




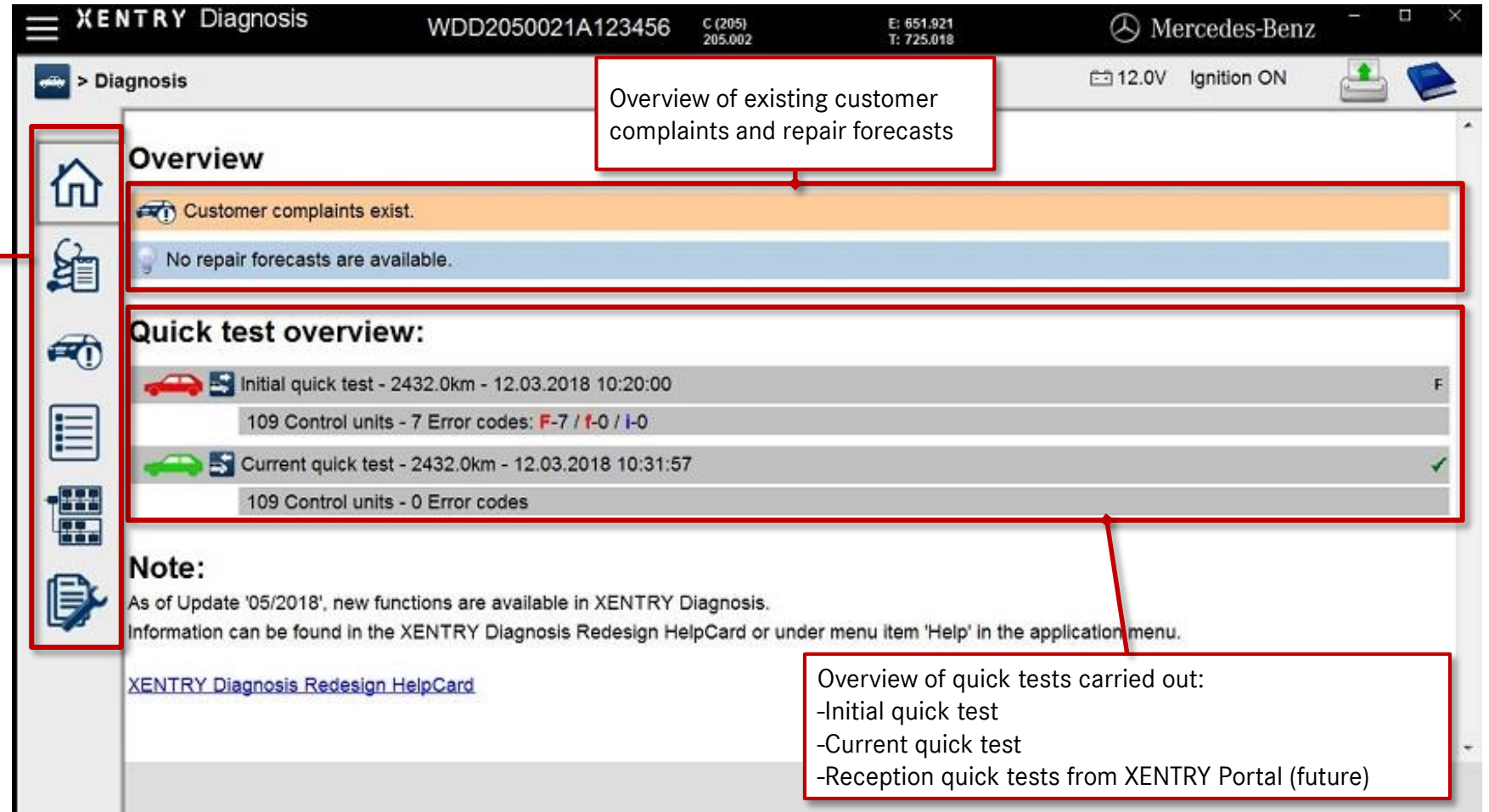


# HelpCard XENTRY Diagnosis Redesign 2018

All diagnosis information can be reached through a simple navigation system.

