



Damage Code Quick Guide

Damage Code Product Management – 10/2023

Mercedes-Benz
Trucks you can trust



Content

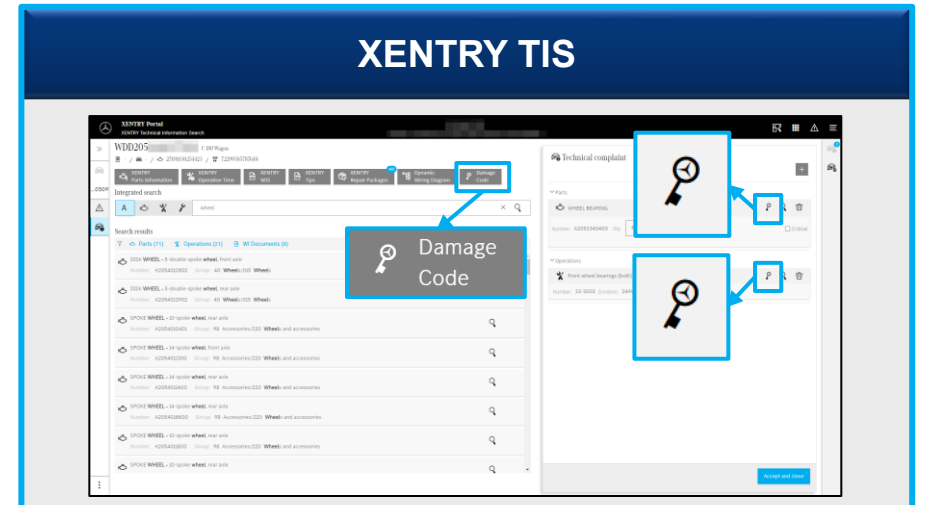
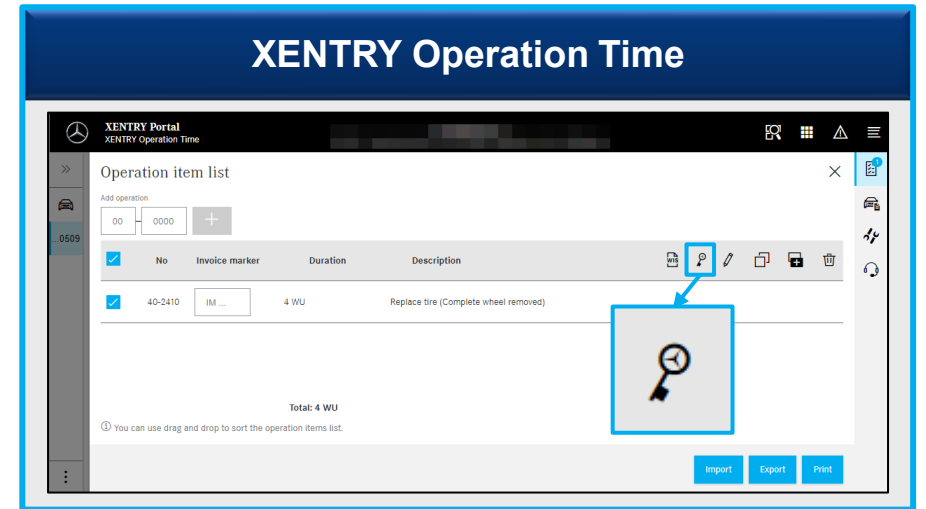
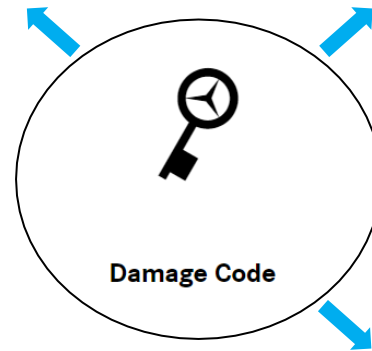
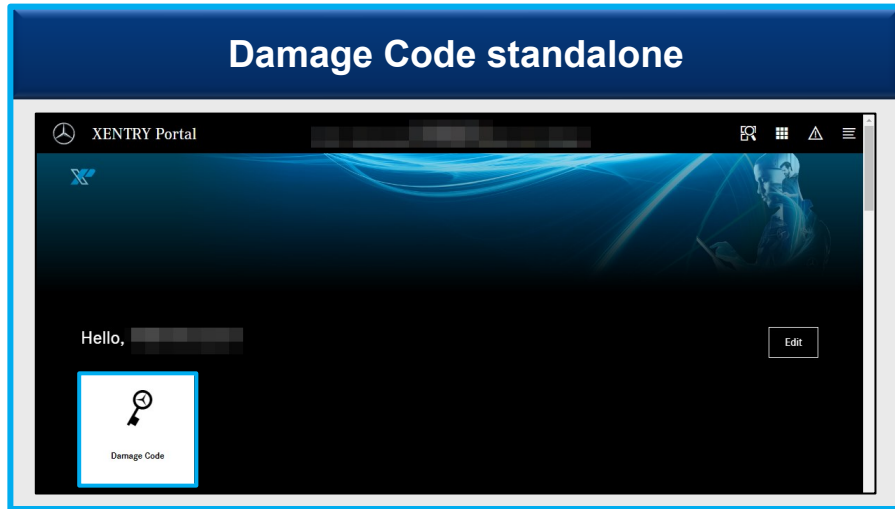
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Note: All passenger car screenshots shown in this document also apply to trucks.

