offer?**
XENTRY Pass Thru EU is the diagnosis software for standard PCs, made specifically for independent operators.
- Your Benefits at a Glance:**
 - ✓ Vehicle diagnosis possible using standard PCs and commercially available Pass Thru equipment (SAE J2534 standard)
 - ✓ Virtually complete diagnostics scope (from quick tests to flashing and clearing the fault memory) with the exception of technical limitations linked to Pass Thru devices of the SAE J2534 Pass Thru standard
 - ✓ For control units in Euro VI-certified commercial vehicle series
- Important information:**
 - In order to be able to use XPTEU, you have to apply for the standard diagnosis right via <https://umas.daimler.com/umas> and carry out the one-time identification.
 - Once your role was assigned, you have to download the basic setup of XPTEU to generate the hardware ID. This can be downloaded via: https://daimlerdownloads-a.akamaihd.net/e/DLP_special_files/XPT_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.
- Did you already know that...?**
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.

At the bottom of the page, there are three tabs: **Details** (selected), **System requirements**, and **User Training**.

Two callouts are present on the right side of the screenshot:

- A blue callout box pointing to the 'Important information' section, containing the text: **Link to apply for standard diagnosis right** (requirement for usage of XPTEU): <https://umas.daimler.com/umas>
- A blue callout box pointing to the 'Important information' section, containing the text: **Download link for XPTEU basic setup** (necessary to generate the hardware ID)

8.12. Workshop Solutions – XENTRY Remote Diagnosis App (XRD) – Overview

The XENTRY Remote Diagnosis App (XRD) product overview page summarizes all relevant product information for the user. This includes available time slices, prices, product information, system requirements as well as training documentation and the QR-code to download the app.

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

SKU: DTAGISPXRD

XENTRY Remote Diagnosis App (XRD)

Duration:

☐ Hour - ~~€149.00~~ €149.00

☐ Day - ~~€1.490.00~~ €1.490.00

☐ Week - ~~€10.430.00~~ €10.430.00

☐ Month - ~~€41.720.00~~ €41.720.00

☐ Year - ~~€500.640.00~~ €500.640.00

Add to Cart

Product ID of the selected XRD time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the data package is pre-selected and can be added to the shopping basket by logged-in users

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

8.12. Workshop Solutions – XENTRY Remote Diagnosis App (XRD) – Details

The XENTRY Remote Diagnosis App (XRD) product overview page summarizes all relevant product information for the user. This includes available time slices, prices, product information, system requirements as well as training documentation and the QR-code to download the app.

QR-code to download the XENTRY Remote Diagnosis App (XRD)

About product

"Power of diagnosis in your pocket": XENTRY Remote Diagnosis is the latest remote diagnosis solution for your workshop. Specially developed as a progressive web app for use on any mobile device (optimized for iOS and Android operating systems).

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 diagnosis 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.

How to Use XRD:

1. To download the App simply scan this QR Code.
2. Launch XENTRY Remote Diagnosis on your mobile device and add the app to your home screen so that you can access it conveniently at any time. Please note that this step may vary depending on your operating.
3. Purchase time credits.
4. Start the App on the device, login and get started.

Details

System requirements

User Training

8.13. Workshop Solutions – XENTRY Diagnosis Hardware

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

Link to XENTRY shop for additional product information:

<https://xentry-shop.mercedes-benz.com/>

Details on the market-specific diagnosis hardware purchasing process and contact information

Overview tiles with additional product information of the available diagnosis hardware products

The screenshot shows the 'Diagnosis Hardware' page on the Mercedes-Benz Trucks portal. The page has a dark header with navigation links: 'Language: English', 'Market: EEA / UK', 'Legal information', and 'Account'. Below the header is a navigation bar with 'External Links', 'Parts', 'Workshop Solutions', and 'Technical Publishing'. The main content area is titled 'Diagnosis Hardware' and includes a sub-header 'Product Details' with a link to the XENTRY shop. Below this is an 'Order Here' section with contact information for Germany, the European Union / United Kingdom, and a support email. At the bottom, there are four overview tiles: 'XENTRY Diagnosis Kit (XScope optional)', 'XENTRY Accessories', 'XENTRY Update Service with Retail Data Storage', and 'XENTRY Flash (only with diagnosis kit)'. Callouts from the surrounding text boxes point to these elements: the first callout points to the 'Product Details' link, the second points to the 'Order Here' section, and the third points to the overview tiles.