After selecting a vehicle and entering diagnosis, XENTRY Diagnosis presents the **new overview** with six integrated tabs:

-  **New!** Overview
-  Quick test display
-  **New!** Customer complaints
-  Control unit view
-  **New!** Vehicle topology
-  Special functions



**XENTRY Diagnosis** WDD2050021A123456 C (205) 205.002 E: 651.921 T: 725.018 Mercedes-Benz



> Diagnosis

Overview of existing customer complaints and repair forecasts

**Overview**

- Customer complaints exist.
- No repair forecasts are available.

**Quick test overview:**

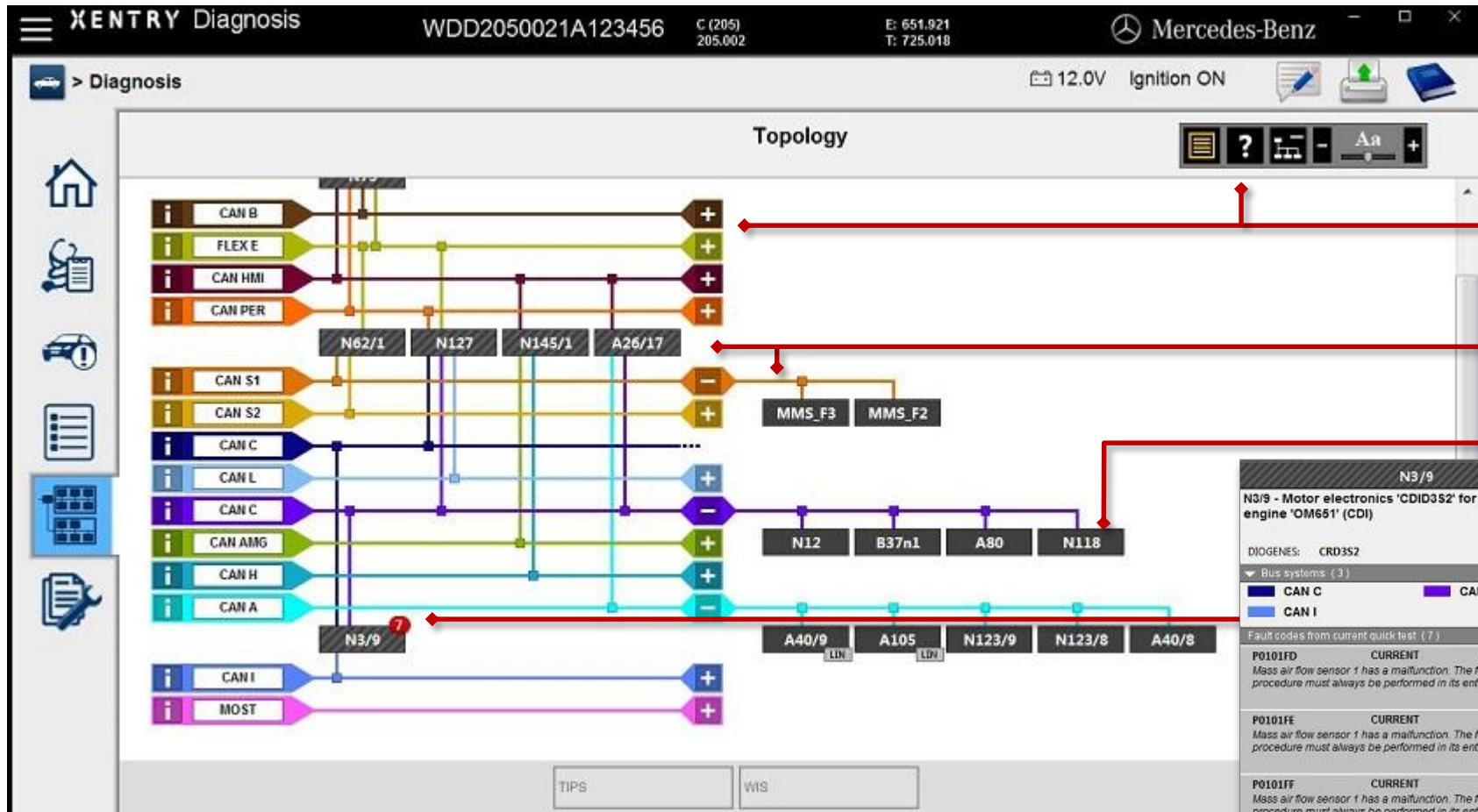
	Initial quick test - 2432.0km - 12.03.2018 10:20:00	F
	109 Control units - 7 Error codes: F-7 / I-0 / I-0	
	Current quick test - 2432.0km - 12.03.2018 10:31:57	✓
	109 Control units - 0 Error codes	