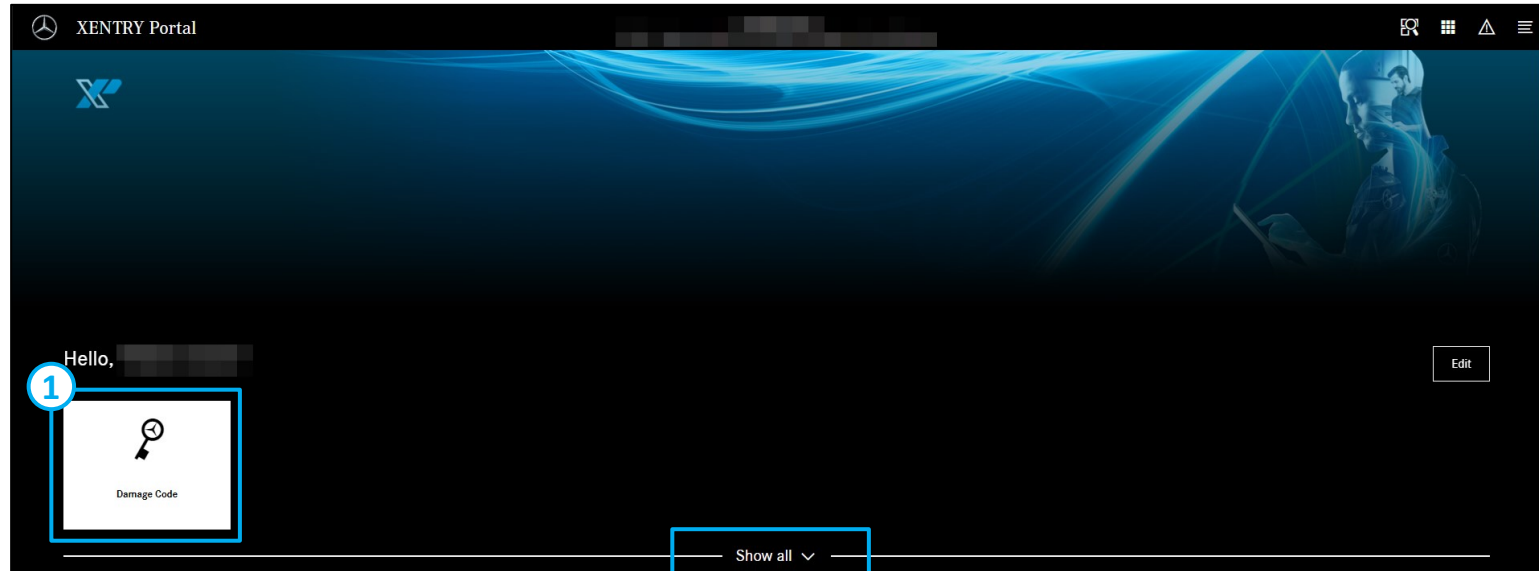
1. Usage options for Damage Code

Usage options for of Damage Code (DC)

The damage code can be called up standalone or via XENTRY Operation Time or XENTRY Order/TIS. Accessing via XENTRY Order/TIS offers the highest level of convenience.



Logging in to XENTRY Truck and starting Damage Code



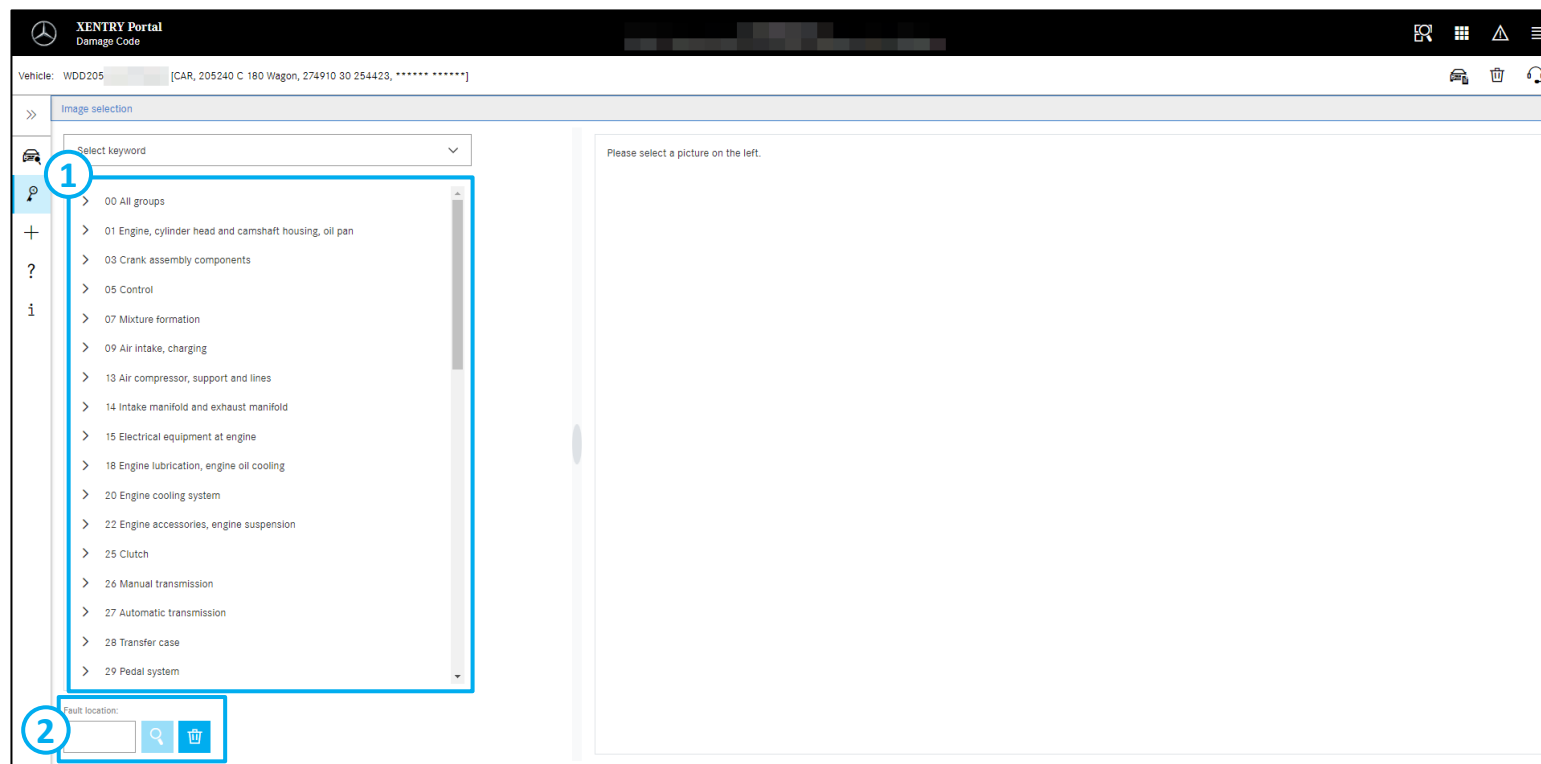
- ① You can **start the Damage Code** function in your personal "My XENTRY Truck" area or the general overview of all functions under "Show all."

