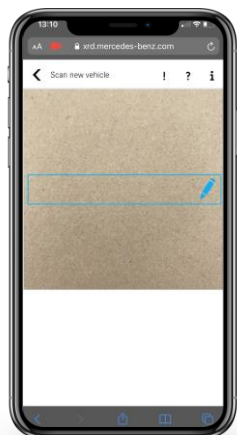




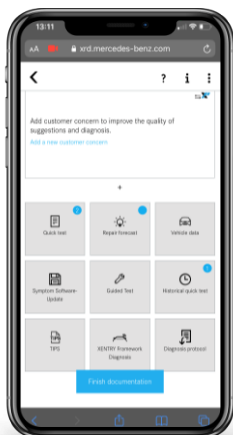
Help Card: XENTRY Remote Diagnosis

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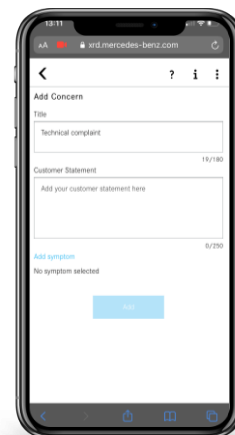
Main Functions



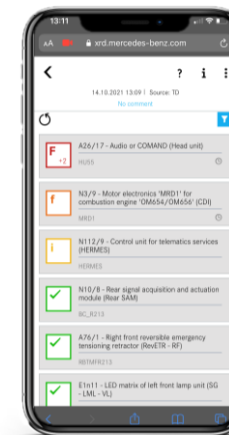
Scan a **FIN/VIN** with XRD to start the diagnosis process.



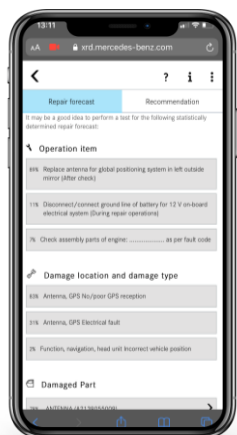
The **Case menu** is the central entry point. From there, you can access all the functions required for the diagnosis session.



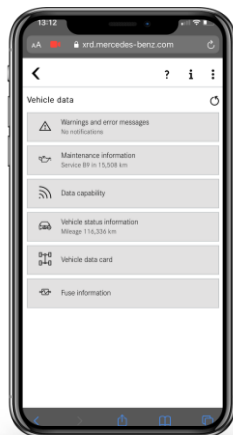
Open/create a **Customer concern** and document the symptoms and descriptions.



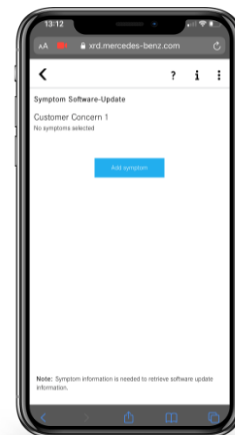
Open **Quick test** to receive fault code information or request a current quick test. You can also access **further information that matches the fault code**, such as wiring diagrams, guided tests and TIPS documents.



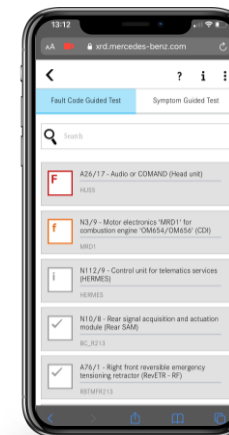
The **Repair forecast** contains recommended courses of action to rectify the faults that are stored in the current quick test, and provide you with information about possible reasons for the faults and damaged parts.



Among other things, the **Vehicle data card** also includes information on vehicle equipment codes, warnings and messages, on maintenance, data capacity or the fuse assignment.



Symptom Software Update provides you with information about whether a software update is available for the given symptom for immediate fault correction. Detected software updates can be transferred from XRD to XENTRY Kit and flashed directly from there.



