FAQ

Account

Access: Is it possible to purchase Fuso Ascent RMI/Xentry diagnosis products as Daimler Truck/Mitsubishi Fuso employee?

No. The log-in to purchase products is only available for external customers.

Account: Who can register and get access on the Fuso Ascent RMI Portal?

Independent service providers (e.g. non-authorized Fuso service partners and those additionally eligible in accordance with the RMI legislation, such as fleet customers).

Registration: Do registered UMAS users have access to Fuso Ascent RMI portal?

No. Users with an existing UMAS account need to register separately in Fuso Ascent RMI page.

Registration: During the registration in Fuso Ascent RMI portal I am getting an error as invalid Tax- Id ?

Your company name (including form of organization), address and TAX-ID must match the data which is stored at your local tax office.

Password: How can I change or reset my password?

You can change or reset your password by yourself.

Follow the link : Fusoascent (mitsubishi-fuso.com) and use forgot password option available in Login page.

if you have not received auto generated email for the password, please write to fusoascent-helpdesk@daimlertruck.com

License: Is it possible to see the remaining time of active licenses that were purchased in Fuso Ascent RMI ?

Yes, in Edit user menu user can check is remaining time of subscription.

Where can I change the language in the application?

You can select your language in the application.

- ➢ Login Page
- ➢ Home Page (Header)
- ➢ Edit User (Preferred Language)

User profile language will be based on preferred language selected in the edit user page, for more information please refer Quick Guide.

Products

Web Parts: Is there a direct link to Web Parts Truck?

Link is available in the External Links in Login page and Home page

Link : https://webpartstruck.mercedes-benz-trucks.com/webparts

Genuine Parts: How do I order Fuso Genuine Parts?

The Web Parts Truck link provides you with convenient round the clock access allowing you to research and order your Fuso Genuine Parts at any time.

Link : https://webpartstruck.mercedes-benz-trucks.com/webparts

Payment

Payment Options: What are the payment options fort the offered products and solutions?

Payment via Pay pal only.

Billing Address: Can the billing address differ from the shipping address?

Yes, we can have fields in registration form for the Billing address and shipping address.

Invoice: Who is the contact person for complaints regarding the invoice?

Please contact Fuso Ascent helpdesk.

fusoascent-helpdesk@daimlertruck.com

Others

Support: Is it possible to reach the first-level support via phone?

No. The support can only be reached via email.

 fusoascent-helpdesk@daimlertruck.com

Where can I find support contacts?

If you have questions about registration and payment options, please contact.

Fuso Ascent Helpdesk: **fusoascent-helpdesk@daimlertruck.com**

For Technical related queries please check "TIPS" cases.

For Login and system queries in Fuso RMI Please send email to "Helpdesk"

For Service and parts catalogue issues please raise ticket in Ascent "Helpdesk".

For Diagnostic related queries and issues please raise ticket in "Diagnostic Helpdesk"

Training: Is there a training document or quick guide available?

Yes. Quick guide for the Fuso Ascent Portal is available in the website login page.

Browser: Which browser is recommended for the use of the portal?

The latest version of Google Chrome, Firefox & Microsoft Edge.

Browser: I can't able to view the latest contents in Fuso Ascent Portal?

Kindly clear your Browser history and try to login into Fuso Ascent portal.

Browser: Fuso Ascent Portal response is very slow/Loading for long time.

Please logout and login into Fuso Ascent portal. If still issue persist, please contact Fuso Ascent Helpdesk.

Fuso Ascent Helpdesk: **fusoascent-helpdesk@daimlertruck.com**

Workshop Training: Is a separate authorization required to access the Truck Workshop Trainings?

The workshop trainings can be accessed via a link available in External links the in the footer of the Fuso Ascent Portal. A separate authorization will be required to access the workshop trainings.

Technical Issues

Are Mac computers supported?

No, only Windows operating systems are supported.

Workshop Solutions

Special Tools

What is the order process for special tools?

Special tools can be ordered same as spare parts in Webparts portal.

Part no. of the special tools are available in the Shop manual.

Shop Manual

Can documents from FUSO Ascent Descriptive modules can be printed or downloaded?

Descriptive catalogues from Fuso Ascent RMI portal can be printed and downloaded.

Flat Rate Manual

How can i check the repair operation timing for Fuso trucks?
Repair operation timings for Fuso Trucks are available in the Xentry operation Timing.

Parts Information

Can I order the Parts from Fuso Ascent Portal?
Parts cannot be ordered from the Fuso Ascent portal, with link available in the external Link section in the Footer – you can access the WebParts link which provides you with convenient round the clock access allowing you to research and order your Fuso Genuine Parts at any time.
Link : https://webpartstruck.mercedes-benz-trucks.com/webparts

TIPS

Which information is included in XENTRY TIPS?
XENTRY TIPS contains up-to-date product-related solutions to technical issues with FUSO Trucks.

Diagnostics
Where can the Start Key be purchased?

After raising Diagnostic helpdesk ticket, Starkey will be issued.

How is the Start Key provided to the users?

The Start Key will be provided to the users via Helpdesk ticket attachment.

How can I Purchase Diagnostics hardware?

User can reach out to the Distributors in their country to purchase the hardware.

How can i get Diagnostics Helpdesk access?
Please send the request to Fuso Ascent helpdesk email.

fusoascent-helpdesk@daimlertruck.com

How can i get FRN system access?

Please raise a ticket in Diagnostic Helpdesk.

How to access the Diagnostic tool (Procedures)?

Please refer the "Diagnostic Tool Operation manual" in Fuso Ascent