Defining a vehicle

The screenshot shows the XENTRY Portal Damage Code interface. A modal dialog for defining a vehicle is open, featuring three numbered callouts: 1 points to the 'Vehicle ident. number' input field, 2 points to the 'Mode' dropdown menu, and 3 points to the 'OK' button. The dialog also includes a 'WDB' dropdown, a 'Chassis mode' dropdown, a 'Type of vehicle' dropdown, and 'Cancel' and 'OK' buttons at the bottom.

- 1 Enter a **FIN/VIN** and then click "Create".
- 2 Alternatively, you can define the vehicle via **mode and vehicle type**.
- 3 Once you have defined the vehicle, the **"OK"** button becomes active and you can **confirm your selection by clicking on it**.

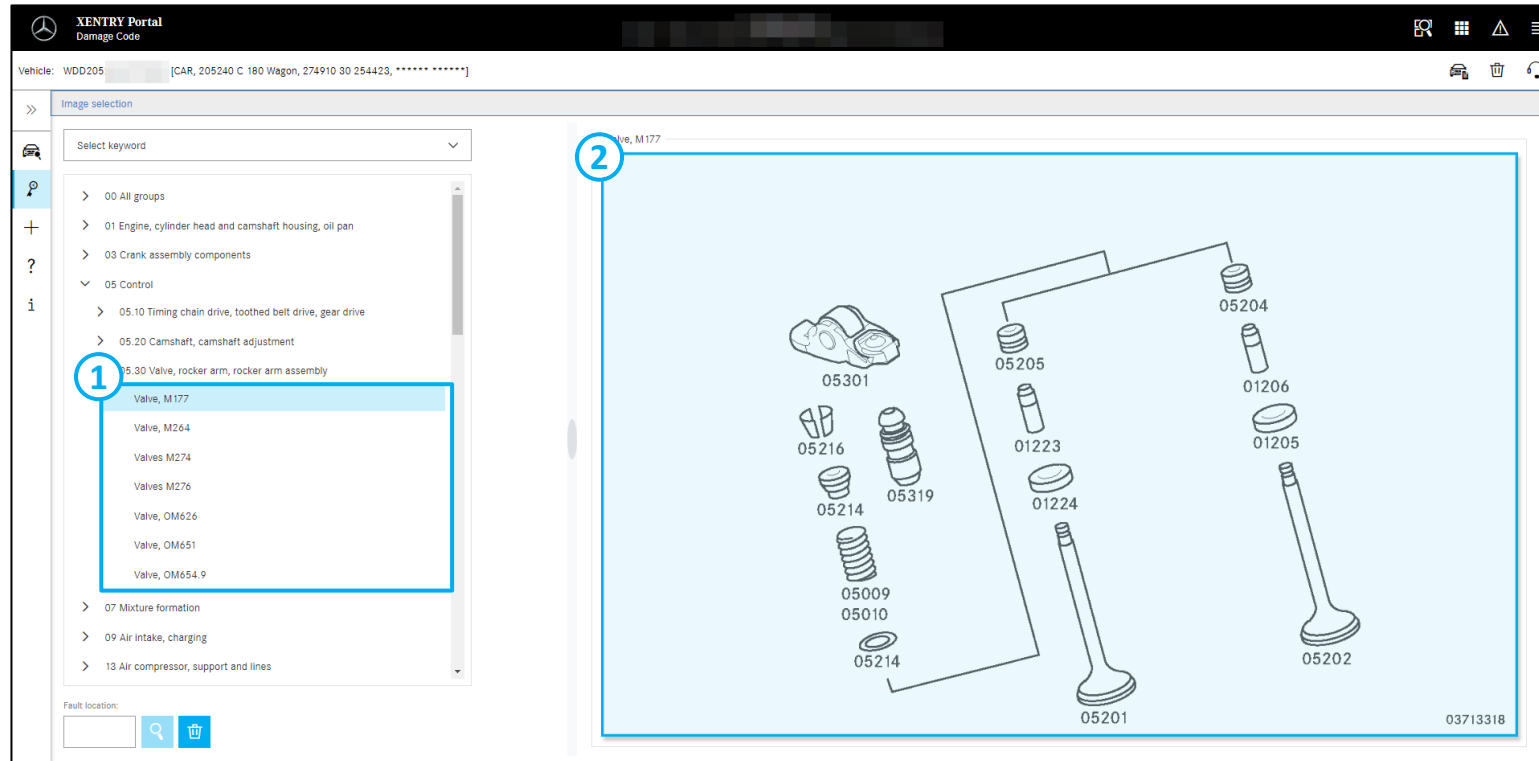
Selecting an image



You have two options for opening the selected image.

