Fuso ASCENT & Fuso Diagnostics

Quick Guide

Quick Guide for Independent Service Providers and Publishers

MITSUBISHI FUSO TRUCK & BUS CORPORATION
www.mitsubishi-fuso.com
www.fusoascent2.mitsubishi-fuso.com

Disclaimer

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.

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This Quick Guide is intended to support you in operating the FUSO Ascent Portal.

www.fusoascent2.mitsubishi-fuso.com

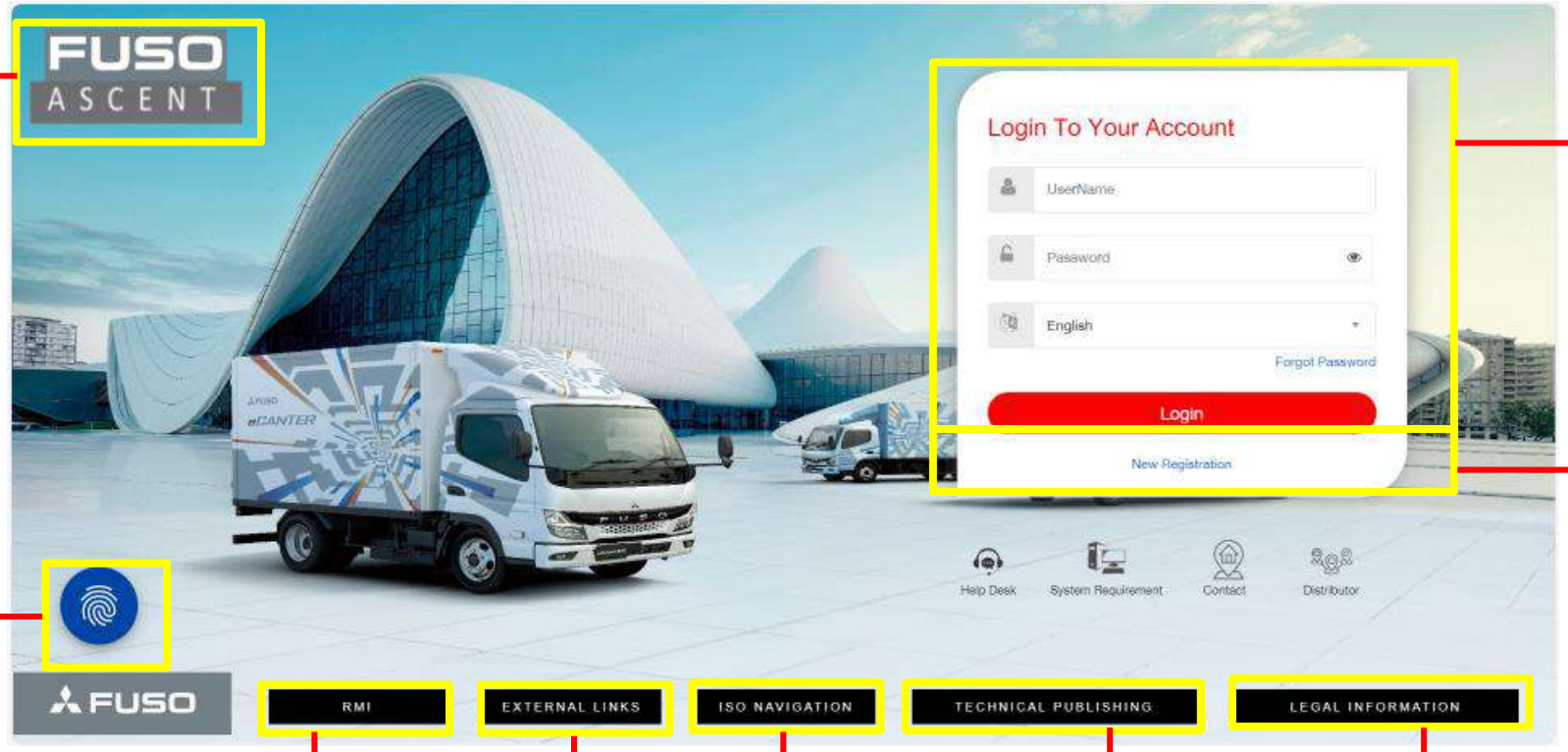
For quick and easy understanding of the website, the main screens and functionalities are explained below.

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

1. FUSO ASCENT Login page

The Login Page is the initial screen that is shown when accessing the FUSO Ascent Portal via www.fusoascent2.mitsubishi-fuso.com

Name of the website



Login
Users can login with their credentials

New Registration
Register to purchase the FUSO RMI products

New_Registration (jpfusoweb-qa.azurewebsites.net)

Privacy Settings
This tool helps you to select and deactivate various tags / trackers / analytic tools used on this website.

RMI
RMI User Journey

External Links
Links to sub systems

ISO Navigation
System used case navigations

Technical Publishing
Contact Info for Publishers

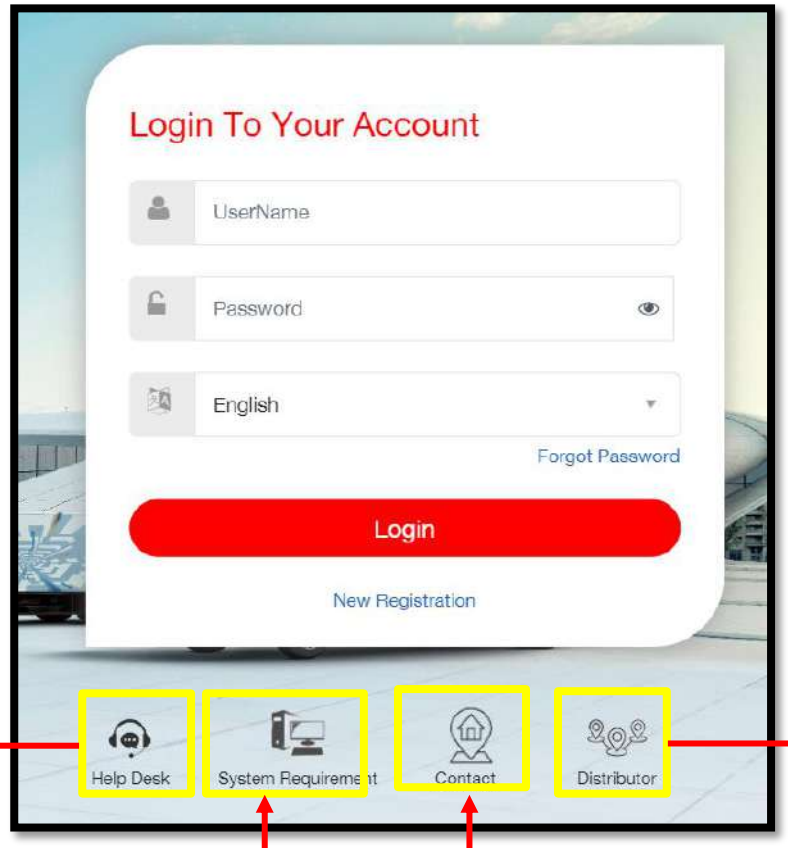
Legal Information
System T&C Information's

Table of content

More information on the Login page is available on the next page

1. FUSO ASCENT Login page

The Login Page is the initial screen that is shown when accessing the FUSO Ascent Portal via www.fusoascent2.mitsubishi-fuso.com



Helpdesk Support
FUSO Ascent Helpdesk contact email Address

Distributor Contact
FUSO Distributor contact list Europe region (Country wise)

System Requirements
PC/Laptop and Browser requirements for operating FUSO Ascent Portal

Manufacturer Contact
Vehicle manufacturer contact information

More information on the Login page is available on the next page

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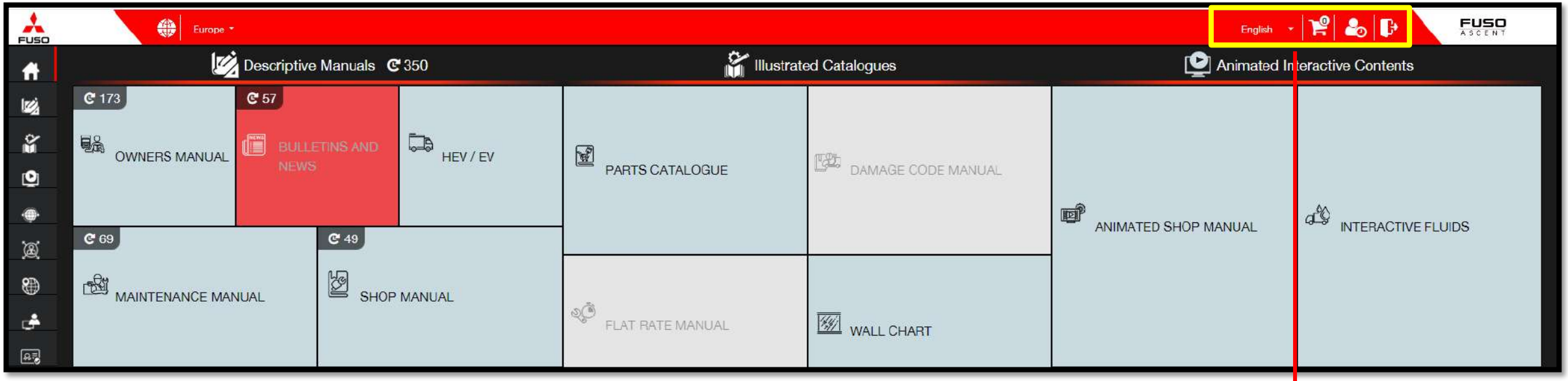
2. FUSO ASCENT Home page - Header

The website header is visible on every module of the FUSO Ascent Portal and gives the user the possibility to choose a language and market as well as view legal information and account details

www.fusoascent2.mitsubishi-fuso.com



Language
Customize the website by choosing your preferred language form the list of available languages

Account
Access your **account information** including an overview of active time

Log-Out
Click Logout to Exit the Application

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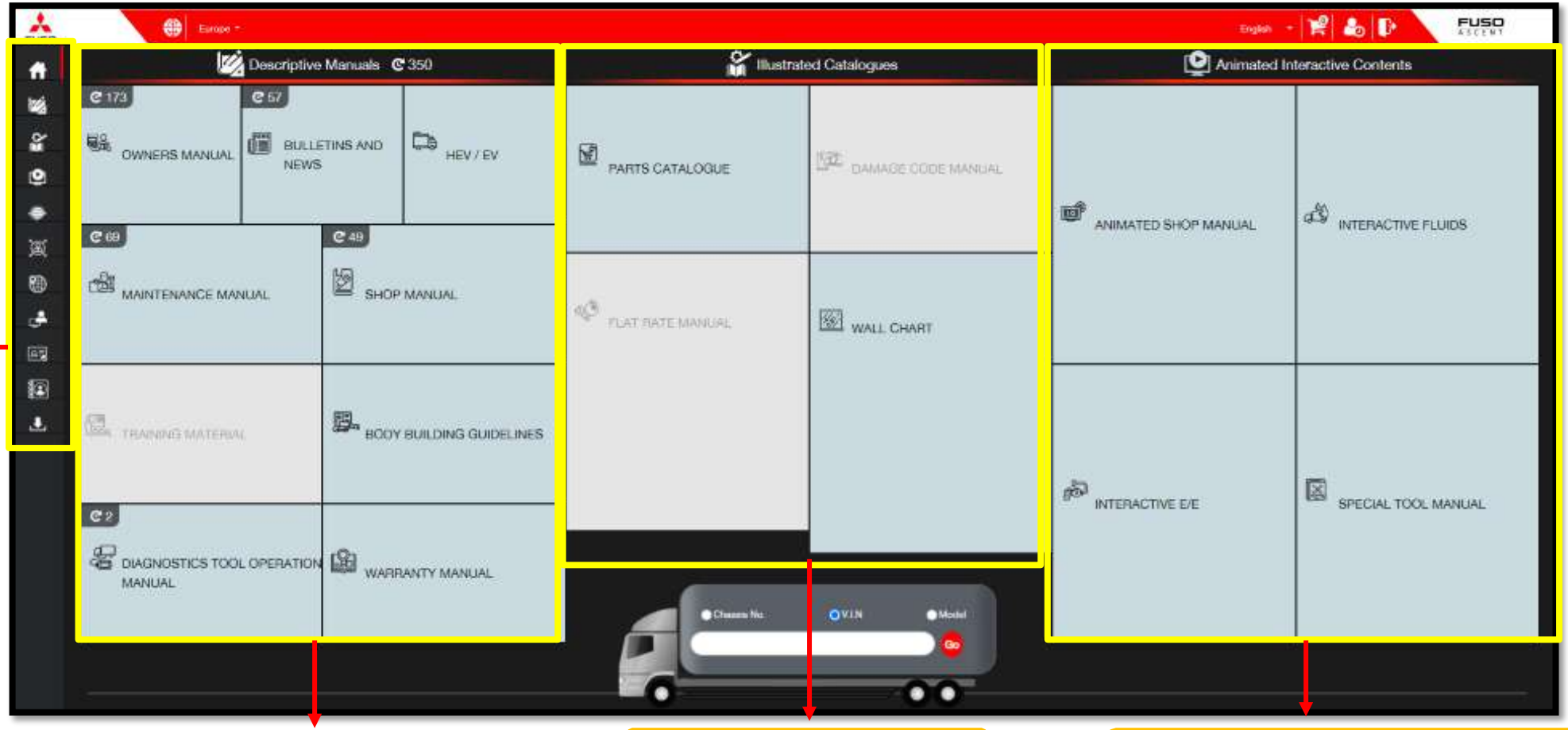
2. FUSO ASCENT Home page - Body

The Home page is visible after the successful login of FUSO Ascent user and allows the user to navigate into various modules www.fusoascent2.mitsubishi-fuso.com



Side Menu Bar
Side Menu consists of various modules available in the Fuso Ascent portal

Descriptive Module
Consists of Shop manual, Owner's Manual, HEV/EV manual etc,

Illustrated Catalogues
Consists of Parts Catalogue and wall charts

Animated Interactive Contents
Consists of animated video contents for Shop Manual, Special tools & Interactive learning videos

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3. FUSO ASCENT Home page - Footer

The Homepage Footer is visible after successful login to FUSO Ascent Portal and gives the user the possibility to access the External system links, quick links to various modules, News updates and Help documents.

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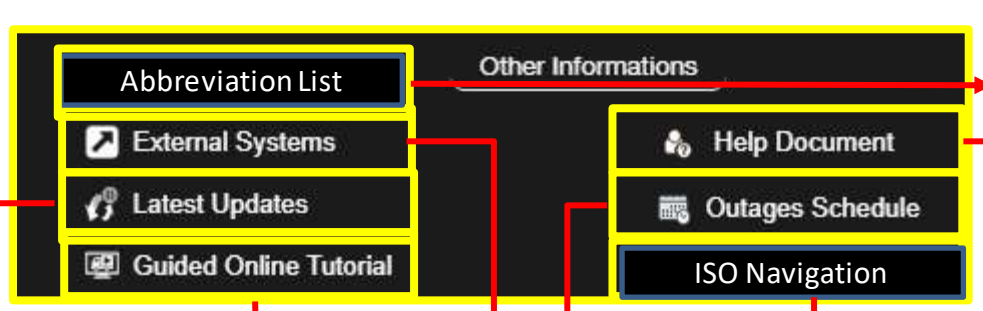


Abbreviation List
Standardized Terms

Guided Online Tutorial
Help manual in video format

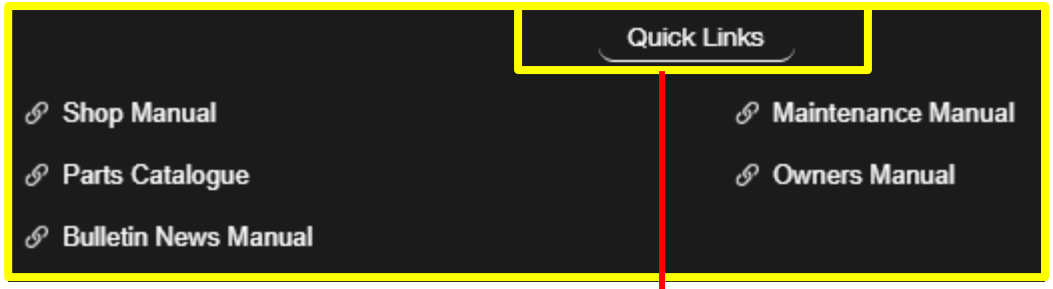
ISO Navigation
ISO Navigation page helps user based on the different used cases

Latest Updates
Latest updates done in the current calendar week

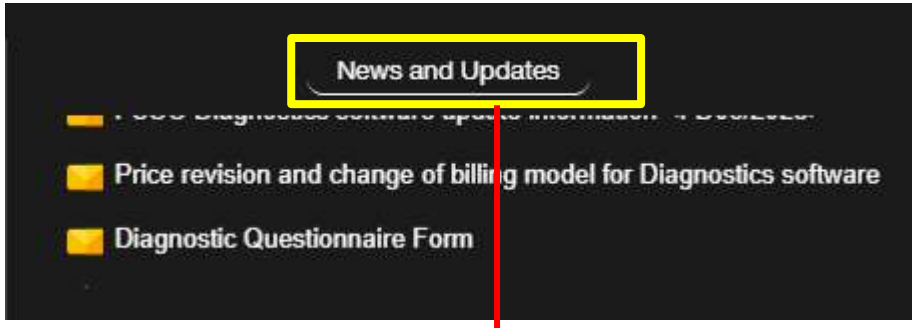
Help Document
Help manual in descriptive format.