8.14. Workshop Solutions – Special Tools

The Special Tools overview page includes basic product information and user guidance 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

Language: EnglishMarket: EEA / UKLegal InformationAccount

Mercedes-Benz
Trucks you can trust

External LinksPartsWorkshop SolutionsTechnical Publishing

Home > Workshop Solutions > 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 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 contact the following email:

User IDFirst name

Last nameE-mail address

Phone numberOrganization ID

Country

Inquiry

Submit

All available special tools can be found in the PDF-document below (number and names):

PDF mit special tools scope + part number

Good to know:

How to find the right special tools

Product information for special tools is available in the Parts Information section under "Workshop equipment" or in the "Workshop Information System" (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 XENTRY Workshop Information System

9. Technical Publishing

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.

Language: English Market: EEA / UK Legal Information Account

Mercedes-Benz Trucks you can trust

External Links Parts Workshop Solutions **Technical Publishing**

Home > Technical Publishing

Technical Publishing

As a technical publisher, you have access to Daimler Truck diagnostic, repair and maintenance data for use or further processing in your own aftermarket solutions. For commercial vehicles in the topics described below. If you are interested in our offers, register as a publisher.

Technical Information

Process original information from our workshop information system (WIS) as well as working and standard texts, indicative times and work values (ASRA) as well as from the database for the identification of Daimler Truck GenuineParts.

Diagnostic Data

Use diagnostic data and information from Mercedes-Benz trucks in your multi-brand solution. Available in ODX formats for newer vehicles and HTML for the older ones.

Remote Solutions

Your access to diagnostic/maintenance-relevant data of telediagnostic vehicles via Remote Diagnostic Support (RDS) and Remote Maintenance Support (RMS).

APIs

With our APIs, we promote the development of innovative business ideas around after sales and beyond.

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

To gain access to the various technical publishing products, you must create an account and get verified. The verification process can be started via UMAS (select company type "Publisher"):

<https://umas.daimler.com/orgprocess/#/>

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.

Customers registered in UMAS and verified as publisher

If you are already registered in UMAS, verified as publisher and signed a contract for diagnostics data, you can directly access your data packages via the following link:

<https://swan.daimler.com/>

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

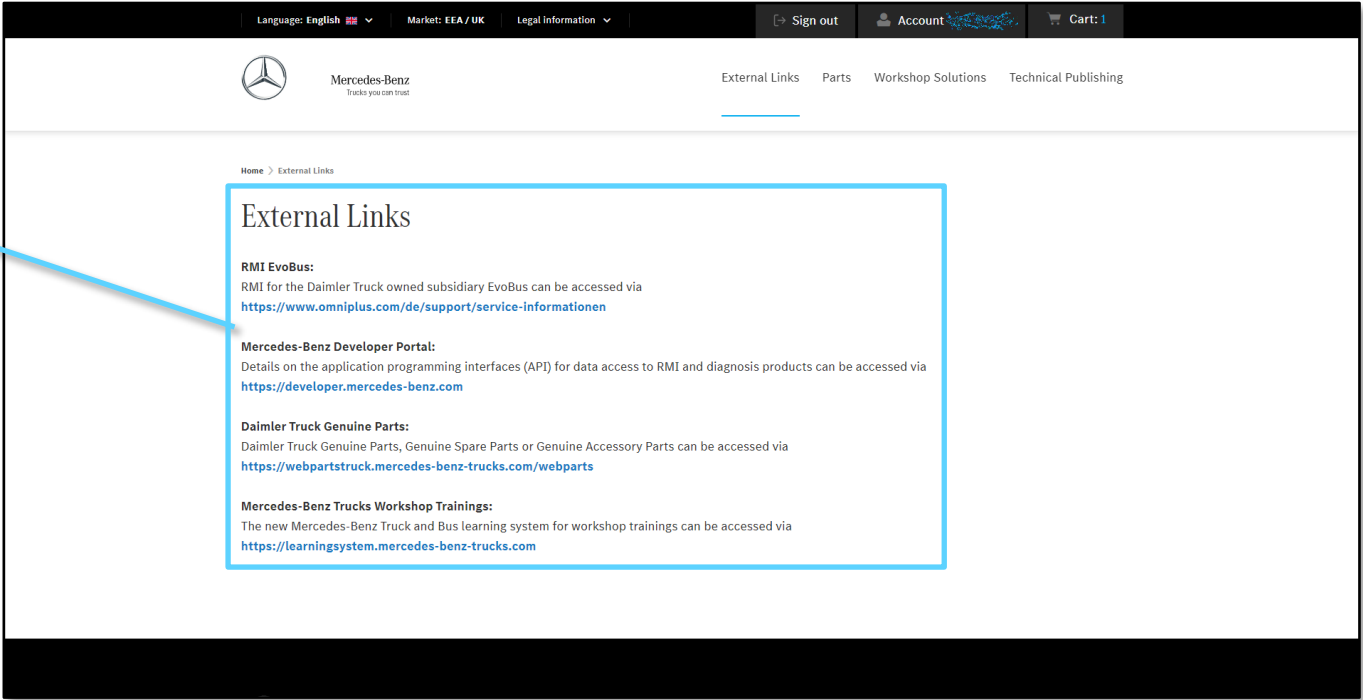
To gain **access to technical publisher products**, users must register via UMAS and select the company type "Publisher".