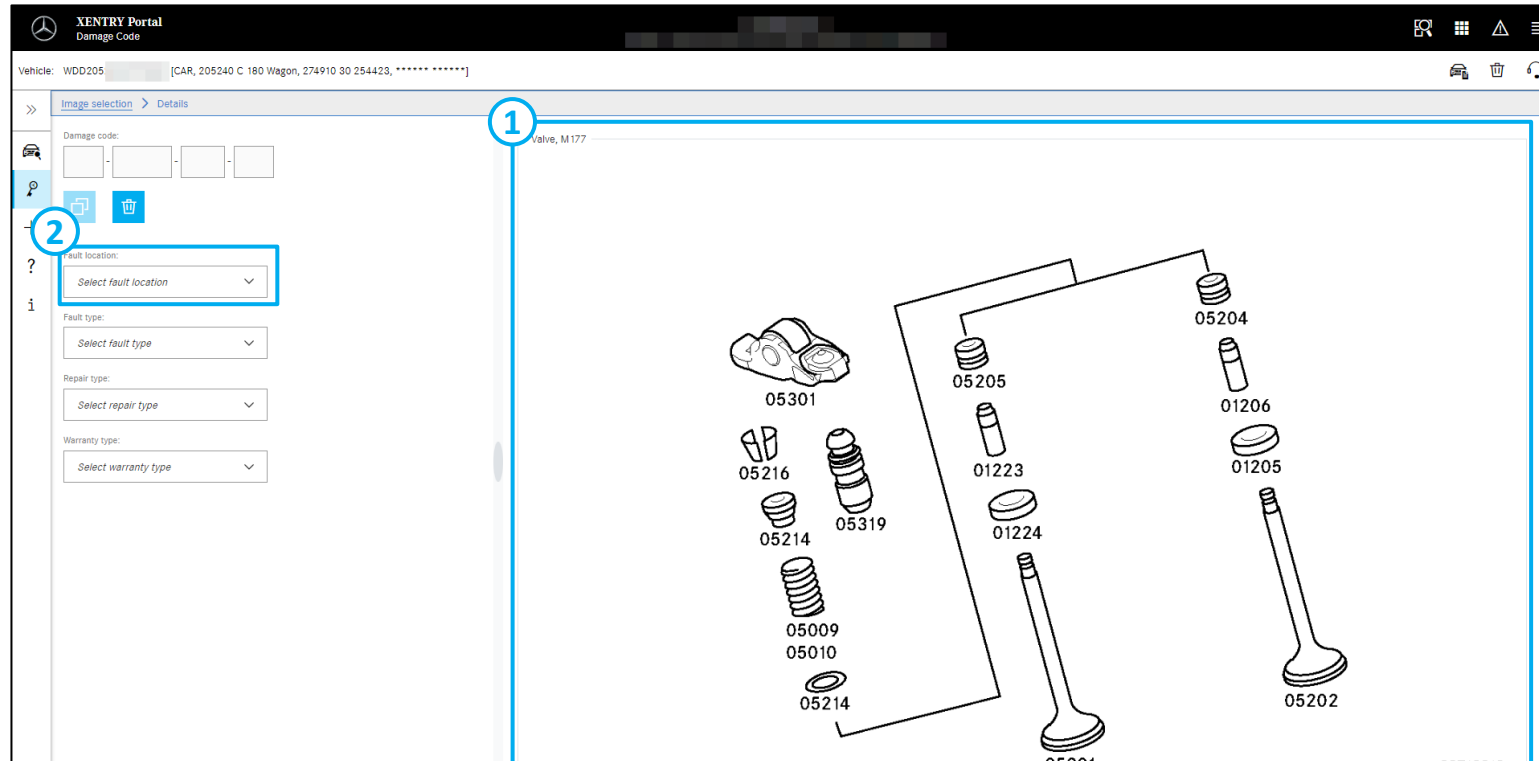
- 1 Selection via function groups**
Open the function groups and make a selection to display the desired image.
- 2 Direct entry of a fault location**
Enter the fault location directly in the input field and click on the magnifying glass. You will then only be shown the function groups that contain the fault location you entered.

Image selection - activation of the image



- 1 Switch between the images quickly and easily.
- 2 To **activate** the desired **image**, click on any location in the blue area.

Determining a fault location



- 1 Select the **fault location in the image**.
- 2 Alternatively, you can also select the fault location via the **drop-down list**.

Determine fault, warranty and repair type

The image shows three sequential screenshots of the XENTRY Portal Damage Code interface, illustrating the process of determining fault, warranty, and repair type. The interface is titled 'XENTRY Portal Damage Code' and shows vehicle information: 'Vehicle: WDD205 [redacted] [CAR, 205240 C 180 Wagon, 274910 30 254423, **]'. The 'Damage code' field is filled with '05301 - 06 - 1'. The 'Fault location' is 'Drag lever/rocker arm, intake valve/exhaust valve'. The 'Fault type' is 'Broken'. The 'Repair type' is 'Component replacement'. The 'Warranty type' is 'Original equipment/reconditioned part warranty prior to installation'. The 'Warranty type' dropdown is highlighted with a blue box and a circled '3'.

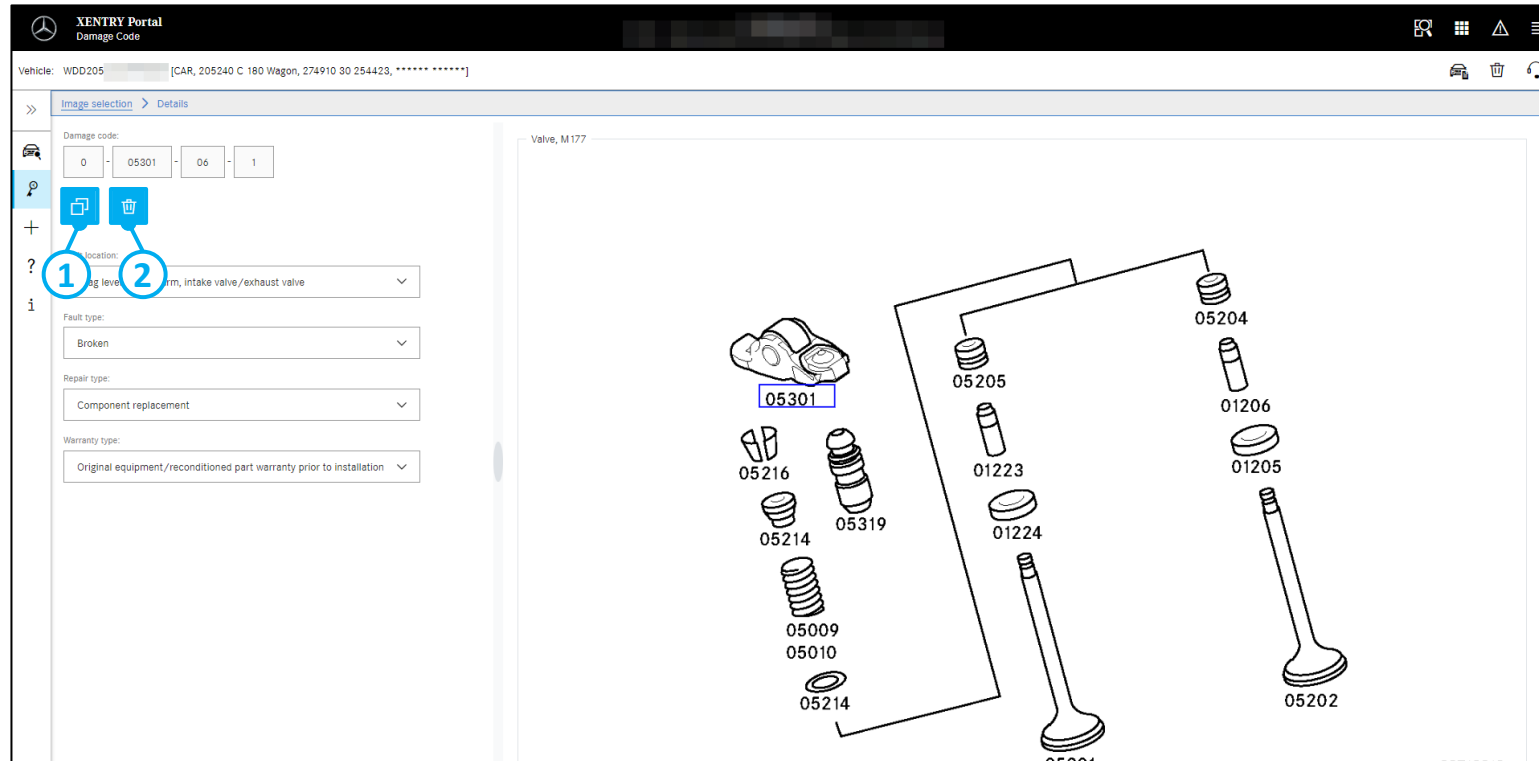
1. Select the **fault type** via the drop-down list.