External Systems
Hyper link-outs to external websites like Xentry Systems, Truck Trainings etc.

Outages Schedule
Information about planned system outages.



Quick Links.
Consists of links to frequently used modules.



News and updates
Consists of Top 10 latest released newsletter.

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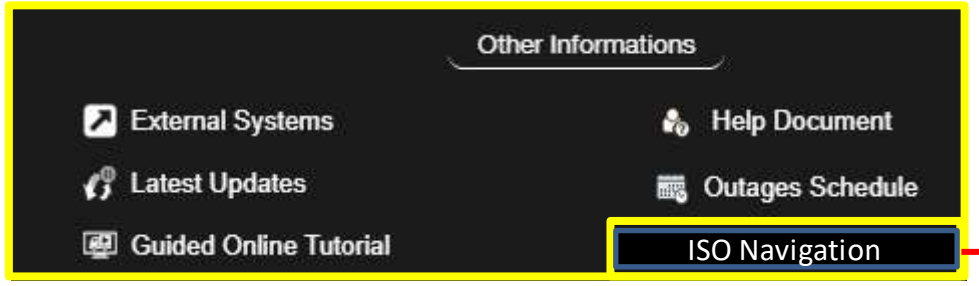
4. The Navigation – ISO Navigation

In accordance with the ISO 18541 standard, the portal offers all users a standardized navigation that can be accessed via the website footer. www.fusoascent2.mitsubishi-fuso.com



1. User administration
2. Payment
3. Request a contact for special information.
4. Vehicle identification
5. Types of Information
6. Select information packages
7. Vehicle diagnostics
8. Updating and replacing modules
9. Electronic checkbook - There are currently no special theme pages about this topic.
10. **Assistance for repair, technical support and System Support**
11. Information on courses and training and further education
12. Download area

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

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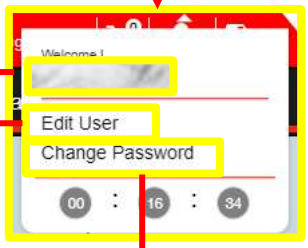
More information on the Login page is available on the next page

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 FUSO Ascent Portal.

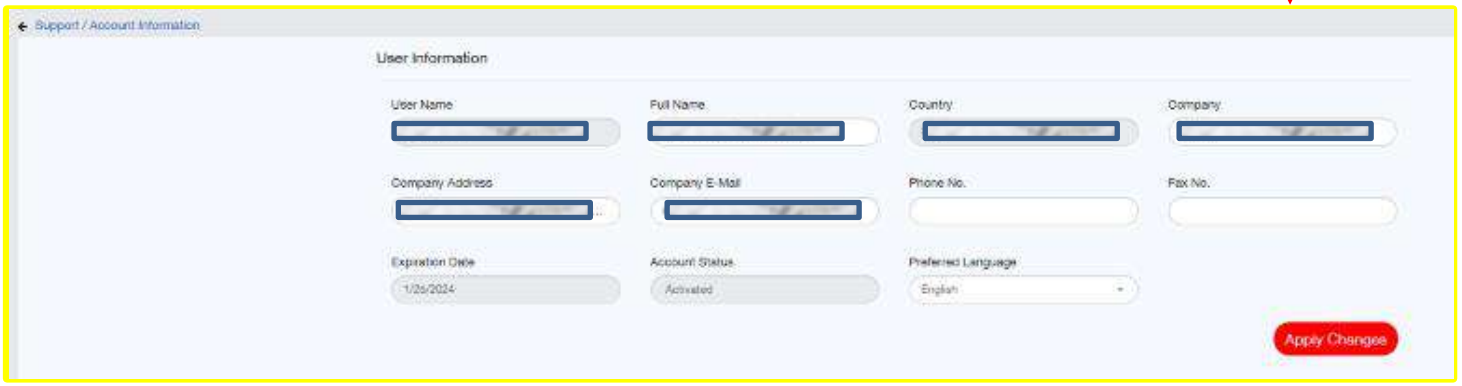
Username

Edit User

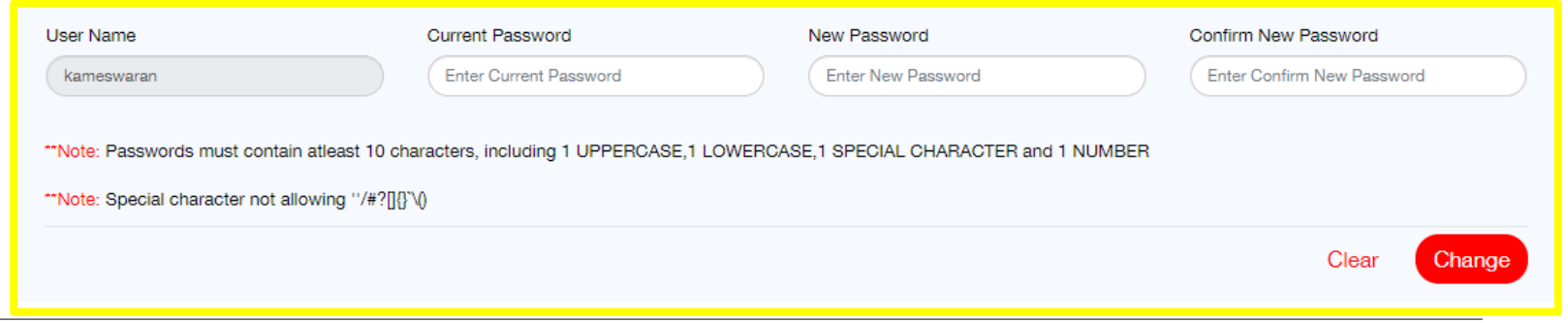


Change Password

To **edit account** information, user need to access **FUSO Ascent Portal**



User can change password fin FUSO Ascent Portal



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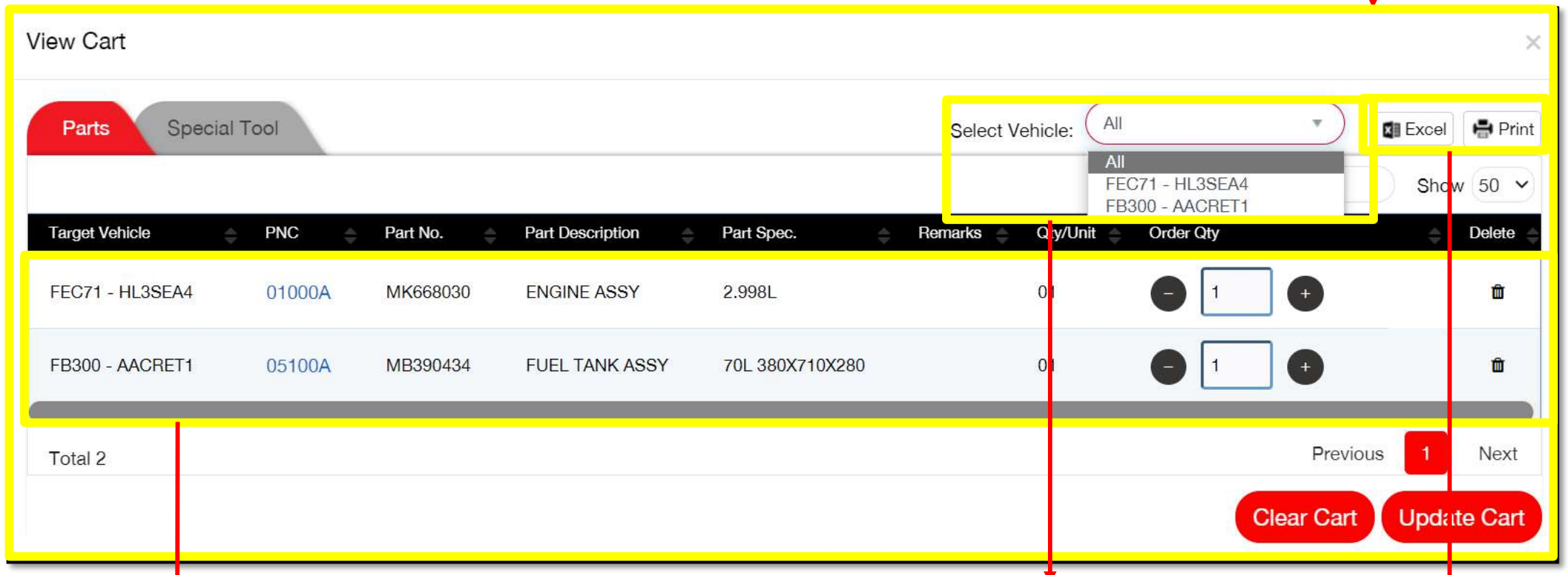
6. The Shopping Cart - Overview

Logged-in users can view the shopping cart using the website header to see a summary of all preselected items and proceed to checkout to place an order via www.fusoascent2.mitsubishi-fuso.com



List of Parts
Displaying the Parts Added in the Cart

Vehicle Selection
Parts added in the cart can be filtered based on the Vehicle

Print/Download
List of parts added in carts can be print or downloaded in excel

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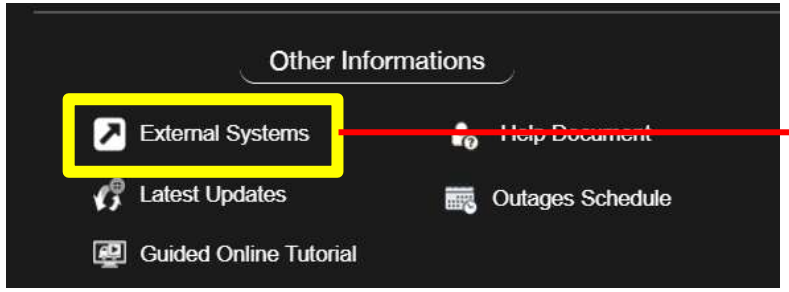
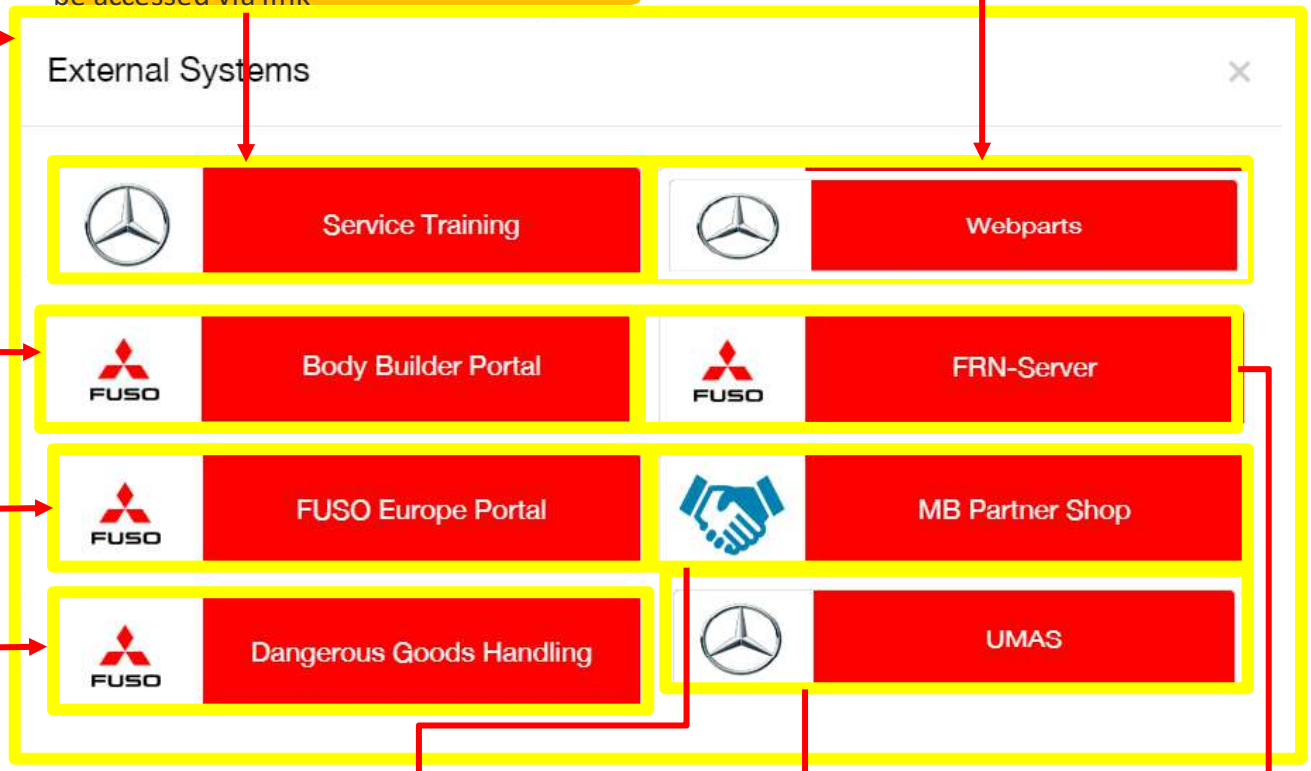
7. External Systems

Logged-in users can view the External Systems using the link provided in the external system tab in Footer tab via www.fusoascent2.mitsubishi-fuso.com



Service Training
The new Mercedes-Benz Truck and Bus learning system for workshop trainings can be accessed via link

Web Parts
To order spare parts for FUSO Vehicles



Body Builder Portal
Provides information /guideline for FUSO Truck Body building.

Fuso Europe Portal
Access the link to reach FUSO Europe website to get to learn about FUSO products in Europe.

Dangerous Good Handling
Access the link to learn about Daimler Truck hazardous material and dangerous goods management.

Mercedes Benz Partner Shop
Access the link to Know about Mercedes Benz Sales and service partners.

UMAS
Access the link to get registered on Mercedes Benz Xentry systems.

FRN Server
Access the link to reach **ECU** field rewrite network.

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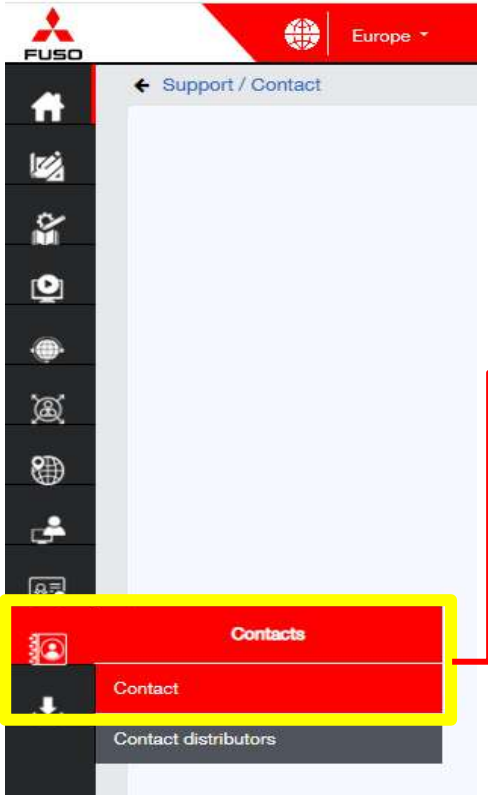
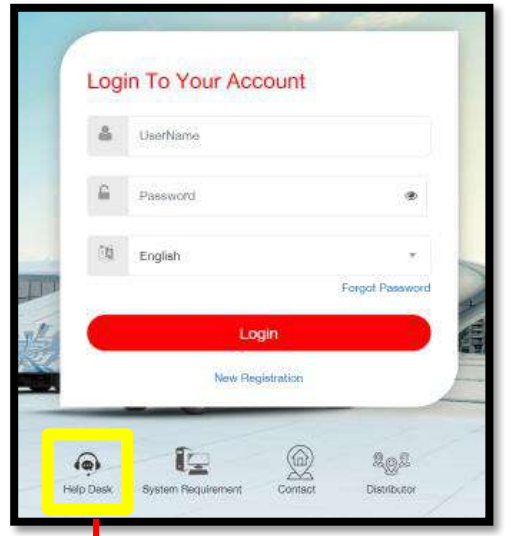
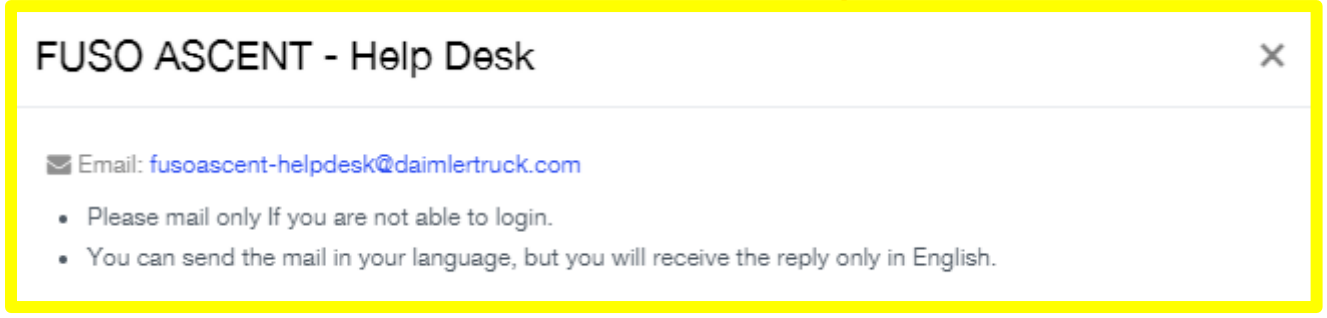
8. Customer Support

Contact subpage can be accessed via the Side menu bar in FUSO Ascent Portal and Helpdesk tab available in the Login Page. 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.