**Note:**  
As of Update '05/2018', new functions are available in XENTRY Diagnosis. Information can be found in the XENTRY Diagnosis Redesign HelpCard or under menu item 'Help' in the application menu.  
[XENTRY Diagnosis Redesign HelpCard](#)

Overview of quick tests carried out:  
-Initial quick test  
-Current quick test  
-Reception quick tests from XENTRY Portal (future)

# HelpCard XENTRY Diagnosis Redesign 2018

The current network topology of the vehicle is displayed dynamically in graphical form.



**Graphical, vehicle-specific topology display with all recognized buses and control units**

Clearly arranged display in color, detailed information can be brought up

Gateway control units visible directly, all other control units can be expanded out interactively

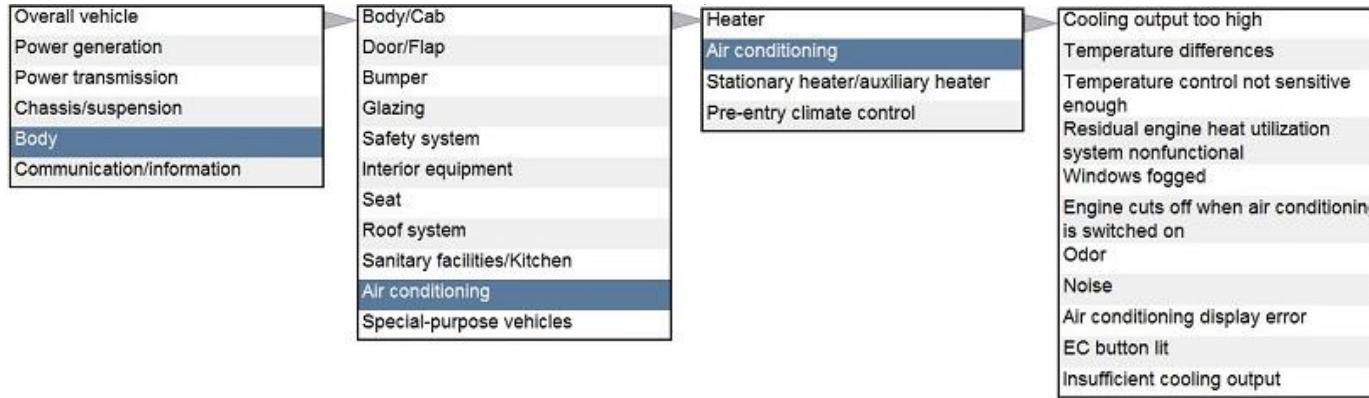
Control unit diagnosis is accessed with single click of illustration in tree

Faults from quick test are displayed directly on CU symbol as superscript numbers

All control unit details can be displayed at a click

# HelpCard XENTRY Diagnosis Redesign 2018

Symptom-based customer complaints form the basis for diagnosis scopes that are tailored accordingly.



After defining a customer complaint or transfer from XENTRY Portal, the available diagnosis functions of relevant control units are displayed.