After the registration users will be contacted by the Daimler Truck representatives to discuss contract and data access details

10. External Links

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, MB-DEV, WebParts or Truck Trainings.



11. Customer Support

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.

Online support form to contact first-level customer support

The screenshot shows the 'Contact us' page of the Mercedes-Benz Trucks Portal. The page has a black header with navigation links: 'Language: English', 'Market: EEA/UK', 'Legal Information', and 'Account'. Below the header is a white navigation bar with the Mercedes-Benz logo and links for 'External Links', 'Parts', 'Workshop Solutions', and 'Technical Publishing'. The main content area is white and titled 'Contact us'. A blue box highlights the form fields, which include: 'Inquiry type' (a dropdown menu), 'User ID' (a text field), 'First name' (a text field with 'Patrick' entered), 'Last name' (a text field), 'E-mail address' (a text field), 'Phone number' (a text field with '0000000' entered), 'Organisation ID' (a text field with 'C-Outlet.INT0000175' entered), 'Country' (a dropdown menu), 'Inquiry' (a large text area), 'Attachments / screenshots' (a section with a 'Browse' button), and a 'Submit' button at the bottom.

12. Register in UMAS – Market

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

Select country or region

CountryCompanyAccountSummary

Please select your country or region

Please select the country or region in which your company is located

Select a country or region*

Germany

Mandatory field

Continue

More information on the UMAS registration process is available on the next page

12. Register in UMAS – Company Details

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

Fill in **company, address** and **tax** details

Country

Company

Account

Summary

Add your company details

The company details are required to set up an account. We will only save this information when you have consented to our Data Protection Policy in the last step of the registration process

Company

Company name*

Company name (English)

Company type*

ISP with workshop

Company email*

Website

Address

Street *

Number *

Zip/post code*

City*

State

Tax details

VAT identification number

Back

Continue

More information on the UMAS registration process is available on the next page

12. Register in UMAS – Admin User

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

Add admin user for company account (only necessary for newly registered companies)

Country

Company

Account

Summary

Add admin user

Please create a new user for this company account. You will be able to create further users once you have saved this one

Salutation

Mr.

First name *

Patrick

Last name *

Email *

p.***@***.***

Re-Type Email *

p.***@***.***

Telephone number

This Email is required for verification to complete the user's creation.