[Email: fusoascent-helpdesk@daimlertruck.com](mailto:fusoascent-helpdesk@daimlertruck.com)





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9. Register – New Registration

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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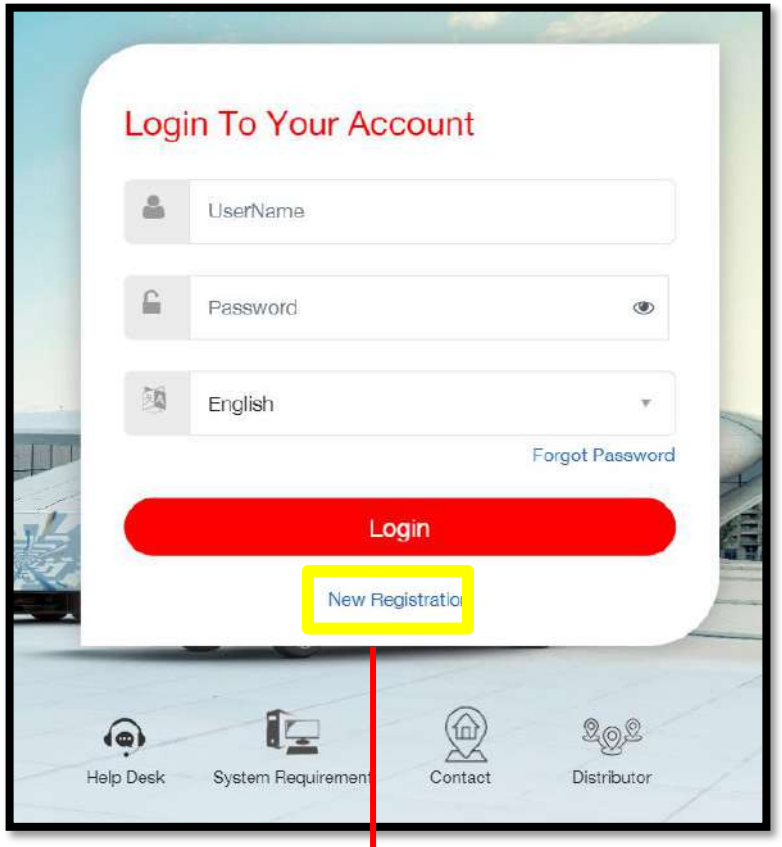
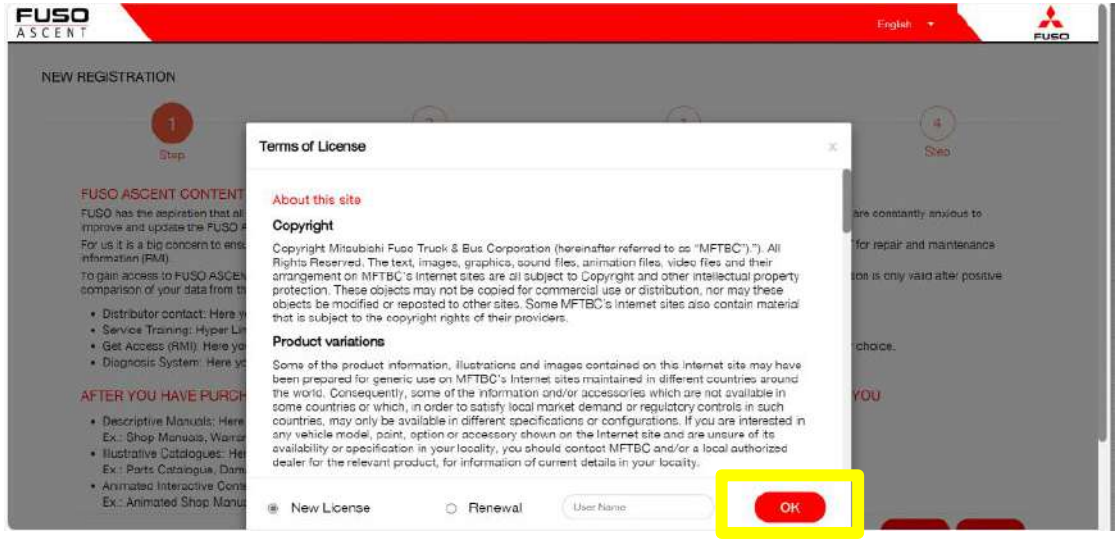


New Registration
Access the link to reach User Registration Page



Terms Of License
Click "**OK**" to accept the Terms of License

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9. Register – FUSO Ascent License Fee

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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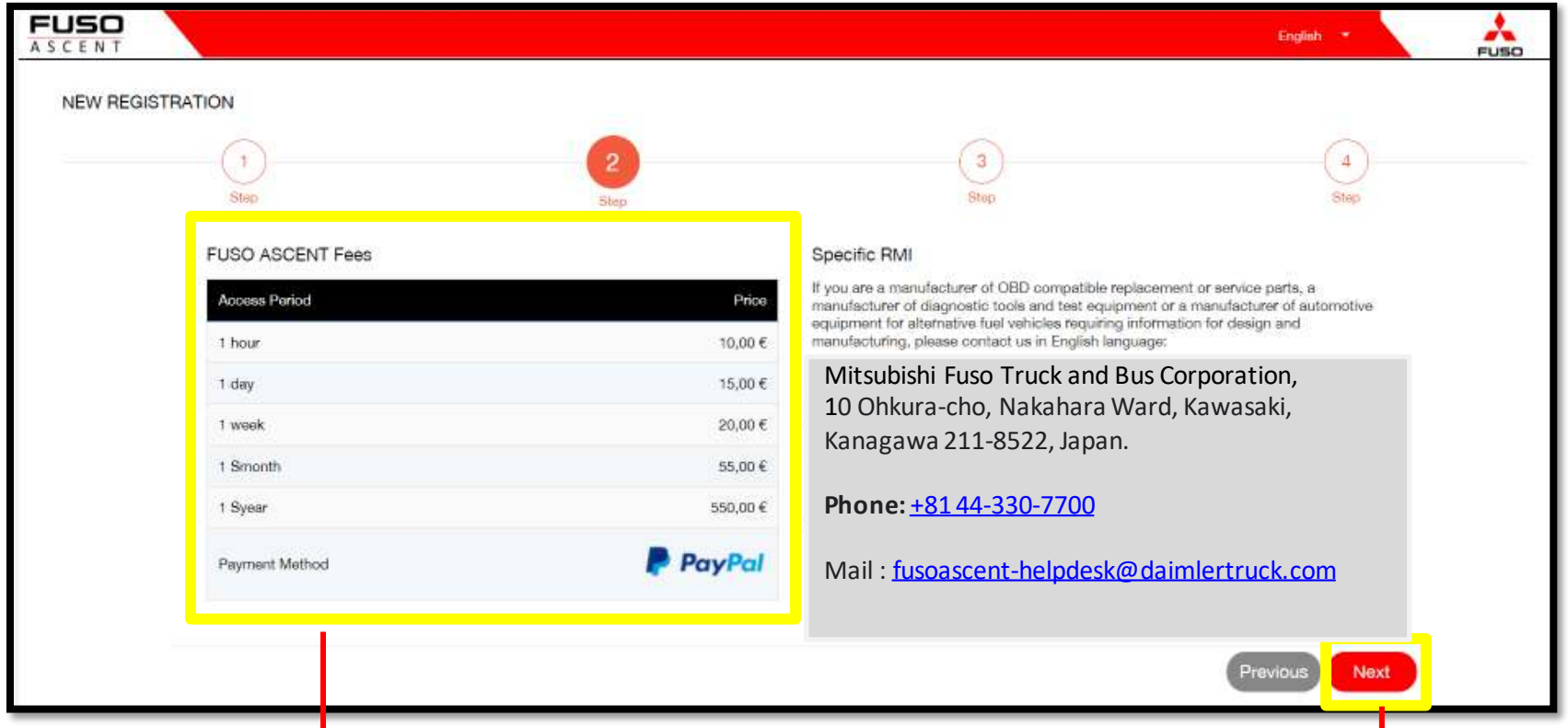

FUSO Ascent Fee structure
Fee structure has been decided based on the Access period choose by the User

Click "**Next**" to move to the registration page

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9. Register – User Data & Tax ID

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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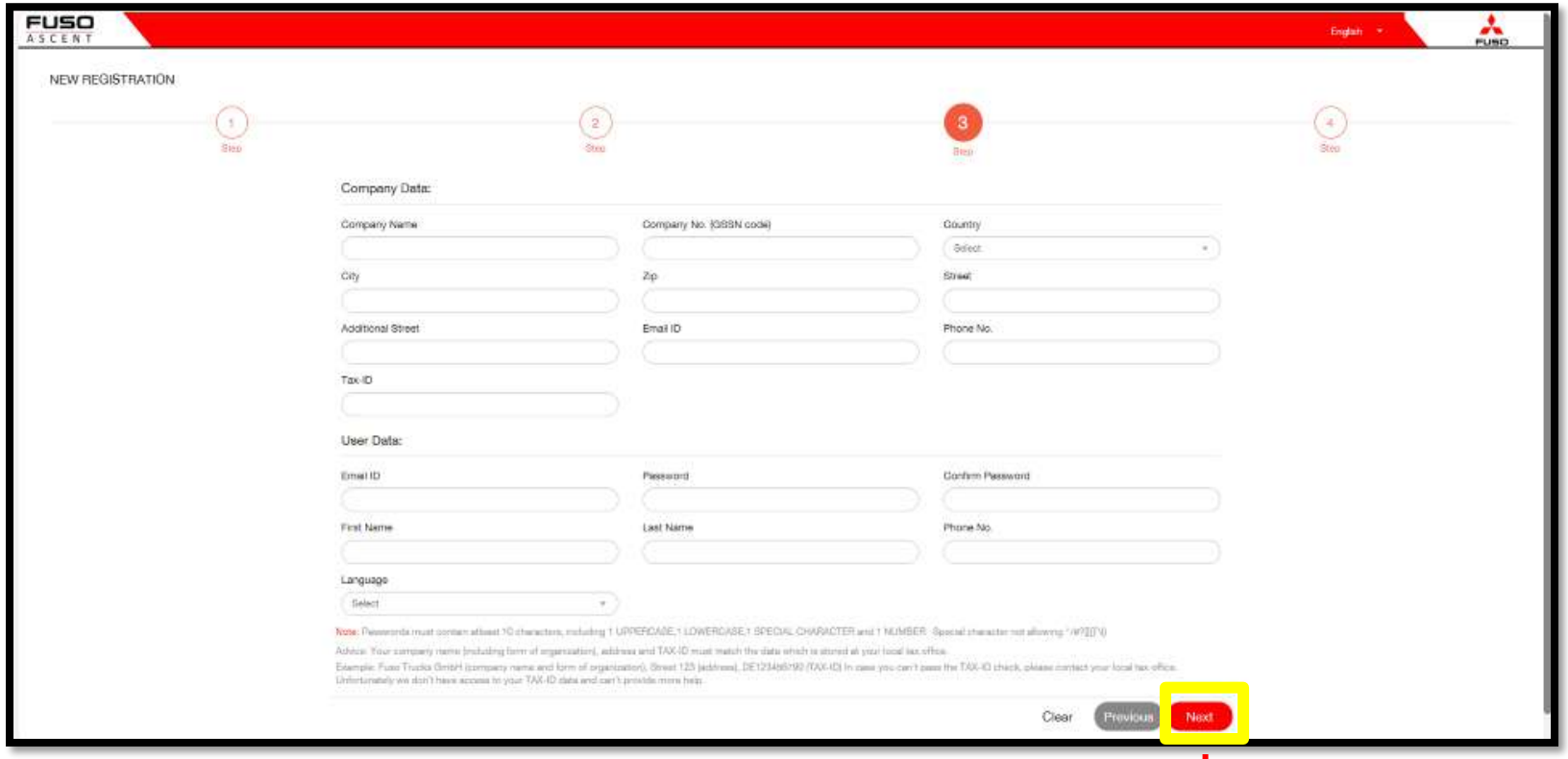

Note :
Your company name (including form of organization), address and TAX-ID must match the data which is stored at your local tax office.

User Registration & TAX ID
After filling the user details and Company details with valid Tax-ID, Click "Next"

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9. Register – Submit Registration

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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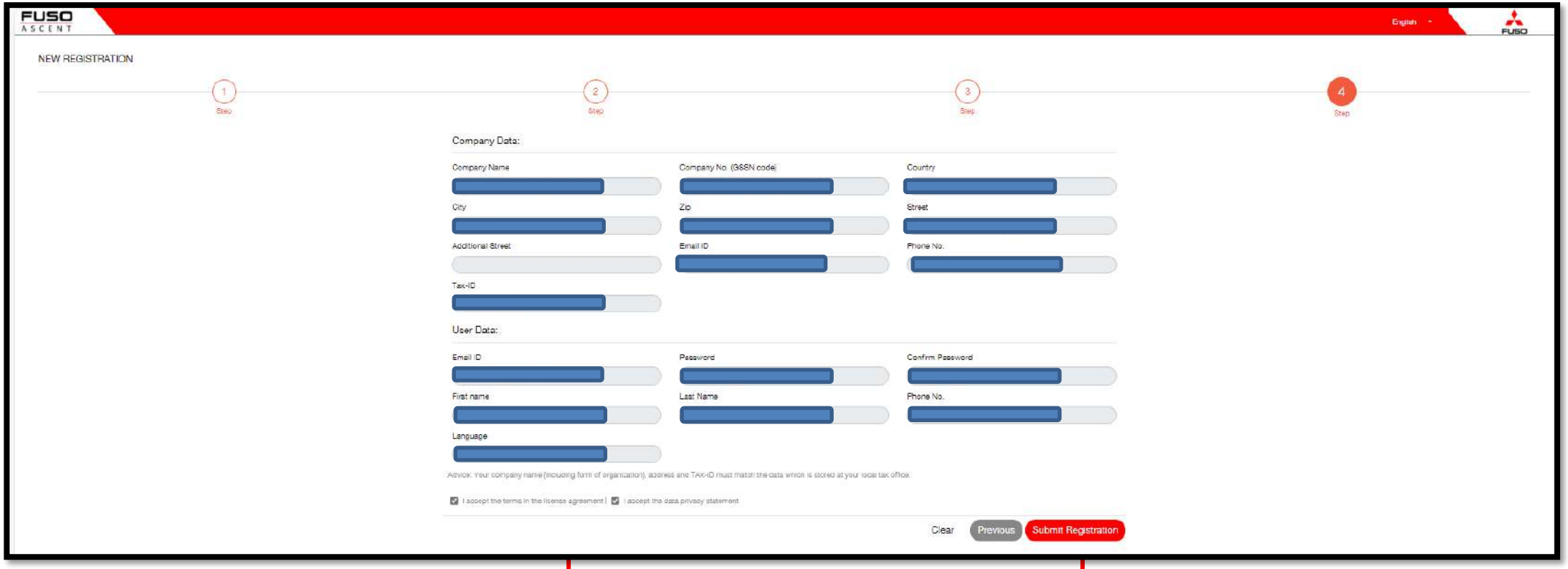

License Agreement & Privacy Statement
Accept the terms by clicking the check box

Submit Registration

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9. Register – Choose the License period & PayPal validation