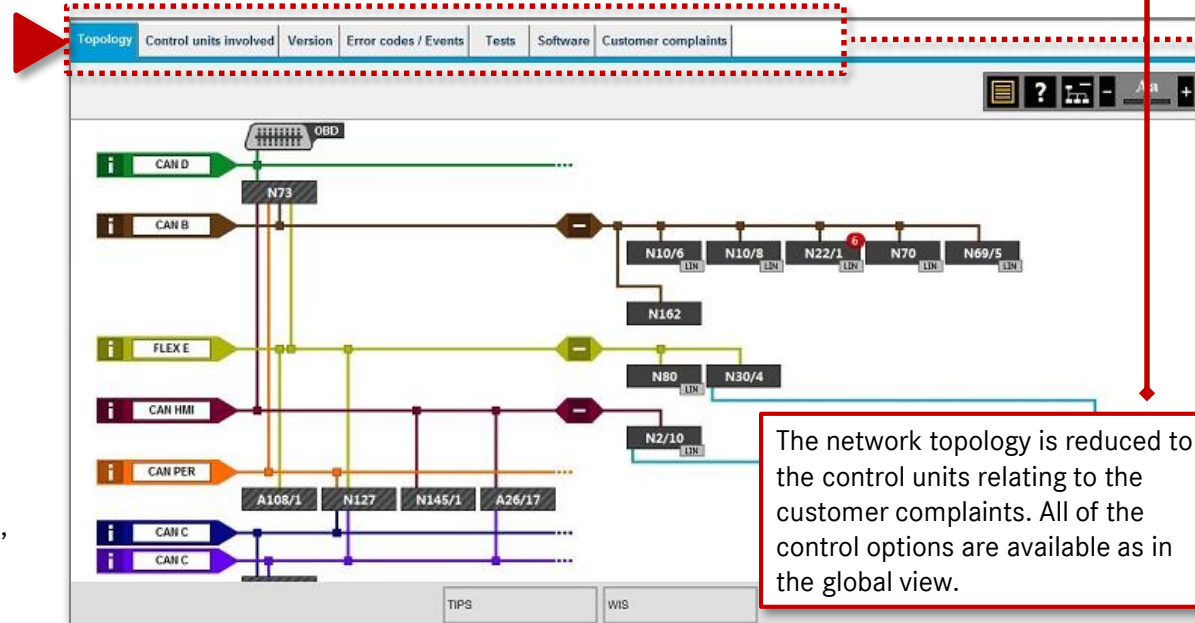
**Customer complaints**

Air conditioning : Insufficient cooling output

Function: Body >> Air conditioning >> Air conditioning

**Customer complaint:**  
The air conditioning does not cool enough

**Comment:**



The network topology is reduced to the control units relating to the customer complaints. All of the control options are available as in the global view.

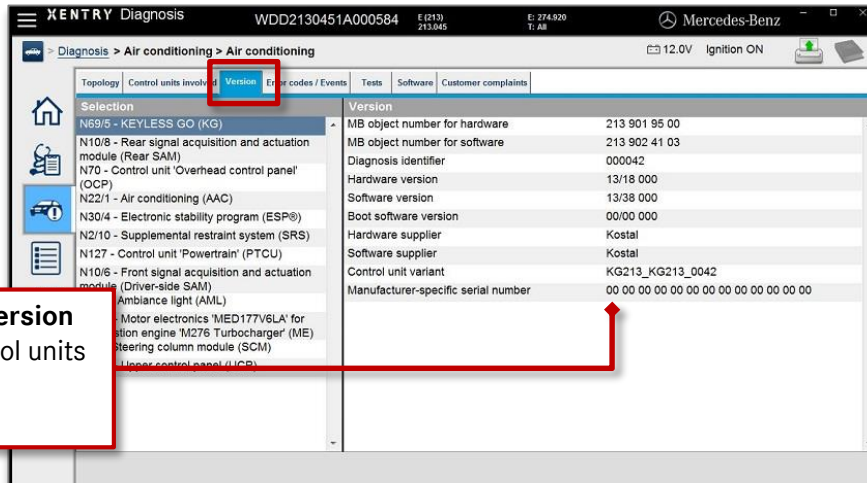
- Topology** !  
Network topology of all control units related to complaint
- Control units involved**  
List of all control units related to complaint
- Version**  
Version specifications of these control units
- Error codes / Events** !  
List of all existing fault codes and events in control units related to complaint
- Tests**  
All tests for complaint
- Software** !  
Software remedies for complaint through control unit programming
- Customer complaints**  
Display of complaints recorded included free text entered

Problems for which there is no diagnosis information available in XENTRY Diagnosis, cannot be selected in the list of problems using the "Continue" button.