☒ *I confirm that all work on motor vehicles is carried out exclusively by technically qualified staff. The technical information is aimed at persons trained to the level of a qualified technician in the field of automotive repairs with good product knowledge and regular further training. This level of expertise is absolutely essential for carrying out work on the vehicles. If this expertise and this product knowledge is not in place, the performance of this work should be avoided and entrusted to a Mercedes-Benz or smart workshop

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Continue

More information on the UMAS registration process is available on the next page

12. Register in UMAS – Summary

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

Review entries and **accept terms and conditions**

Country

Company

Account

Summary

Business Partner

Daimler Truck AG

Company

Company type

ISP with workshop

VAT identification number

DE315678901

Street

Industriestraße 1

Zip/post code

60528 Frankfurt

Company name

Vötsch & Söhne GmbH

Company email

patrick.schneider@voetsch-söhne.de

Number

1

State

Hessen

Company name (English)

-

Website

-

Additional information

-

City

Frankfurt

Country or Region

Germany

Admin user

Mr.

Patrick Schneider

☒ I hereby accept the [STU_GERMANY_HM_MBAG](#)

☒ I hereby accept the [DPD_GERMANY_HM_MBAG](#)

☒ I hereby confirm that the above-mentioned company is registered as a business enterprise and belongs to the authorized customer group of acquiring repair and maintenance information in accordance with EU 2018/858.

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Send

12. Register in UMAS – Confirmation

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

UMAS registration confirmation

×

Thank you for your registration!

Please check your emails. There are a few steps left to complete your registration:


- Please confirm your email address by clicking on the link in the confirmation email.
- After that, you will receive one email regarding your created company and user account. The relevant login details are summarized in: "Daimler IAM – Your new User Account is established".

Login and enjoy the Customer Service World of Mercedes-Benz!

If you have any questions, or if you have not received the confirmation email, please contact our [Support Team](#)

Please enter your registration number for your requests: 200 092 730 348 5256

Close



?

More information on the UMAS registration process is available on the next page

Mercedes-Benz

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12. Register in UMAS – Confirmation Mail

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

UMAS registration confirmation mail. **Complete registration process** by confirming e-mail address

Daimler Truck AG

Hello Patrick S. [REDACTED]

Welcome to the Customer Service World of Daimler Truck AG.
You have successfully placed the order [REDACTED] for the user [REDACTED]

Thank you for starting the registration process – there are only few steps to go!

You have requested access to:
Service Info Mercedes-Benz Trucks Portal
Daimler Truck | Webparts - <https://webpartstruck-test.mercedes-benz-trucks.com/webparts/>
Pavithra DTAG04 - [www.dtagt12germany.com]www.dtagt12germany.com
test product TL1 DE

In order to complete the registration process, please confirm your email address by clicking on the link below.
[https://umas-int.daimler.com/orgprocess/order-registration/userOrderVerification?lan=\[REDACTED\]](https://umas-int.daimler.com/orgprocess/order-registration/userOrderVerification?lan=[REDACTED])

Next Steps:
In order to access the Customer Service World of Daimler Truck AG - User ID and initial password will be generated and sent to the email provided in the registration form.

If you have any questions, feel free to contact our [Support Team](#) while using your Order ID: [REDACTED] or company details:
Company Name: [REDACTED]
Address: [REDACTED] Frankfurt, Hessen
VAT ID: [REDACTED]
Your Company ID: [REDACTED]

If you have not requested any access, please ignore this email.

Thank you.

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More information on the UMAS registration process is available on the next page

12. Register in UMAS – Account Details Mail

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (<https://aftersales.mercedes-benz.com/umas/login/#/>).

UMAS User-ID and password e-mail. **Update password and start using** the Service Information Mercedes-Benz Trucks Portal

Dear user,

your user account was created in the central user administration of Daimler AG.
This user account provides central access to the systems of Daimler AG and Mercedes-Benz AG.

User ID: [REDACTED]
Initial password: [REDACTED]

The following information has been added to your user account:

First name: **Patrick**
Last name: **S** [REDACTED]
Email address: **p.** [REDACTED]

In order to be able to log in to Daimler applications in the future, you must first verify this email address.
Because of this, you will be redirected to the email verification page the first time you attempt to log in to your application.

Organization: [REDACTED]

You will be requested to change this password at your first login.

This is an automatically generated email. Please do not reply to the sender of this email.

Regards,
Daimler IAM