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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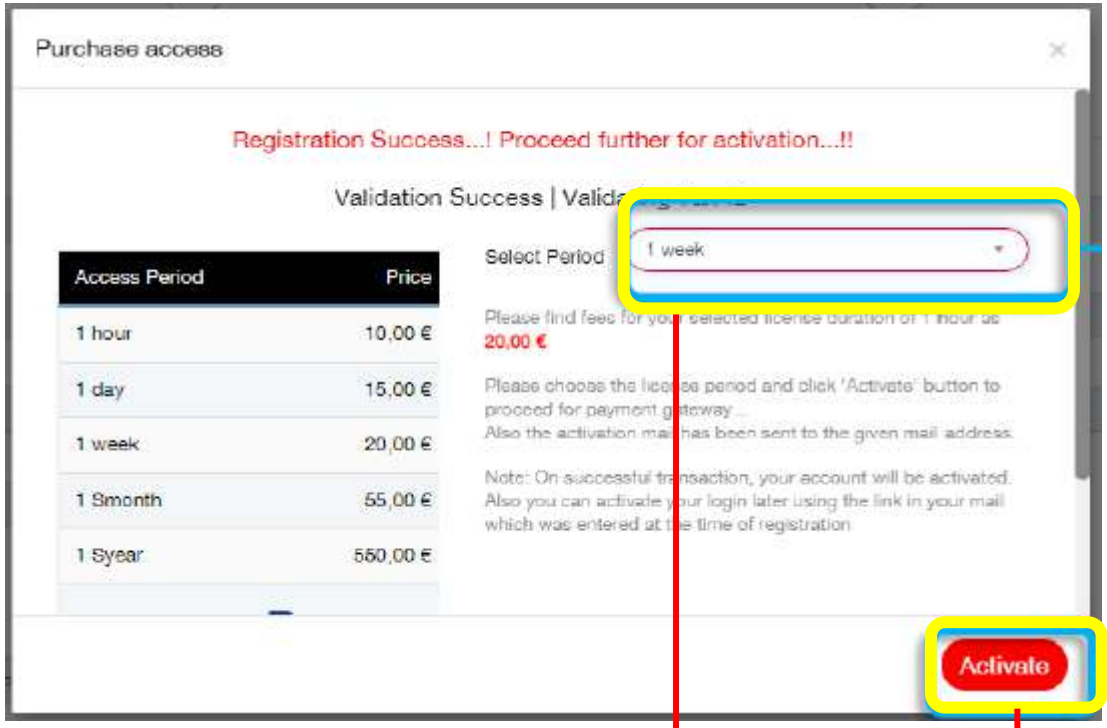
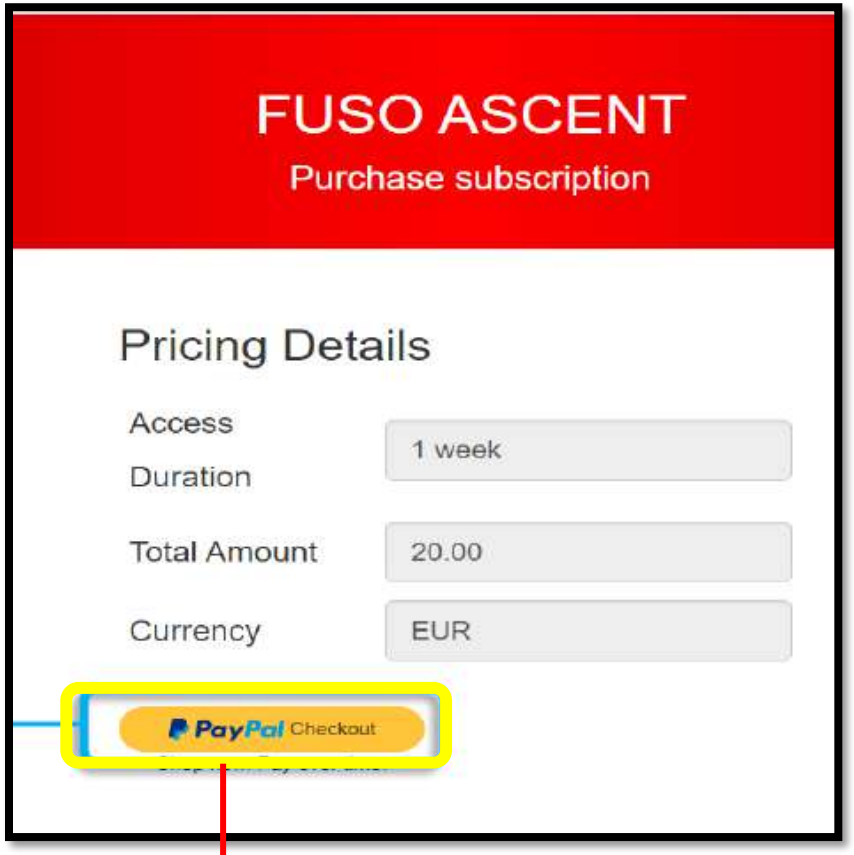


License Period
Choose the License period

Activate License
Click "Activate" to activate the license



PayPal Check Out

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9. Register – PayPal Validation and Payment complete

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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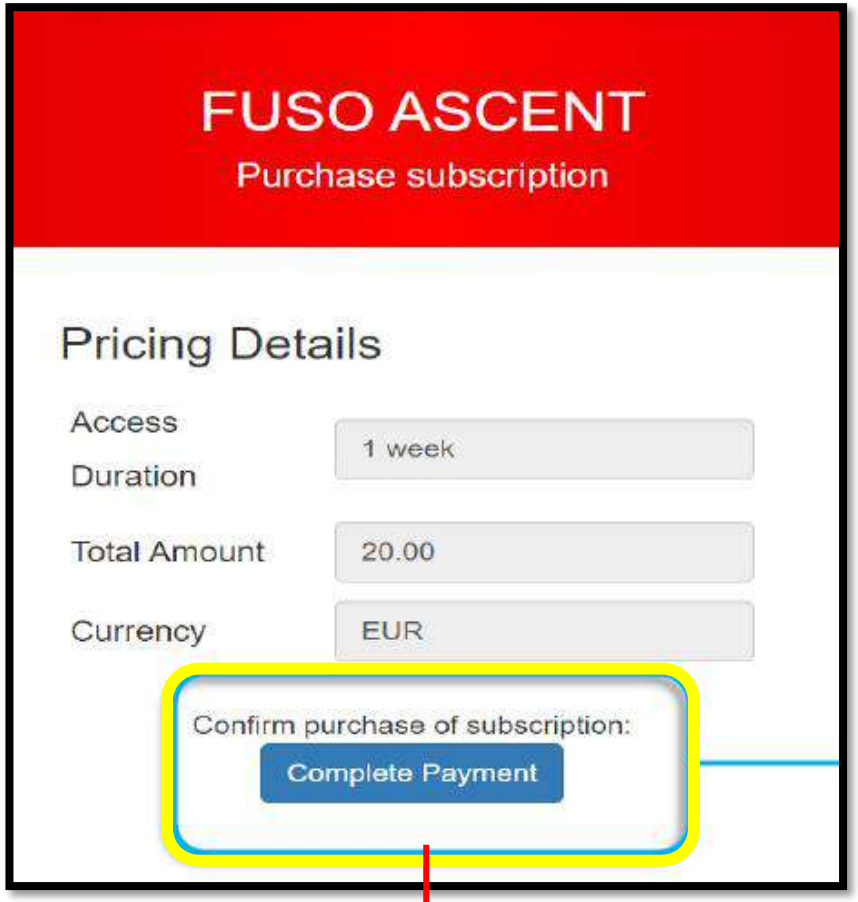
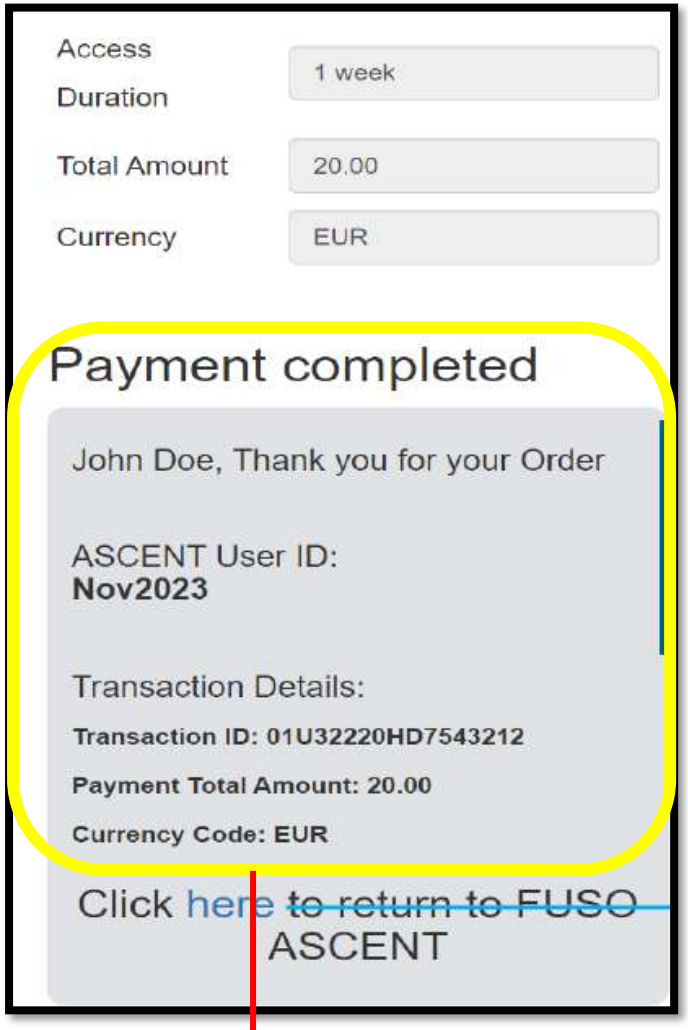


Payment completion



Payment Acknowledgement

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9. Register – Login Credentials

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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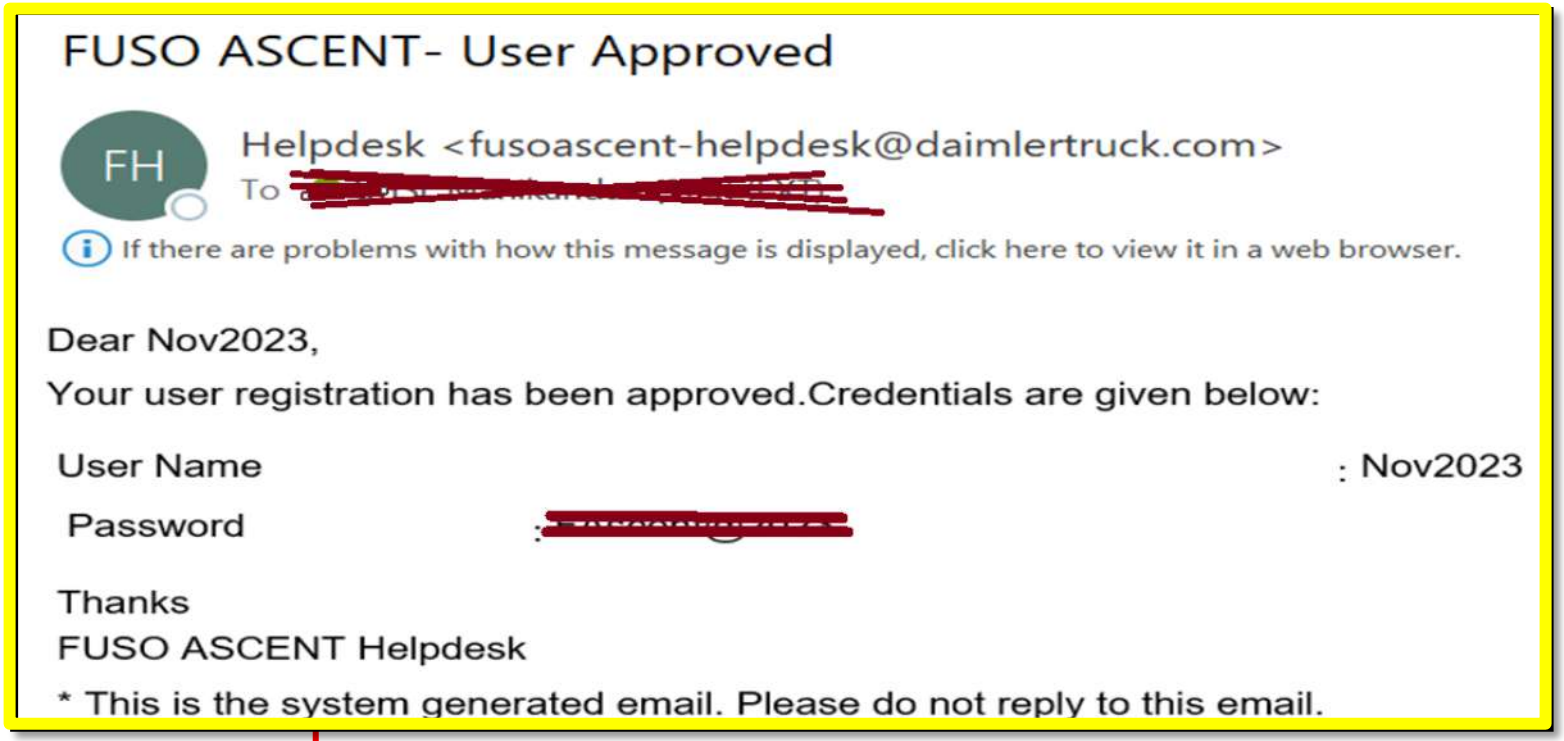

FUSO ASCENT- User Approved

FH Helpdesk <fusoascent-helpdesk@daimlertruck.com>
To [redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Nov2023,

Your user registration has been approved.Credentials are given below:

User Name : Nov2023

Password : [redacted]

Thanks
FUSO ASCENT Helpdesk

* This is the system generated email. Please do not reply to this email.

Login Credentials
After successful registration, User will be notified with login credentials in email.

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10 . Fuso Ascent account - Renewal

To login and get access of the FUSO Ascent Portal, users must first set-up an account.
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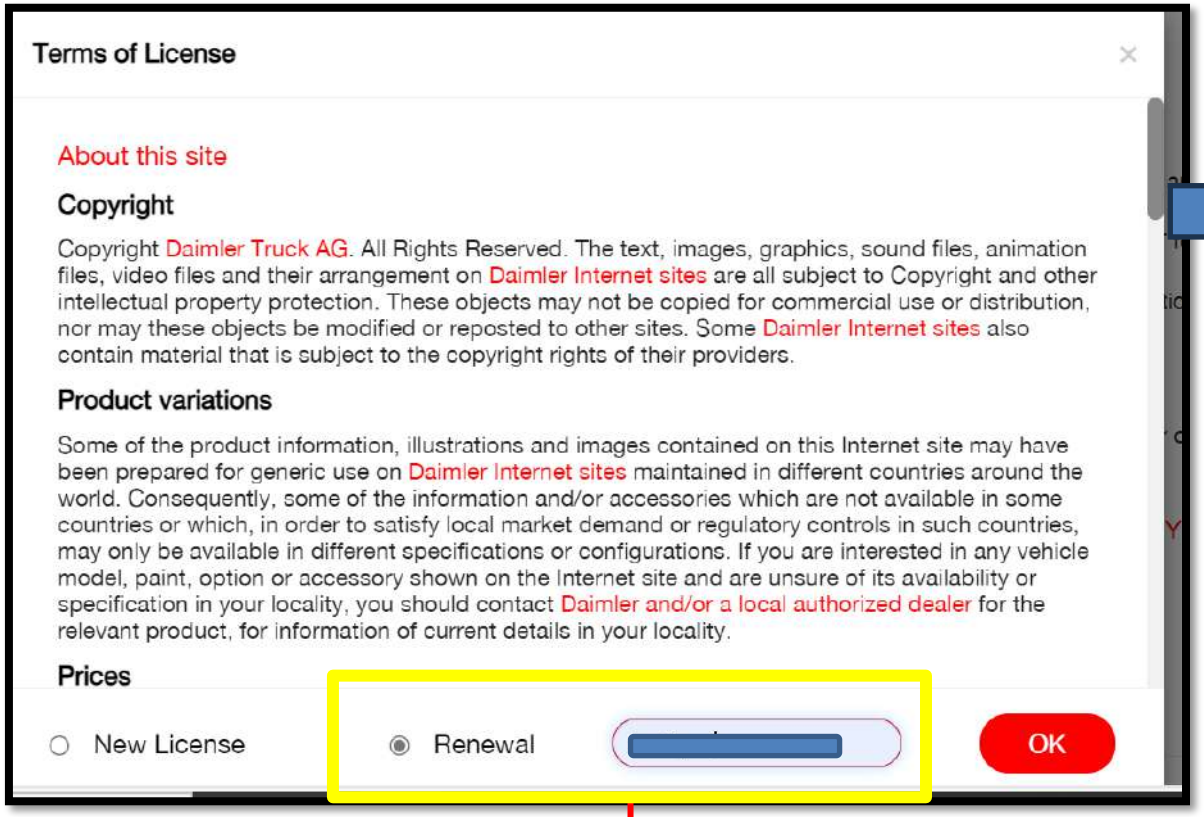
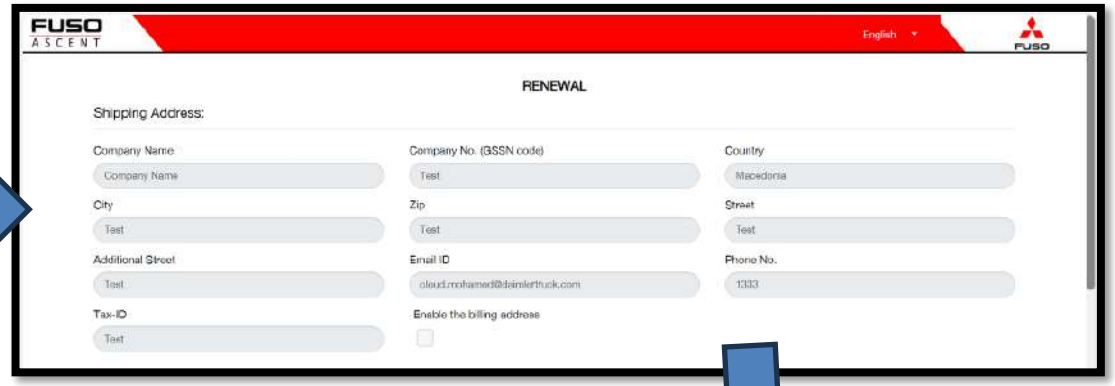
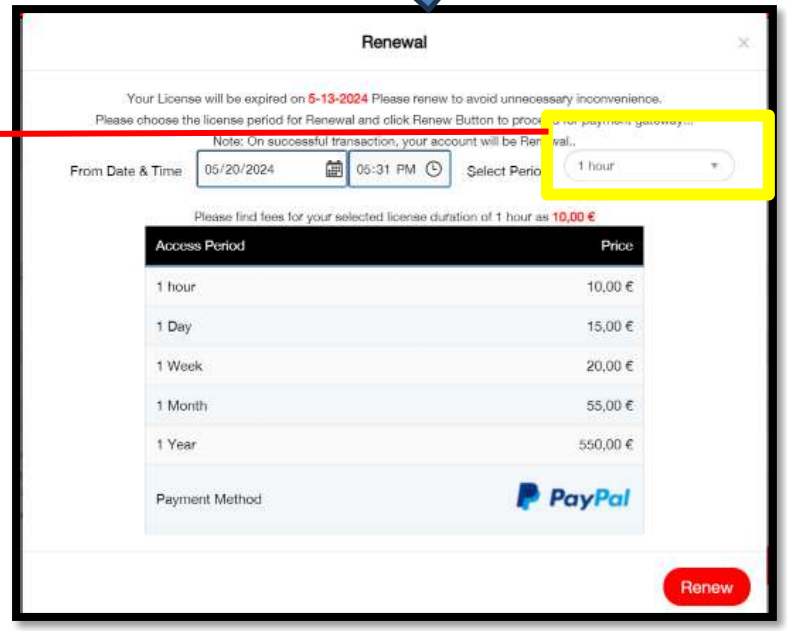




Select Package
Select the subscription package and complete he payment



Renewal
After the subscription period user can renewal their account using same user ID aas shown.