# HelpCard XENTRY Diagnosis Redesign 2018

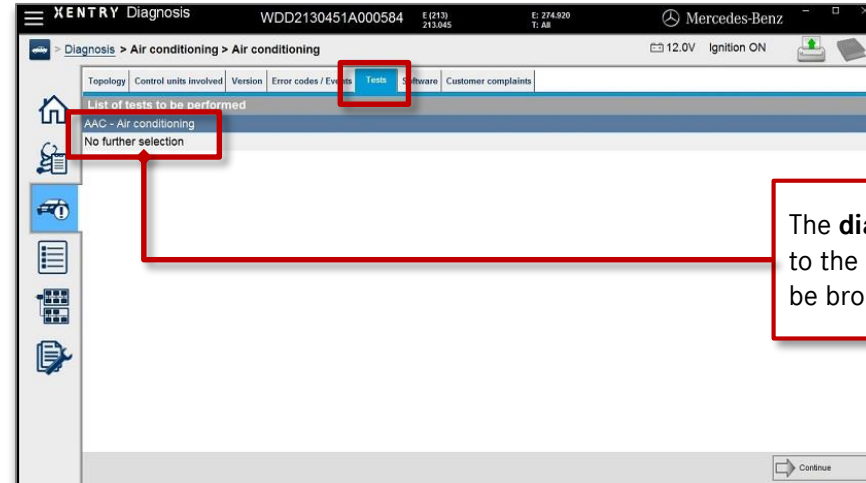
Tests and control unit programming are offered based on the customer complaints.  
The accuracy of repair forecasting is improved significantly due to reference to the complaint.

## Version information



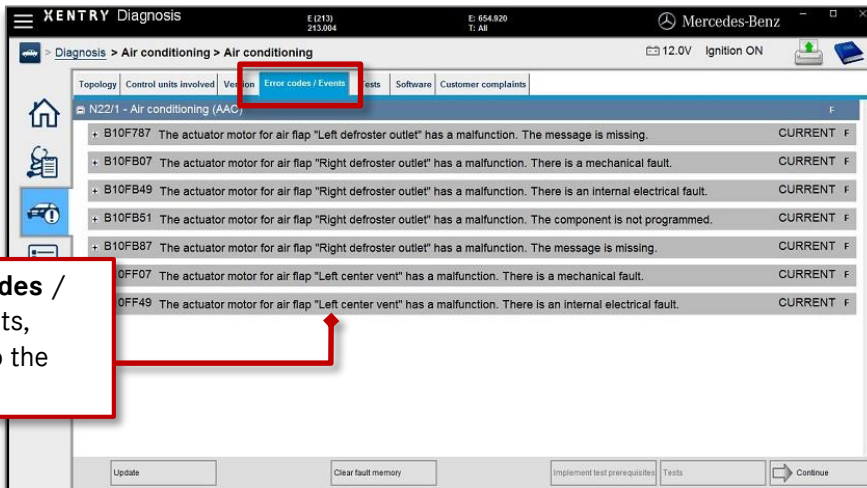
Easily access all of the **version information** of the control units affected by customer complaints.

## Symptom-based tests



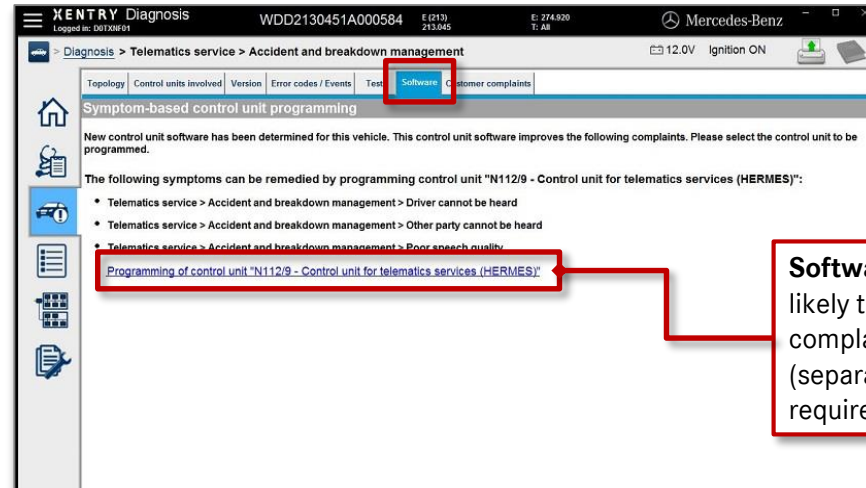
The **diagnosis tests** that apply to the customer complaints can be brought up directly.

## Error codes/ Events



You can view all **fault codes / Events** of the control units, which can be assigned to the customer complaints.

## Symptom-based flashing



**Software updates** which are likely to rectify the customer complaint can be carried out (separate flash authorization required).