2. Select the **repair type** via the drop-down list.

3. Select the **warranty type** via the drop-down list.

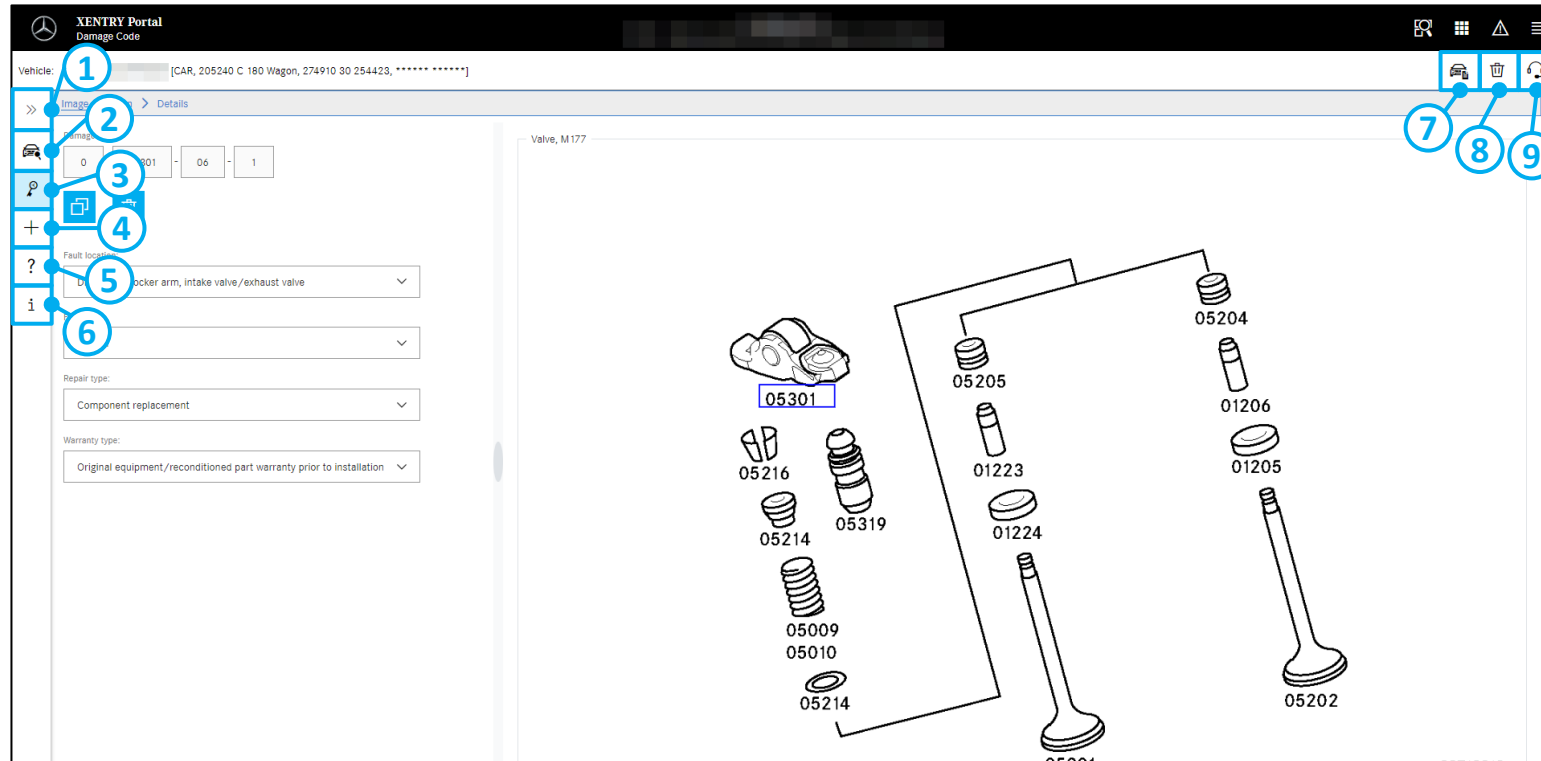
4. The current **status of the damage code (SSL)** with the four components is always shown in this unit.