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11. Registering the additional IO Users

Registering new users in the same organization for IO users, Applicable on subscribing for 1 year access. Ascent Portal, IO user must first set-up an initial account, considered as an IO Admin user. Additional 10 users can be added under same the IO. No add-on charges for the additional users.

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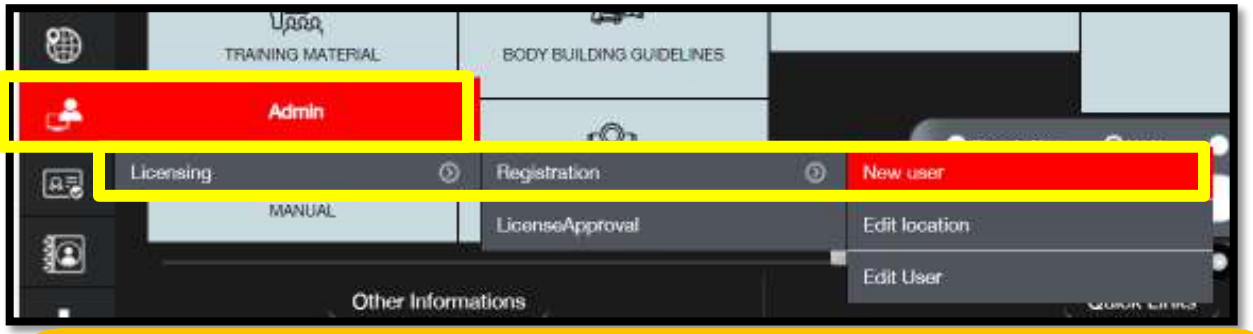
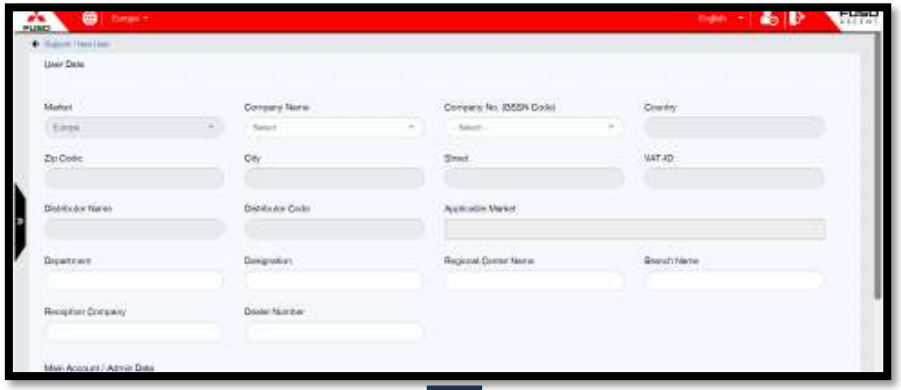
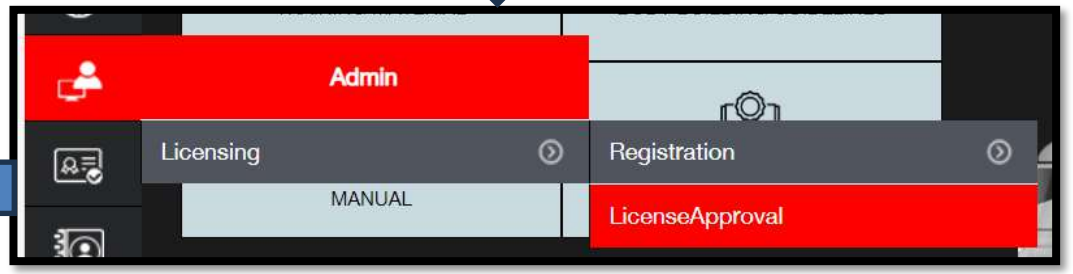


Please select the “Admin“ in side menu bar and choose “New User” for registering the additional users.

Fill the user form and complete the registration.





Please select the “Admin“ in side menu bar and choose “License Approval ” for approve the additional user request

Select the User and press “Submit” button to add the user

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Note : The additional user will have same account validity of the IO admin, in case IO admin subscription ends all addition user's subscription also ends

11. Deregistering the additional IO Users

IO admin can have access to remove/delete the users in Ascent portal.
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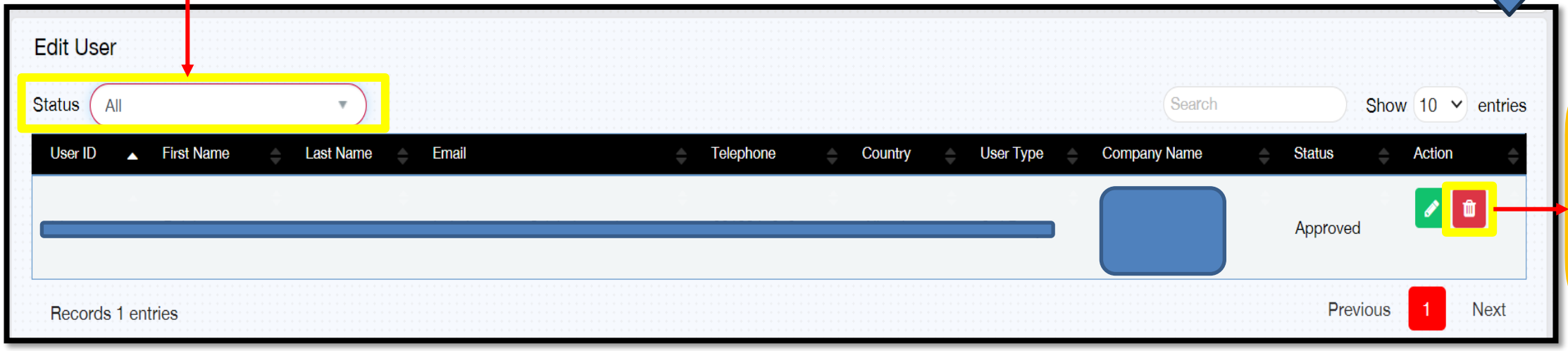
Please select the "Admin" in side menu bar and choose "Edit User" for registering the additional users.

Select "All" in the Status



Select Delete button to delete the user from the Ascent system

Note : The additional user will have same account validity of the IO admin, in case IO admin subscription ends all addition user's subscription also ends

12 . Register in UMAS

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/registration/#/new-org

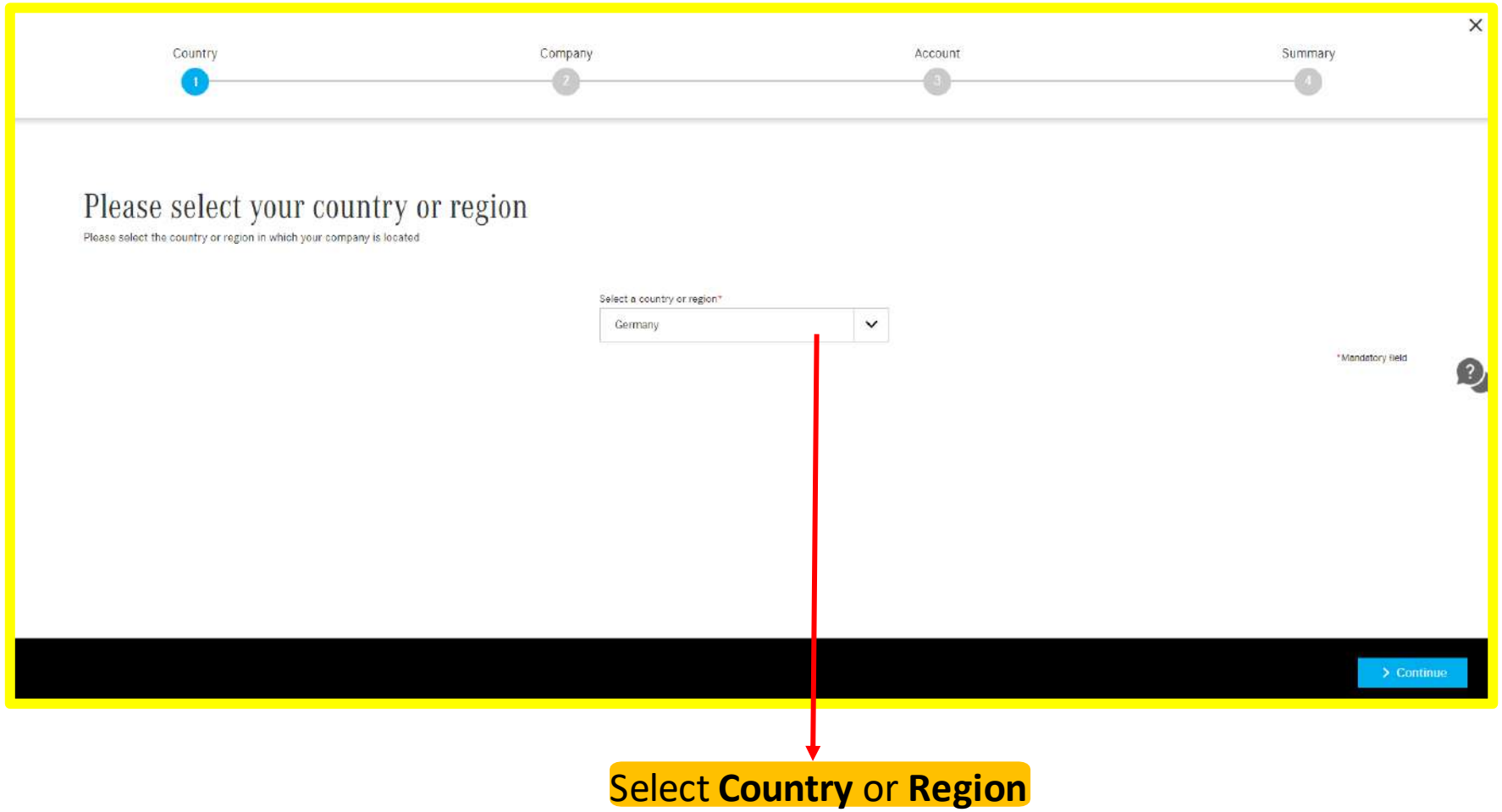
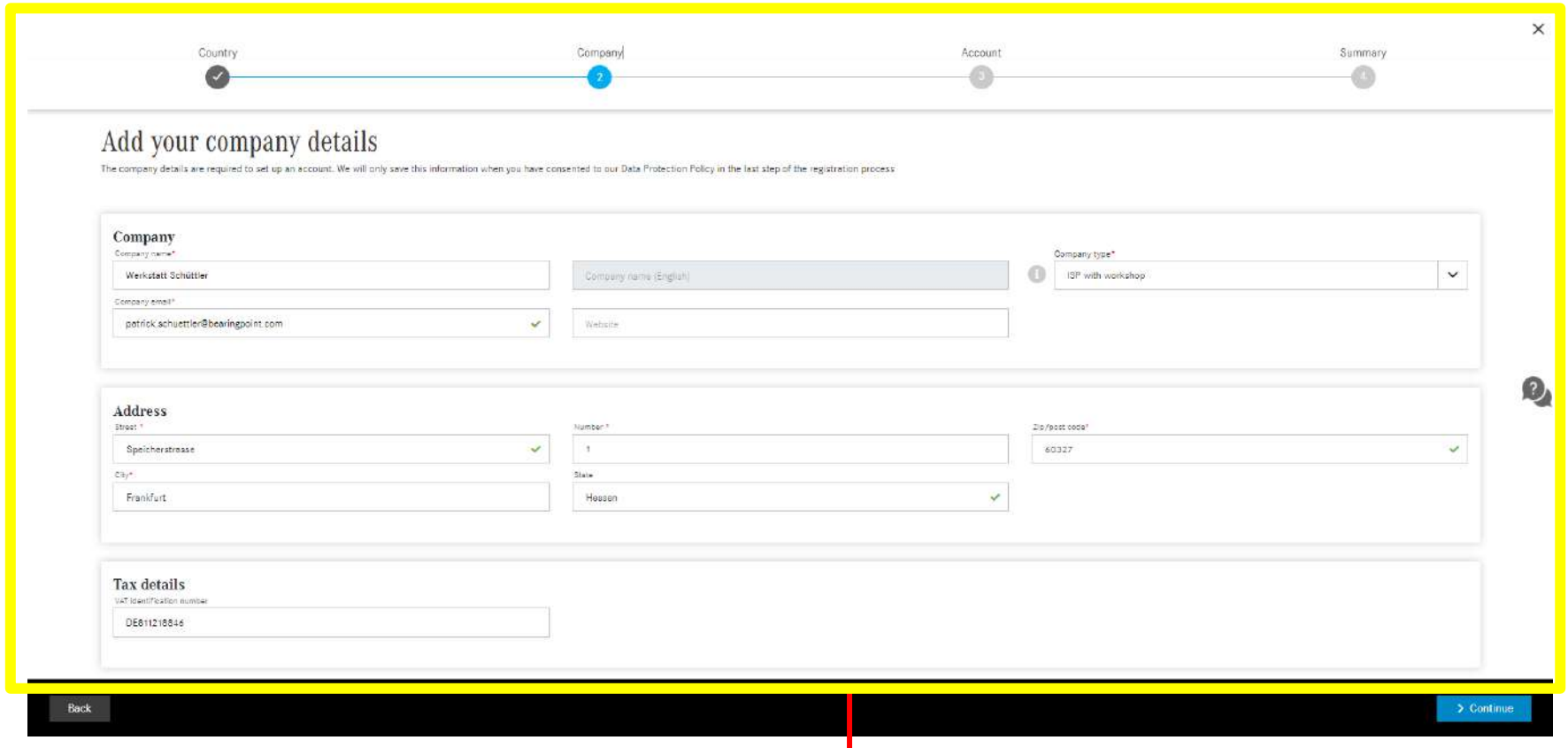