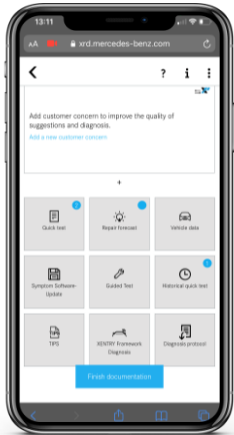
Also available to you are **Guided tests** based on fault codes and symptoms.



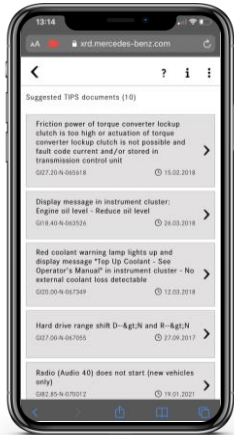
Help Card: XENTRY Remote Diagnosis

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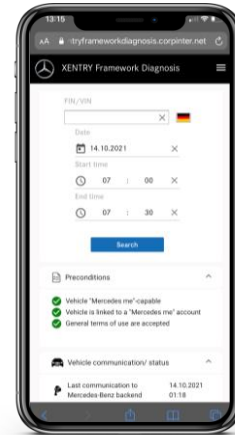
Main Functions



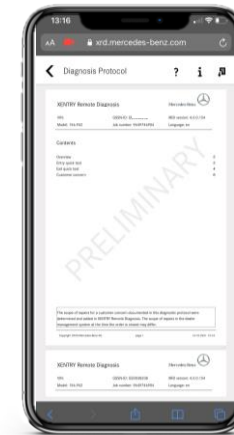
Quick tests created previously that were viewed during a visit to the workshop can be accessed using the tile **Historical quick test**.



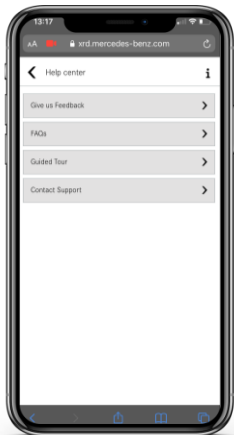
XRD searches for the matching **TIPS document based on symptoms and fault codes**. After selecting a document, you are automatically forwarded to XENTRY Tips mobile.



XENTRY Framework Diagnosis (XFD) provides the ability to diagnose faults and customer complaints with a reference to telematics services (Mercedes Benz services).



A **diagnosis protocol** is created automatically in the background – simply add pictures to the documentation. After completing the diagnosis session, you can locate the entered details in the **diagnosis protocol**. The protocol can be easily downloaded and is **automatically added to the order in XENTRY Portal**.



Clicking on the **question mark** on the top bar takes you to the **Help Center**. There, you can send your feedback (one way), view the FAQs, watch training videos or contact Support.



Help Card: XENTRY Remote Diagnosis

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Use Cases

Preparation and Reception



Estimation of repair scope involved when making the appointment.



Even for customers without an appointment, the fault severity can be determined immediately.



Cross-selling and up-selling option through initial vehicle analysis.

Workshop



Without a connection to a XENTRY Kit you have the quick test, fault code data, guided tests and wiring diagrams at hand within a matter of seconds.



Integrated repair forecasts provide initial information through optional repair approaches and thereby help to avoid prolonged troubleshooting.



Fast and detailed information on the status of the vehicle design (vehicle data card, item numbers of control units etc.).



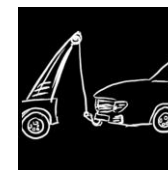
Replacement part searches according to guided inspections and repair forecasts.

Service Completion



After a test drive, a quick test can be recalled quickly and easily. This ensures that the vehicle is fault-free when handed over.

24H





Remote diagnosis to prepare the 24-hour technician for their assignment (e.g. failure).



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User Activation and Access

1. Use the order tools in your market to let us know that your service operation wants to use XENTRY Apps (or continue to do so).
2.  To open XRD, simply scan the QR code or follow the link below. Sign in with your GEMS User ID and your password.
<https://xrd.mercedes-benz.com>
3.  Move the application onto the home screen:
The corresponding function is available in the options menu of the browser app (e.g. "Add to home screen").