Copy or delete damage code



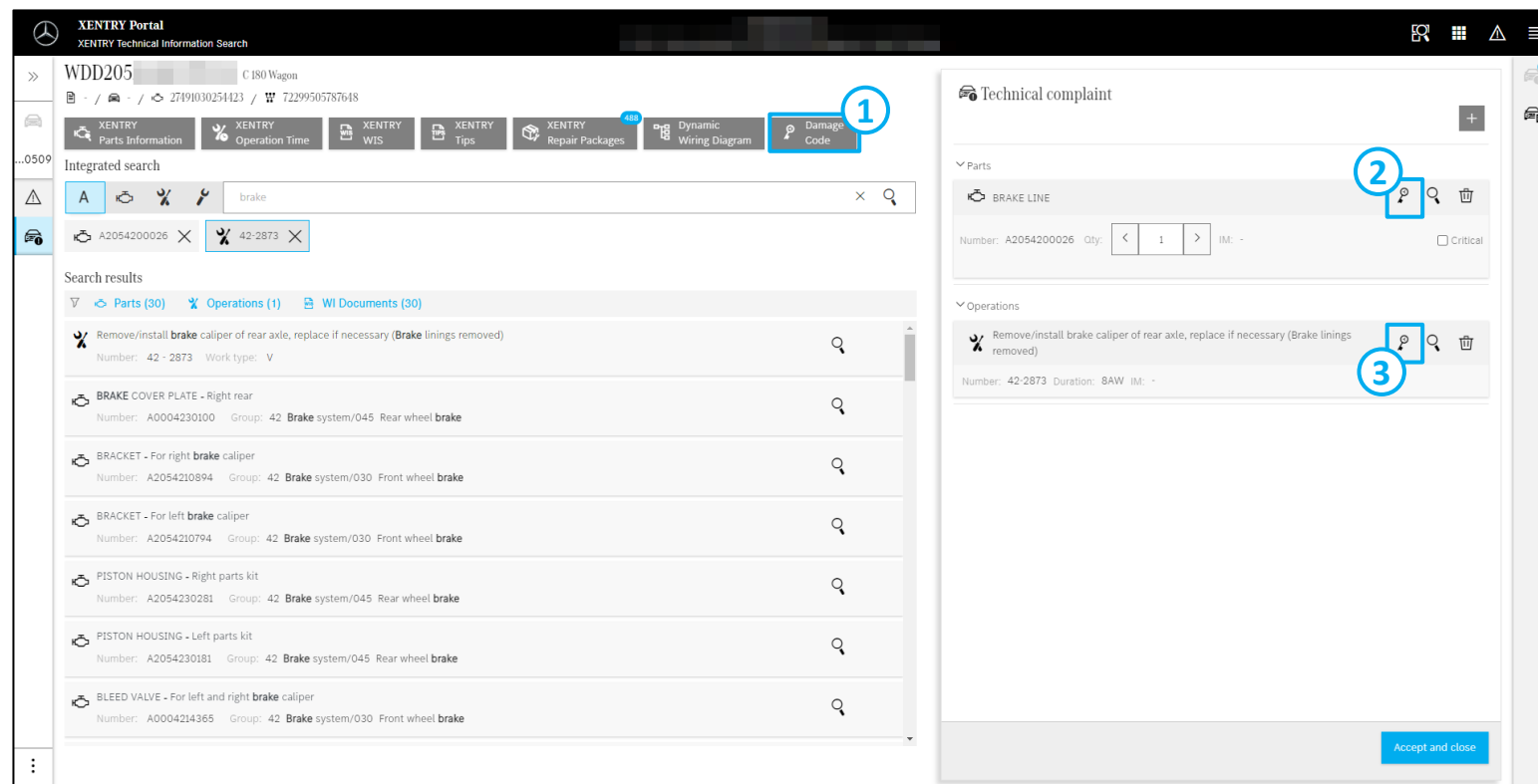
- 1 **Copy** the defined **damage code** to the clipboard.
- 2 **Delete** the current damage code and create a new one for the vehicle.

Icons in Damage Code



- ① Show/hide the navigation bar
- ② Define a vehicle
- ③ Determine a damage code
- ④ Open new window
- ⑤ Call up the retail guide
- ⑥ View information, e.g. SSL with the associated descriptions
- ⑦ Display vehicle data card
- ⑧ Delete vehicle context
- ⑨ Creating an XSF ticket