Table of content

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/registration/#/new-org

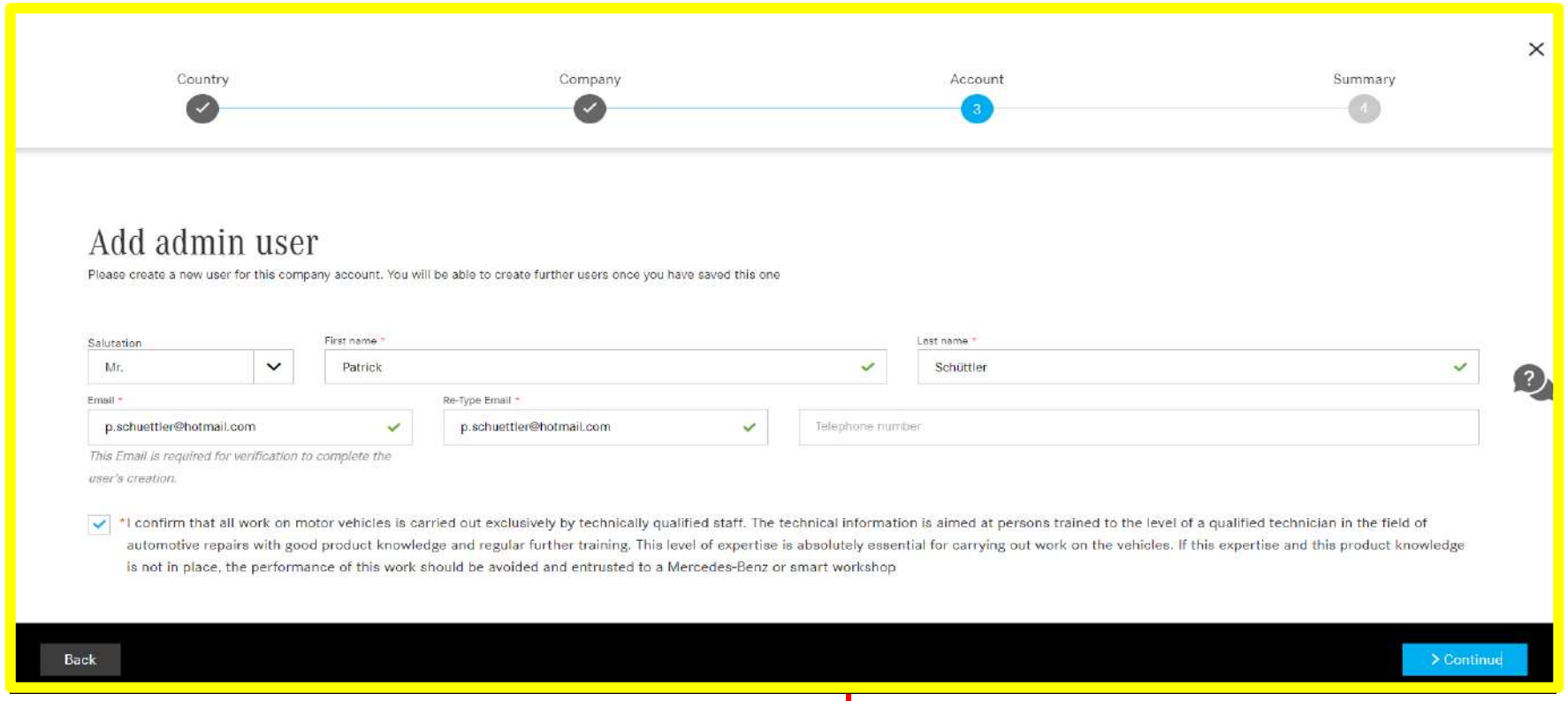


Fill in **Company, Address** and **Tax details**

Table of content

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/registration/#/new-org

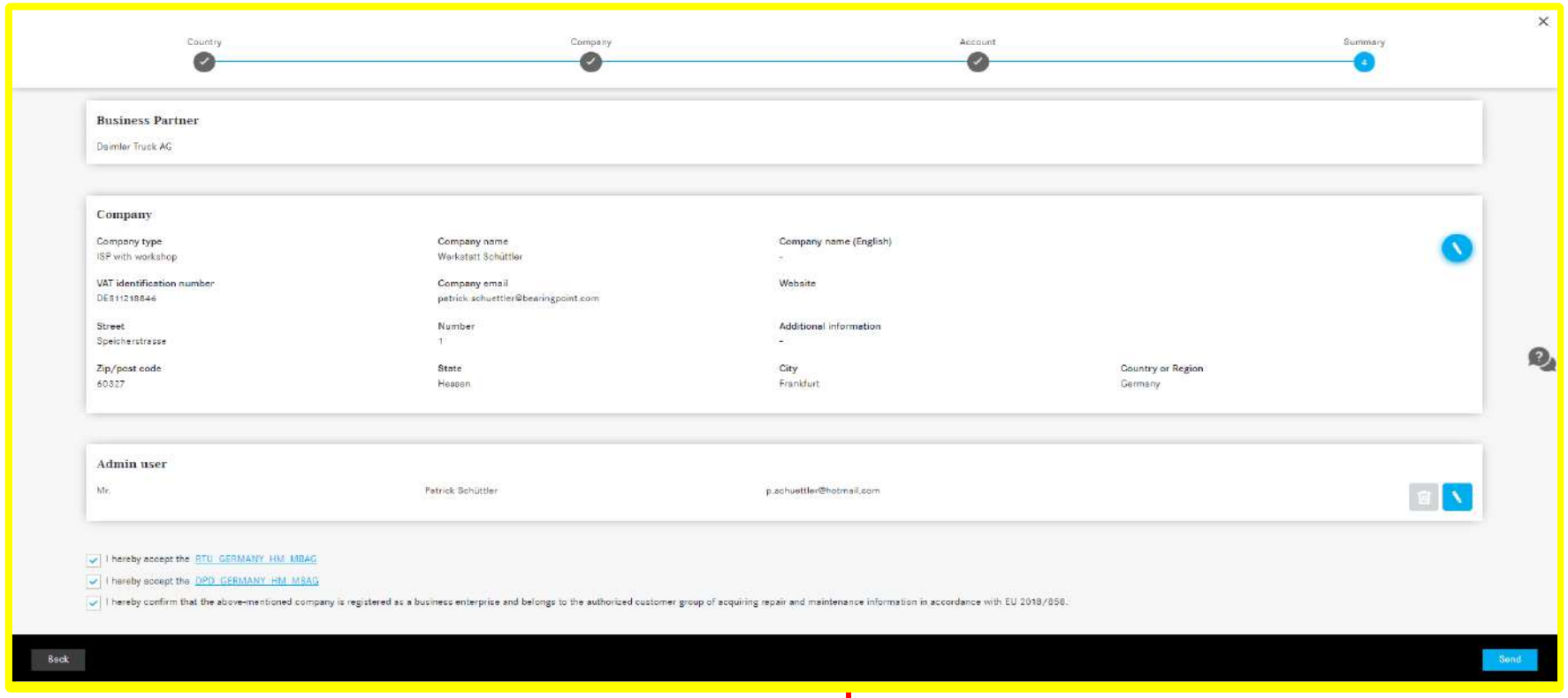


Add Admin User for company account
Only for Newly registered company's

Table of content

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/registration/#/new-org

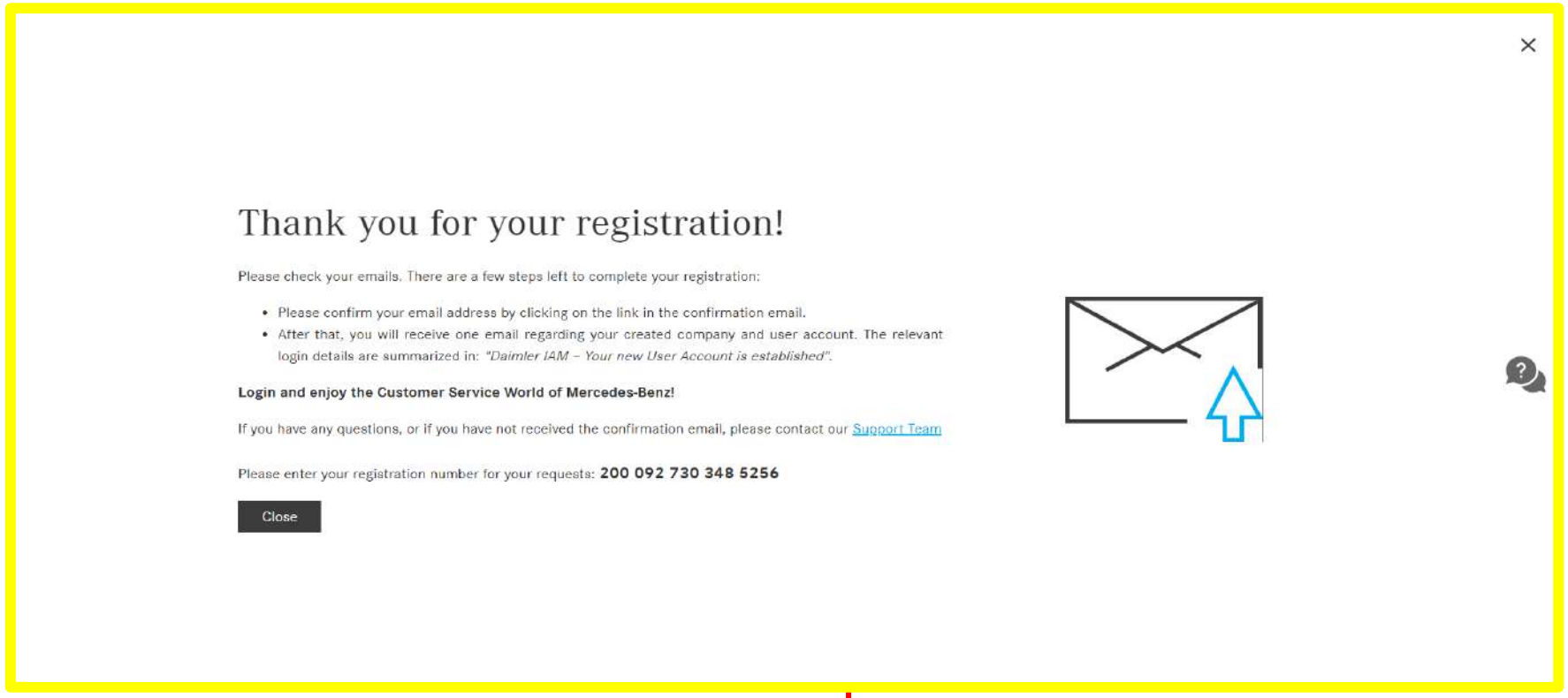


Review entries and **accept** the **Terms & Condition**

Table of content

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/registration/#/new-org



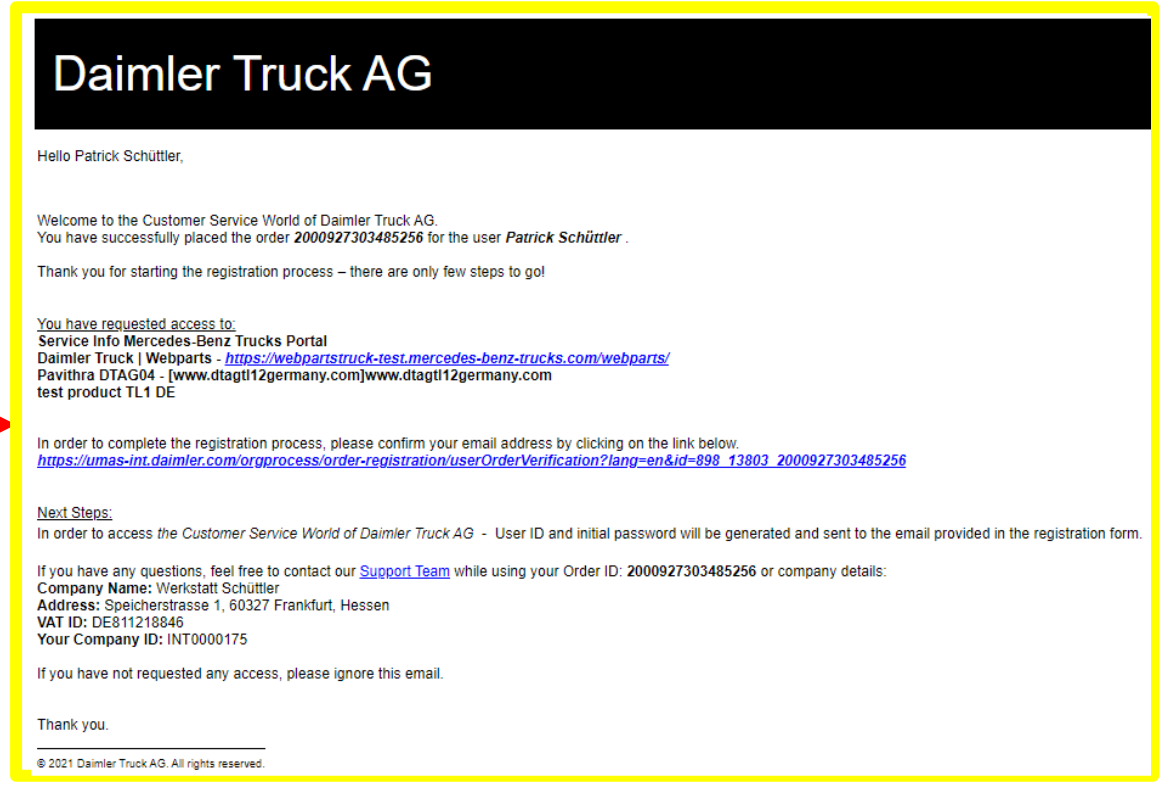
UMAS registration confirmation

Table of content

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/registration/#/new-org

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



Daimler Truck AG

Hello Patrick Schüttler,

Welcome to the Customer Service World of Daimler Truck AG.
You have successfully placed the order ***2000927303485256*** for the user ***Patrick Schüttler*** .

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.dtagtl12germany.com]www.dtagtl12germany.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?lang=en&id=898_13803_2000927303485256

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: **2000927303485256** or company details:
Company Name: Werkstatt Schüttler
Address: Speicherstrasse 1, 60327 Frankfurt, Hessen
VAT ID: DE811218846
Your Company ID: INT0000175

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

Thank you.

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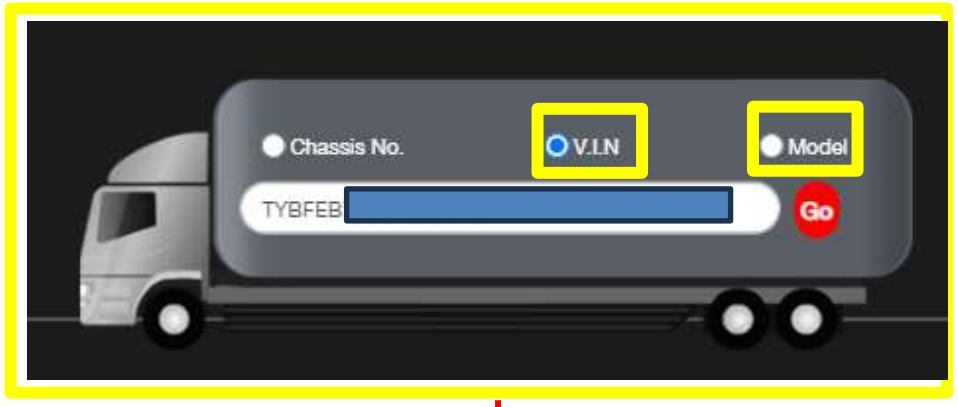
13 . VIN / Model Search- Home Page

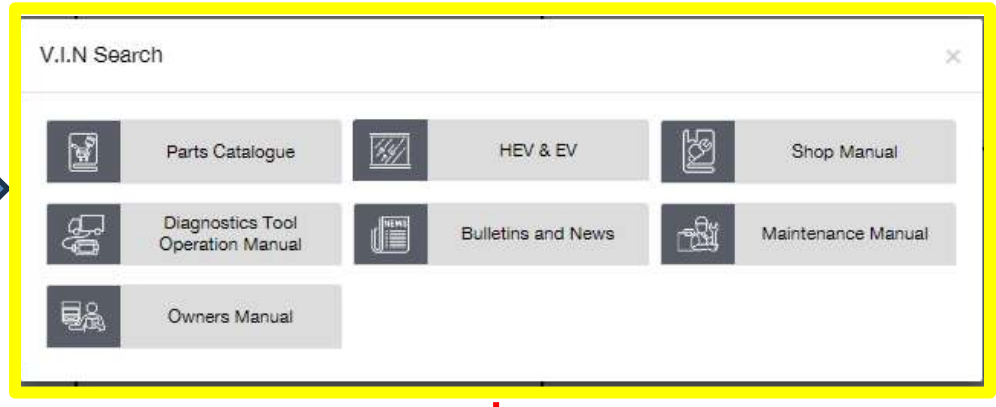
After login in the Fuso Ascent Portal, you can be able to do VIN/Model search to identify the product structure of the vehicle as shown below,

VIN Search from Home page



User can select either **VIN or Model** search and enter the VIN / Model details.

Product structure of Vehicle



Search results shows the different product structure of the vehicle user can select anyone of the module

Table of content

13 . VIN / Model / Document no. Search in Descriptive Module

After login in the Fuso Ascent Portal, Select the any one module from Descriptive manuals. Select the module in the Dropdown shown below. you can be able to do VIN/Model /Document no. search to get the manuals based on the search criteria.

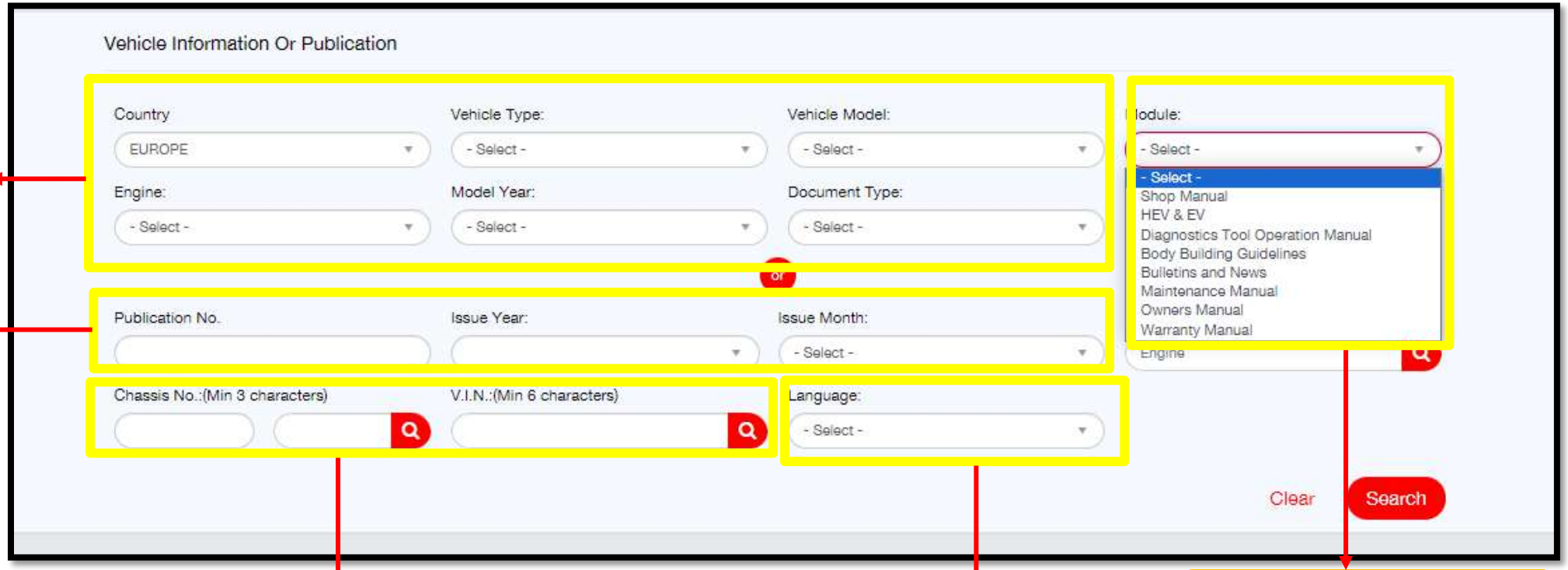


Table of content

13 . VIN / Model / Document no. Search in Parts catalogue Module

After login in the Fuso Ascent Portal, Select the any one module from Descriptive manuals. Select the module in the Dropdown shown below. you can be able to do VIN /Model /Document no. search to get the manuals based on the search criteria.