Options in XENTRY TIS for determining an SSL

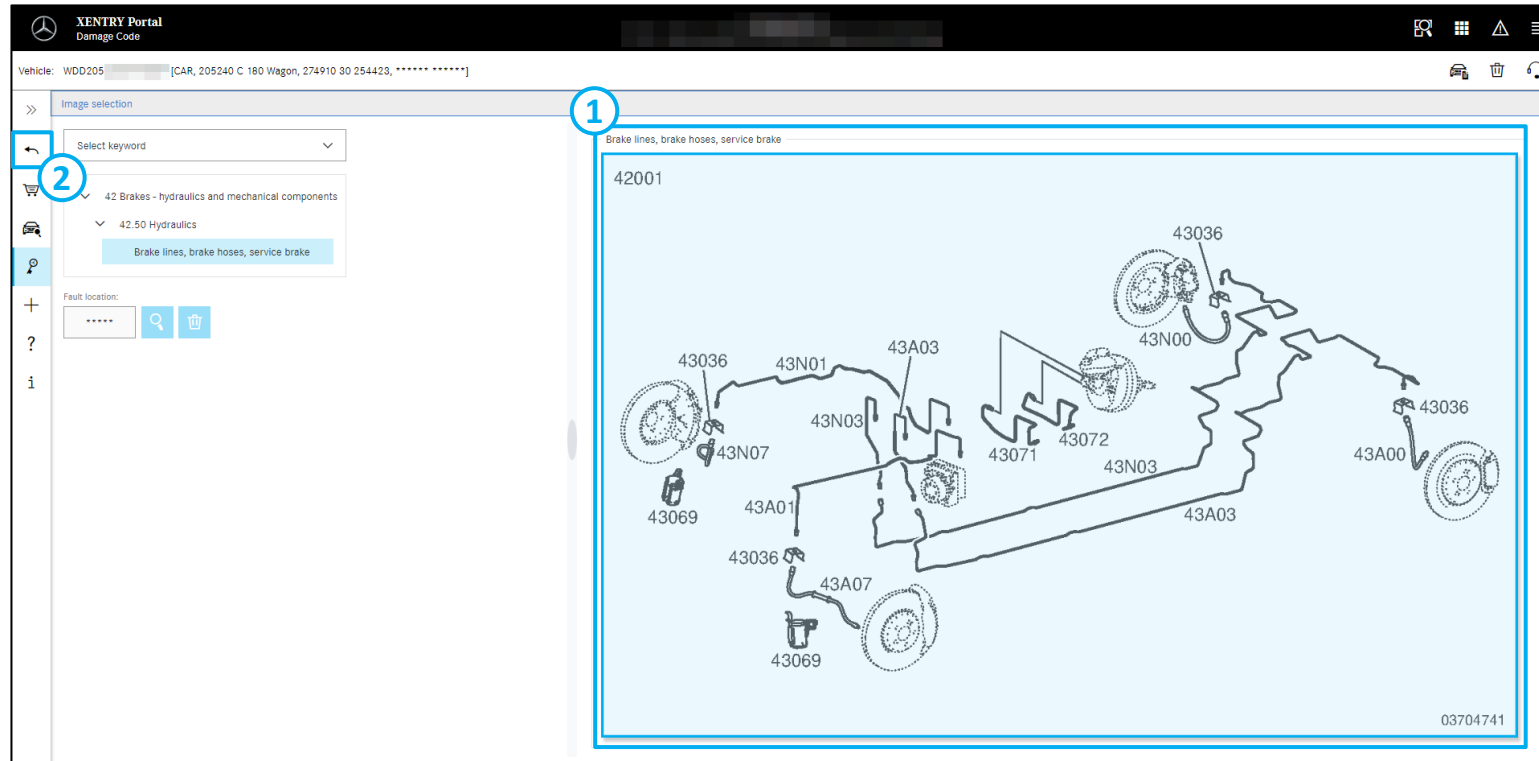


In XENTRY TIS, you have three options for determining the damage code.

- ① Determination of SSL via Damage Code**
Open the integrated Damage Code application and determine the damage code. The vehicle context is retained. After completion, you return to XENTRY TIS and thus transfer the SSL to your order.
- ② Determination of SSL via a component**
Call up Damage Code via a component. If a damage location is documented for the component, you go directly to the corresponding image and only function groups that match the component are displayed.
- ③ Determination of SSL via an operation item**
Call up Damage Code via an operation item. If a damage location is documented for the operation item, you will also go directly to the corresponding image here and only see matching function groups.

In all three cases, the defined damage code is applied to the order!

Determine SSL via the component and return to XENTRY TIS



In this example, a damage location is assigned to the part, so you can go directly to the corresponding image and only see matching function groups.

- 1 Activate the desired image and first select the fault location and then **determine the damage code**.
- 2 After completing, **return to XENTRY TIS**.

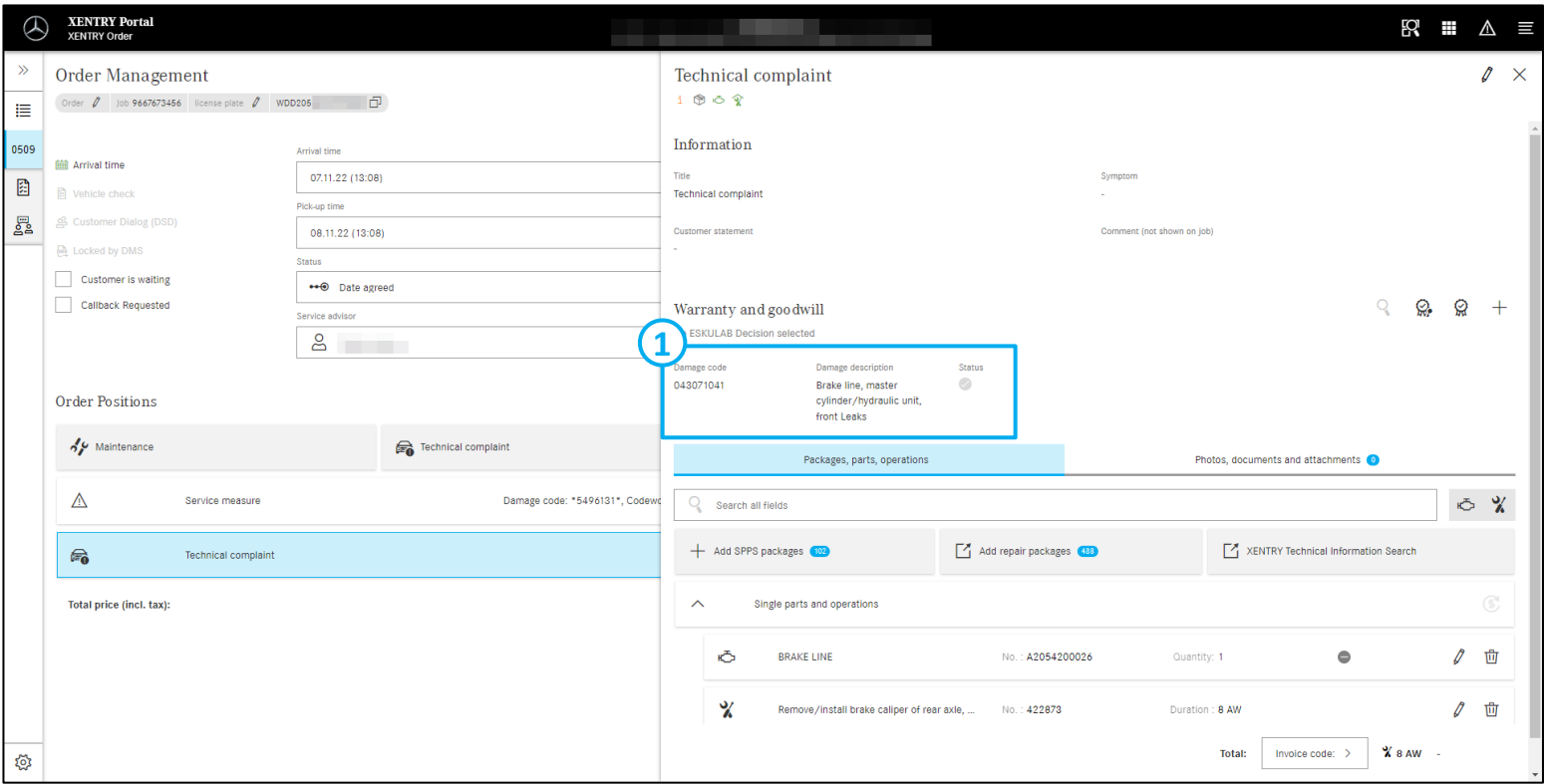
The defined damage code is adopted into the order!