VIN Search from Descriptive Module

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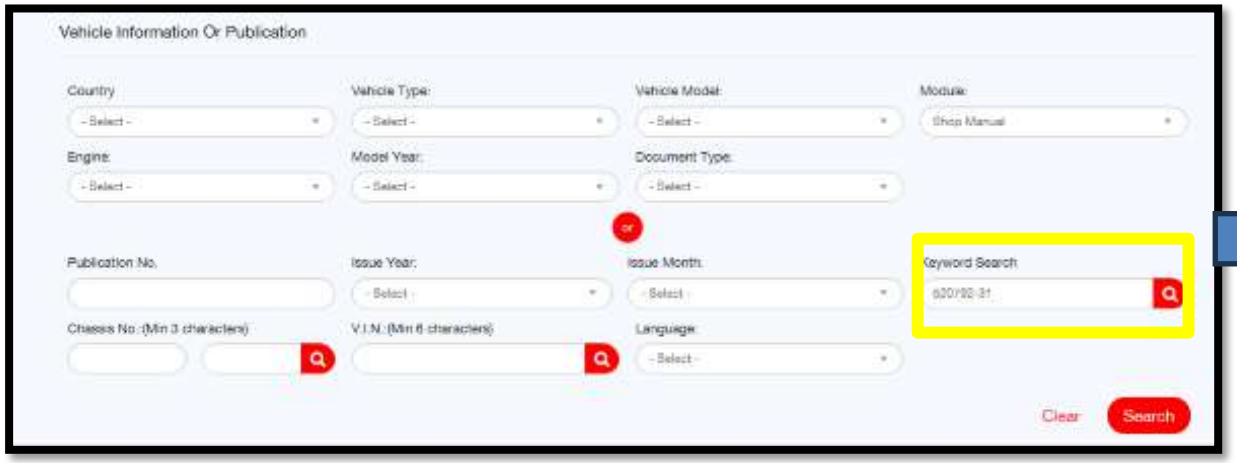
14. DTC Search in Shop manual – Using Keyword Search

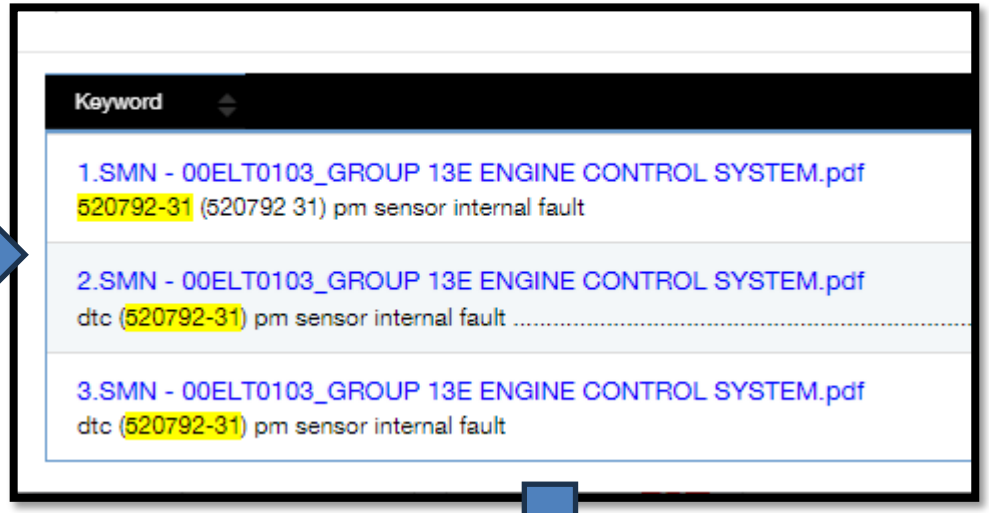
After login in the Fuso Ascent Portal, you can be able to do DTC search to identify the context, cause, failure mode, & solution of the fault.

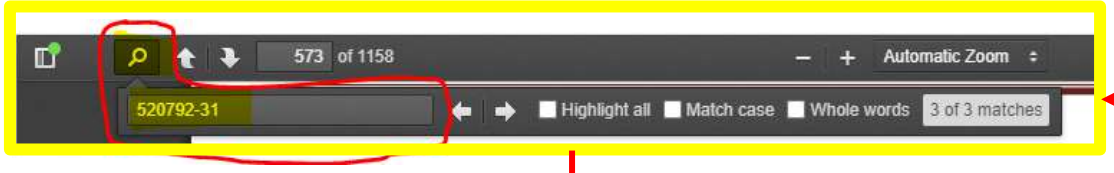
DTC Search from Descriptive manual keyword search

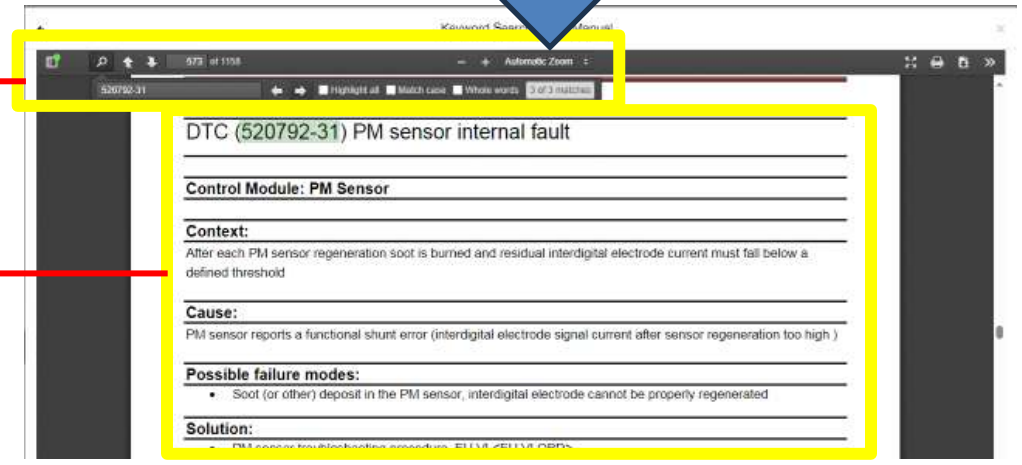


Search Results

"Click" any one document below







Once the document is opened in the new window, please use "find" option to find the DTC solution

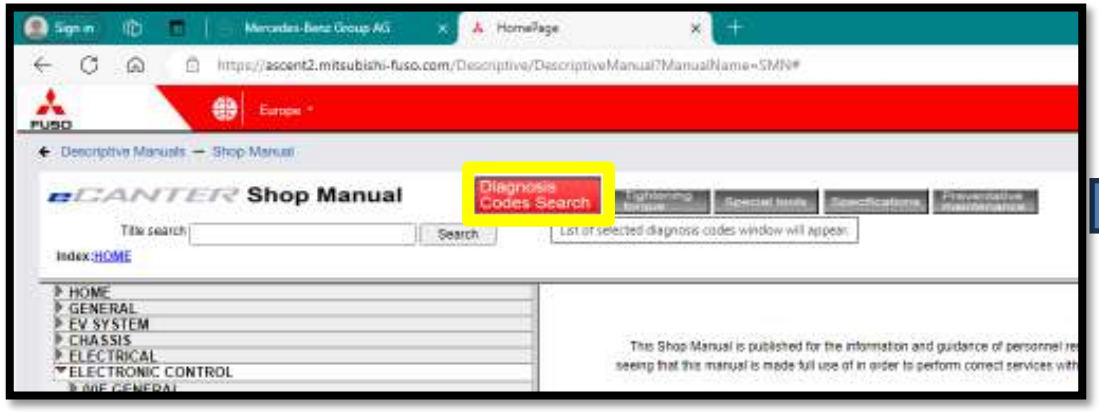
DTC Resolution

Table of content

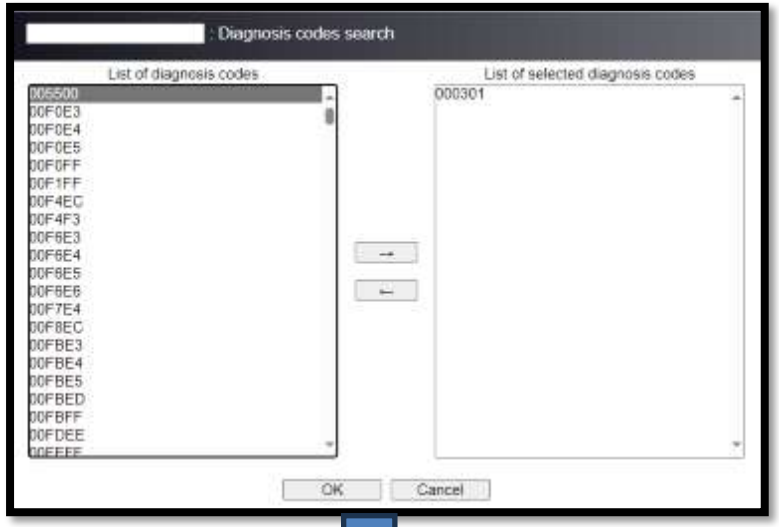
14. DTC Search in Shop manual – HTML Version & PDF Version

After login in the Fuso Ascent Portal, you can be able to do DTC search to identify the context, cause, failure mode, & solution of the fault.

DTC Search from Shop manual- HTML Ver.



Search window



Select the Diagnosis code from the list and "Click" OK

DTC resolution

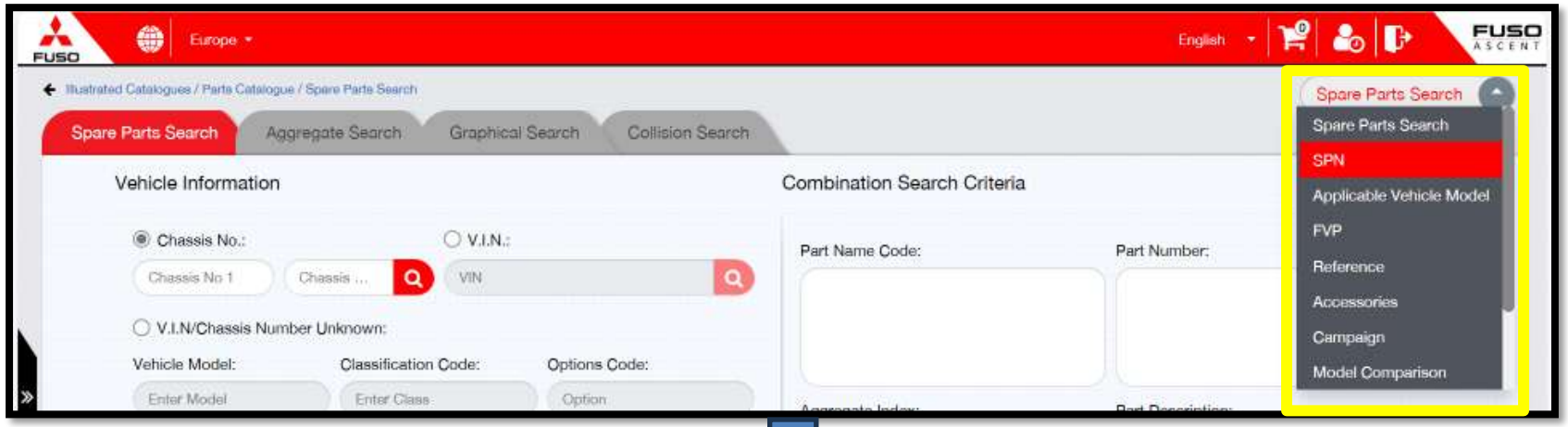
ELECTRONIC CONTROL
000301: Communication with the drivetrain CAN bus has a malfunction. There is a general electrical fault.

Generation condition	• Fault of EVSE (charging station) • Abnormality of charging inlet box
Recoverability	• System recovers if normal signal is received when starter switch is ON.
Control effected by electronic control unit	• Inability to charge HV battery (high voltage battery)
Warning display	EV SYS (Amber)
Possible causes	• Malfunction of EVSE (charging station) (Try to use another EVSE (charging station).) • Malfunction of charging cable • Open circuit, short circuit, or ground fault of harness between DCB and charging inlet box (See 54-895.) • Malfunction of charging inlet box coupler (such as damaged pin and contact failure) • Malfunction of DCB (See 54-#350.)

Table of content

15 . DOKB – Dealer Optional Kit bulletin

DOKB is an accessory fitting information for the dealers, available inside the Parts catalogue module.



Select "SPN"

Select "DOKB" & Search

SNo	SPN No	Model	Destination	Title	Issue Year	Type
1	ES-C0010		Europe	ALTERNATOR 140A	2009	DOKB
2	ES-G0010		Europe	FAINAL REDUCTION GEAR RATIO	2009	DOKB
3	ES-G0020		Europe	LIMITED SLIP DIFFERENTIAL	2009	DOKB
4	ES-M0010		Europe	TACHOGRAPH(ANALOG)	2009	DOKB
5	ES-M0020		Europe	TACHOGRAPH(DIGITAL)	2009	DOKB
6	ES-R0010		Europe	CENTER DOOR LOCK+2KEY LESS ENTRY SYSTEM	2009	DOKB

Search Result Shows available DOKB files

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Fuso Diagnostic System

1. Diagnostic User role

Important information:
To be able to use Daimler Truck Diagnostics system, you need to apply for additional diagnosis user rights. A distinction is made between two types of user rights

1	**Daimler Truck Diagnostics Standard Diagnostics Role -** for diagnosis users without flash authorization, in example for reading fault memories
2	**Daimler Truck Diagnostics Flash Role -** To commissioning, programming and coding of all control units in DTD software

Daimler Truck Diagnostics Standard Diagnostics Role:

- Every diagnosis user must independently request the Standard Diagnosis rights via UMAS and run through the one- off identification process. It may also be necessary for the market-specific ISP support to create the user in ALICE if they do not yet have a user ID.

Daimler Truck Diagnostics Flash Role

- User already has Flash rights: Every Flash user must independently go through the one-off identification process at UMAS
- User does not have Flash rights: User must request Daimler Truck Diagnostics Flash Role through the market-specific channel and go through the one-off identification process at UMAS

Table of content - Diagnostics

General instructions.

Click Here for UMAS site.
Click Here for IDnow process video.
Click Here to check ID proof applicable for your country.
Click Here to reset Alice ID password.

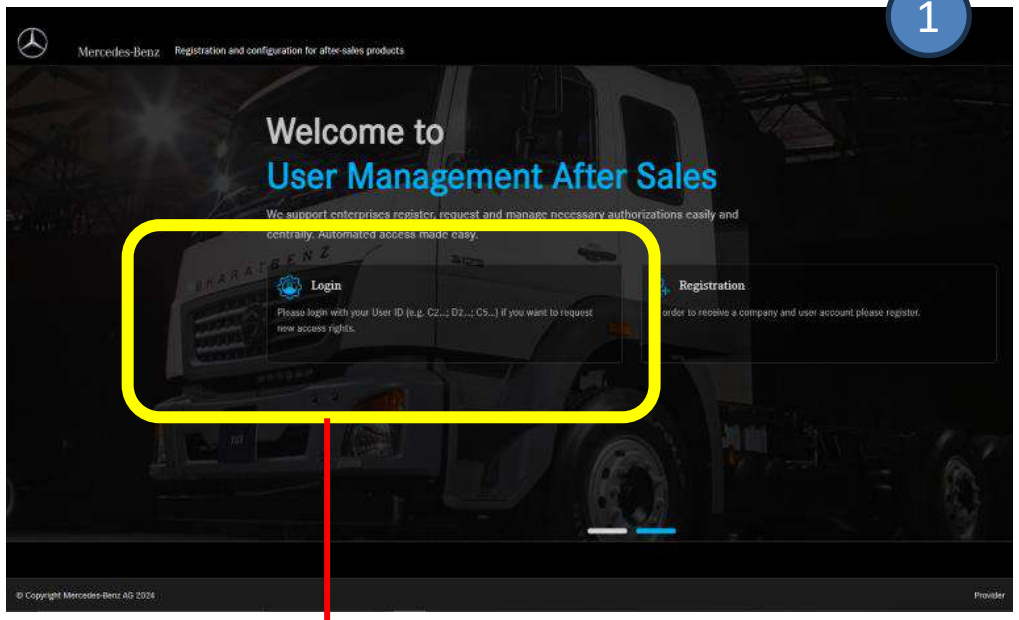
- Make sure ID proof used is **original**, not scanned copy or digital copy.
- Sufficient **light of face during IDnow selfie**, preferably daylight (directly at the window, outside,…).
- Clean **camera**.
- It is best to use a **smartphone**, as the handling is much easier here.
- Follow the **instructions in the app** exactly.
- Check the **ID proof eligibility** of your country (ID proof eligibility link on top)
- Make sure **internet connection** if good.