Apply the determined damage code to XENTRY Order

The screenshot displays the XENTRY Portal interface. On the left, the 'Integrated search' section shows a search for 'brake' with results for parts, operations, and documents. The 'Parts' section lists items like 'BRAKE COVER PLATE - Right rear' and 'BRACKET - For right brake caliper'. The 'Operations' section lists tasks like 'Remove/install brake caliper of rear axle'. On the right, the 'Technical complaint' section shows a complaint for 'BRAKE LINE' with a damage code '043071041' highlighted. A blue box labeled '1' surrounds the damage code, and a blue box labeled '2' surrounds the 'Accept and close' button at the bottom right of the technical complaint section.

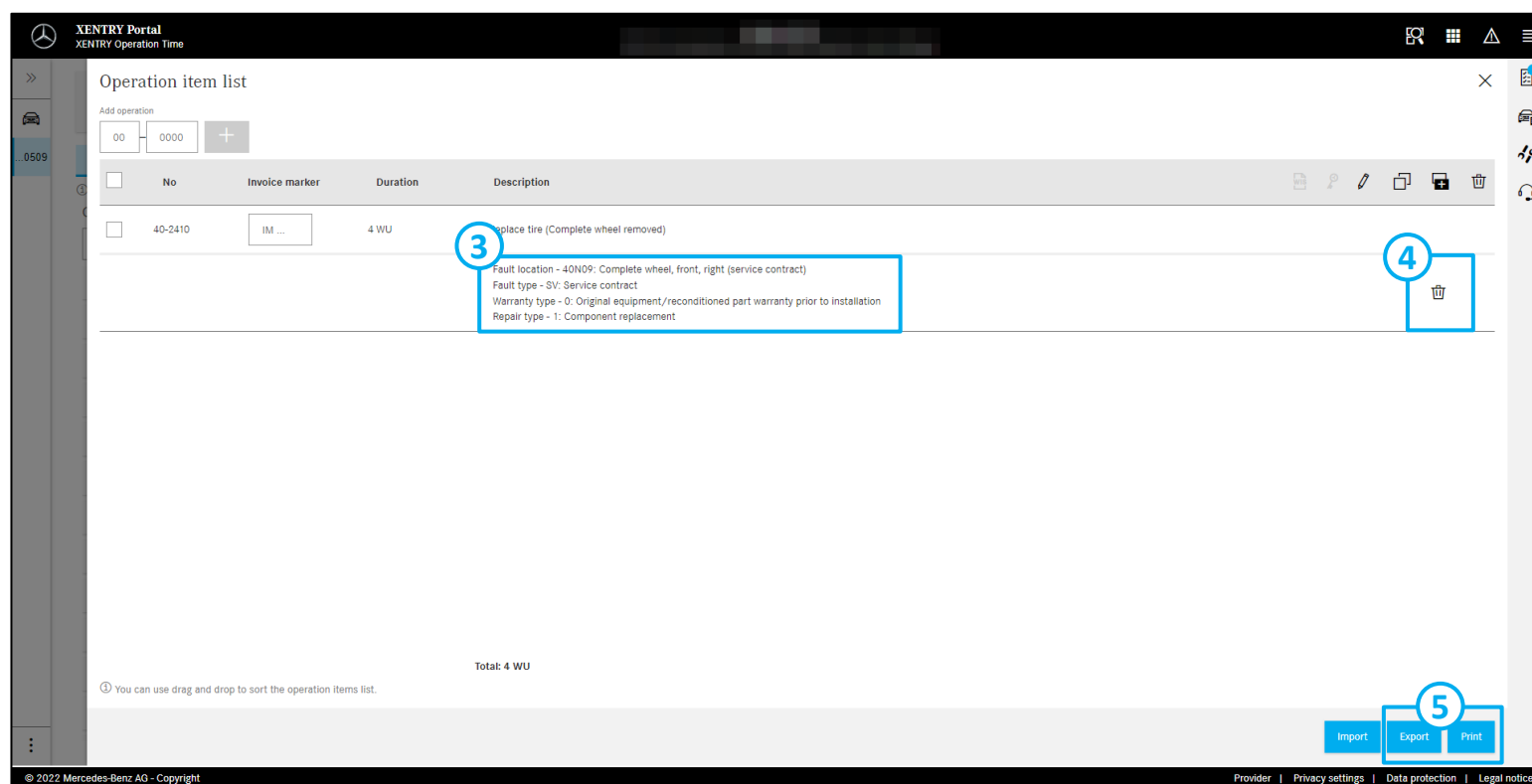
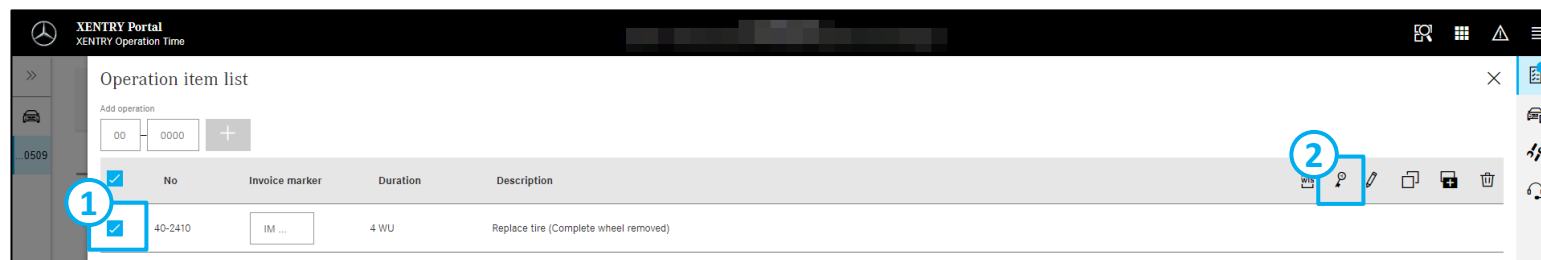
- 1 You can see the **adopted damage** code in this unit.
The determination of the SSL via an operation item also works in the same way.
- 2 Apply the determined information to your order and return to **XENTRY Order**.

View of the damage code



1 You can see the adopted **damage code** in **XENTRY Order** in this area.

Determine the damage code via XENTRY Operation Time



- ① In XENTRY Operation Time (XOT), select exactly one **work item** for which you want to determine a damage code.
- ② Then call up **Damage Code** and determine the **damage code**.
- ③ After completing, **return to XENTRY Operation Time** and see the damage code in this unit.
- ④ The damage code can also be **deleted** again.
- ⑤ **Export or print** the work item list with the damage code.