Note: *IDnow is available worldwide, supporting ID documents (passports, ID cards, Residency permits, and Driver's licenses) in accordance with the common ICAO standard of country specific. Please refer* ***IDnow*** *for your country ID proof eligible document.*

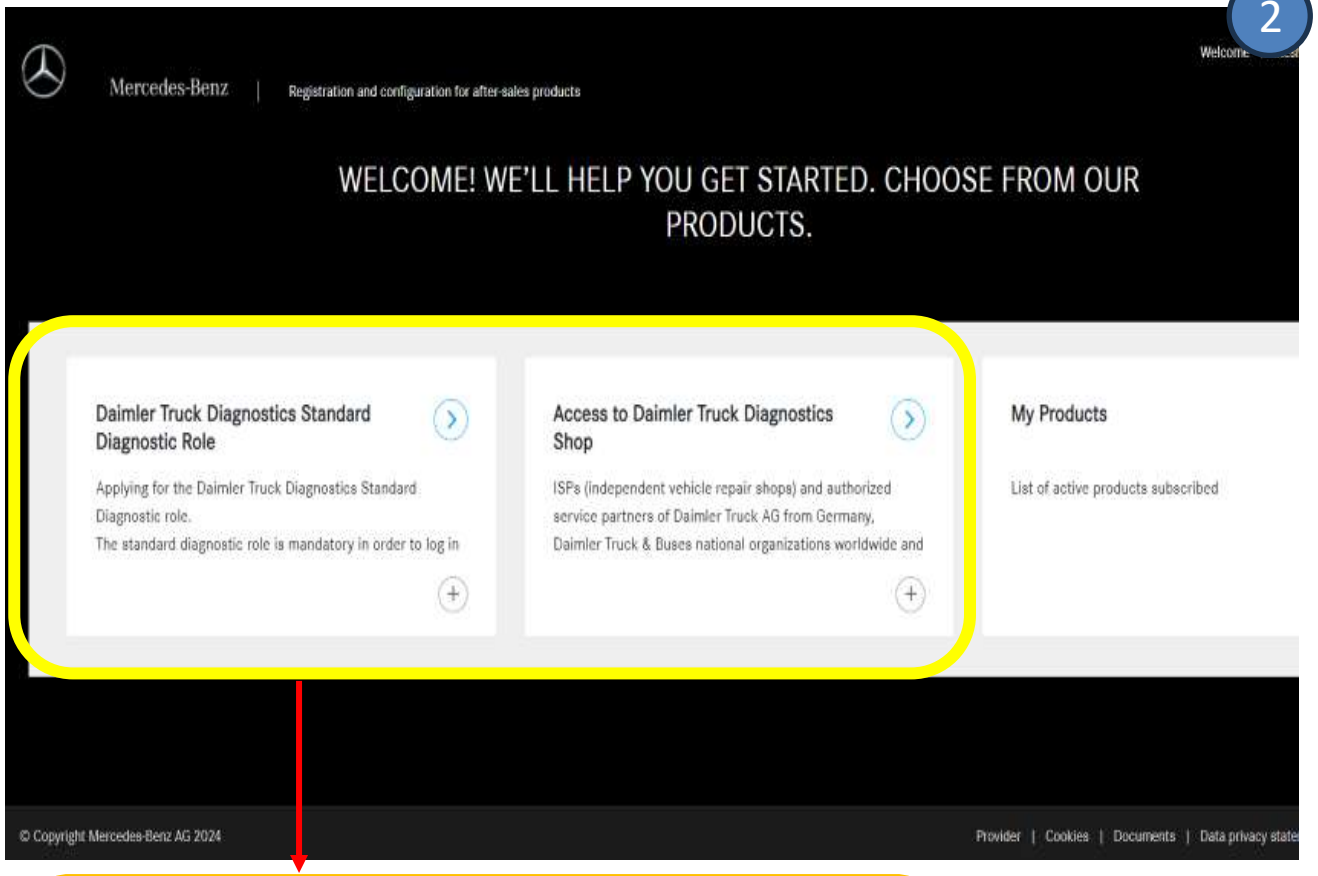
Table of content - Diagnostics

User processes DTD standard diagnosis role manual

UMAS Link: https://aftersales.mercedes-benz.com/umas/login/#/



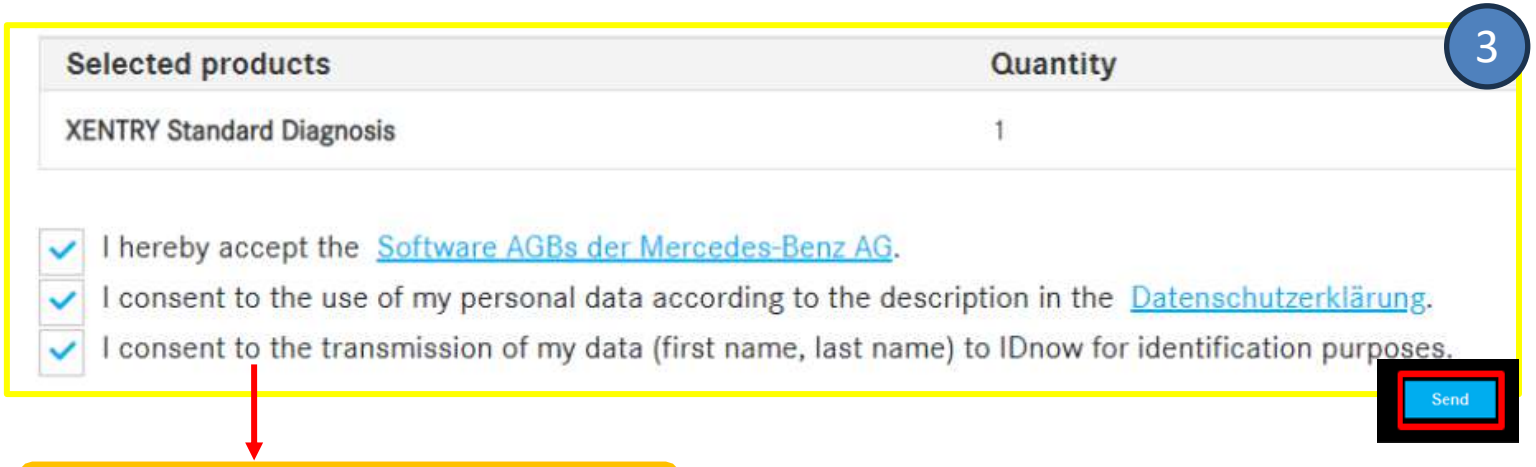
Log in UMAS portal



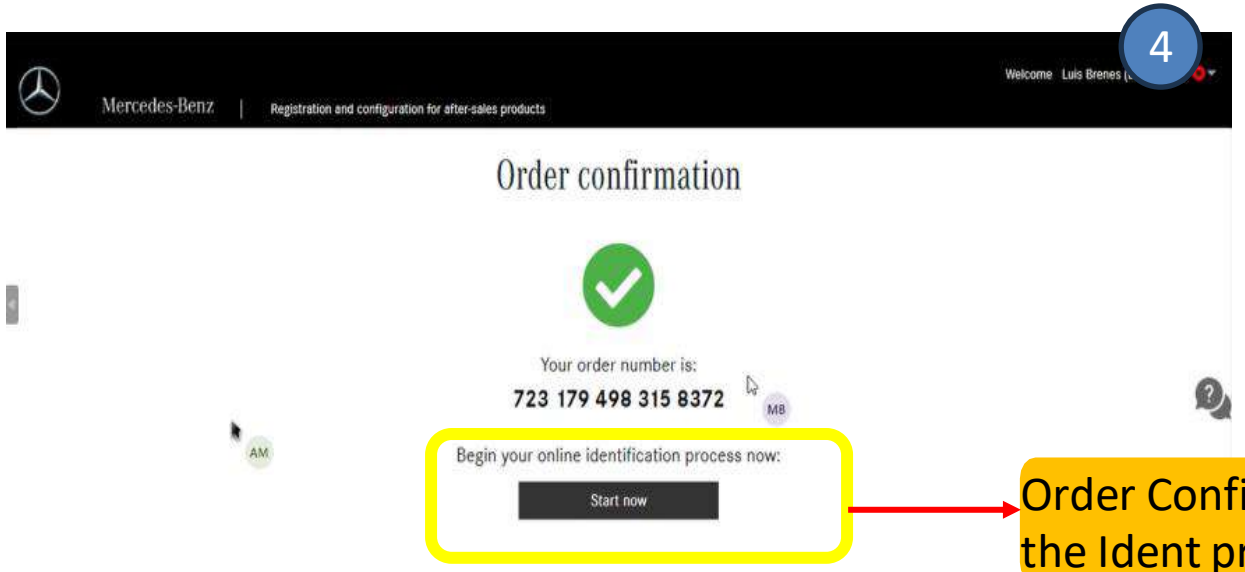
Click on "Daimler Truck Diagnostics Standard Diagnostic role" to apply

Table of content - Diagnostics

1. Diagnostic User role



Check Terms and condition and If agreed, Please click on “Send”



Order Confirmation and start the Ident process

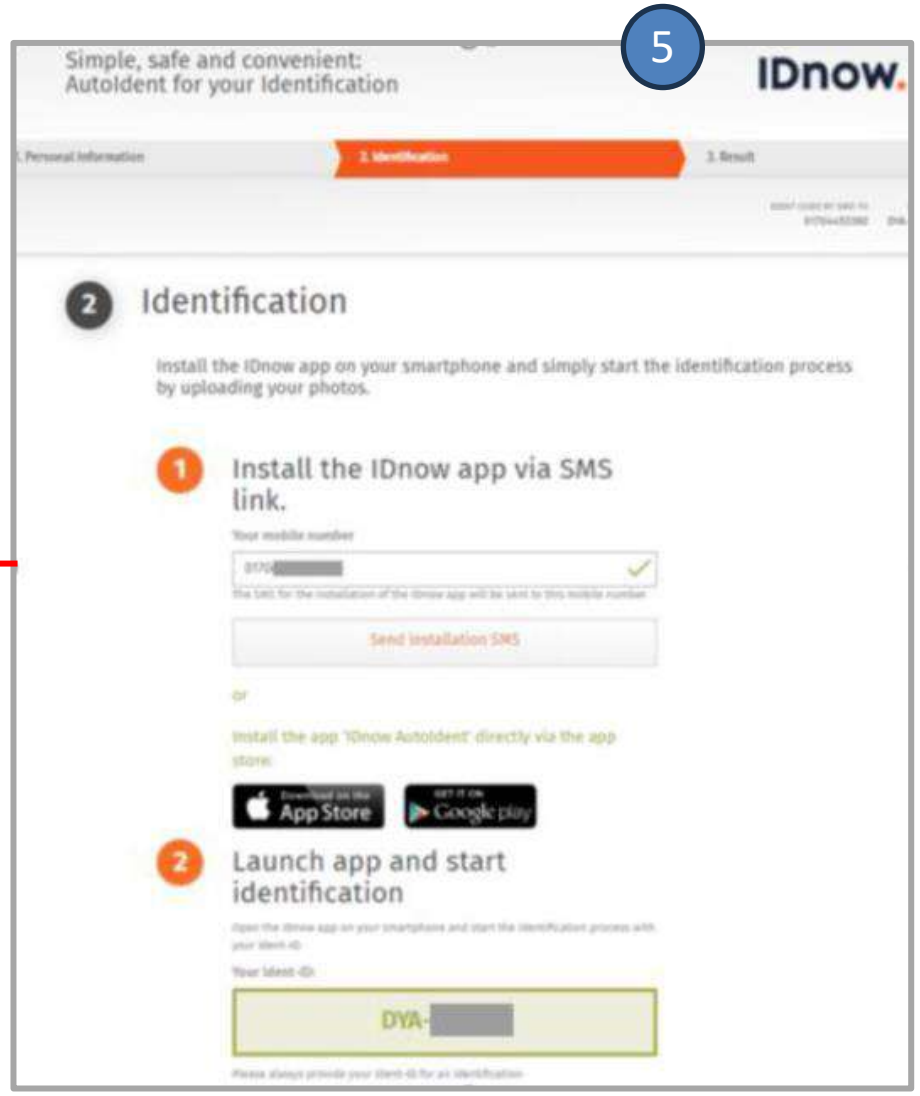
Table of content - Diagnostics

1. Diagnostic User role

Install the auto-ident app from IDnow.

IDnow Application for iOS.

IDnow Application for Android



Enter the phone number, so that an installation link can be sent to you via text message.
Install the app using the link sent to you.

Please make a note of your individual Ident-ID from the field below.

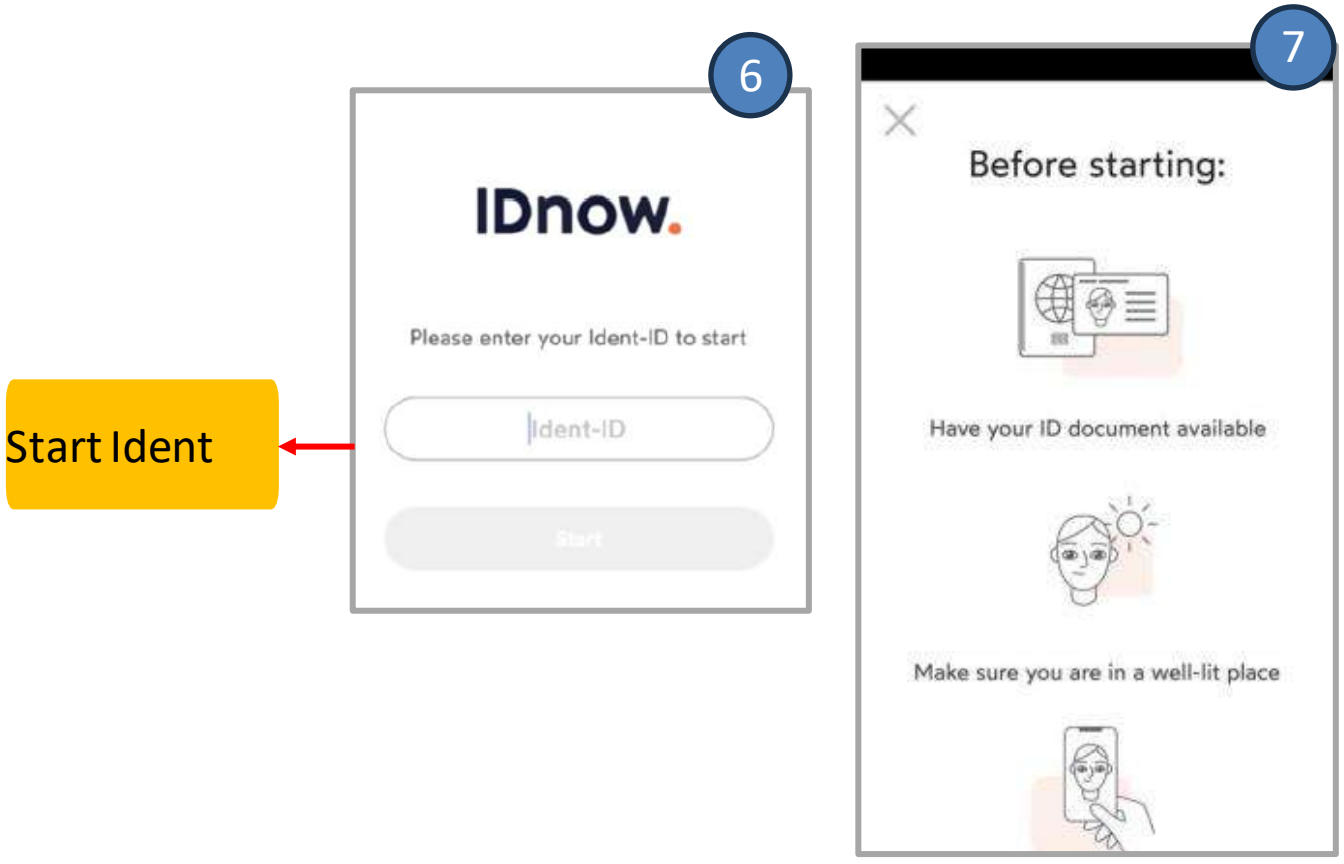
Here DYA-XXXXX

This process can be covered in 3 main steps: ID document verification and capture, security features verification, and person verification.

Table of content - Diagnostics

1. Diagnostic User role

Enter your Ident-ID and accept the terms and conditions.



In the app, please enter your individual Ident-ID.

Accept the privacy policy and terms of service and start the identification.

Important! Allow the app to access image, video, etc..

Table of content - Diagnostics

1. Diagnostic User role

Now follow the instructions in the app step by step.

Execute ident

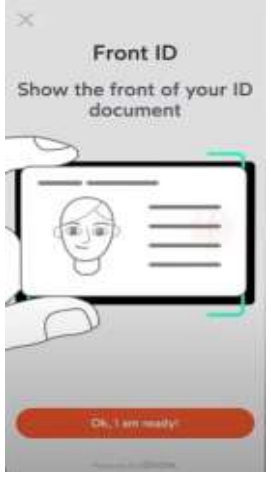
You will now be guided through the Ident-process step by step.

After general instructions the following occurs:

1. Check of the ID-document (e.g. passport, ID-card, driver's license)

2. The so-called liveness check. Here, a video sequence is used to check whether you are a real person.

Please follow the instructions in the app step by step.



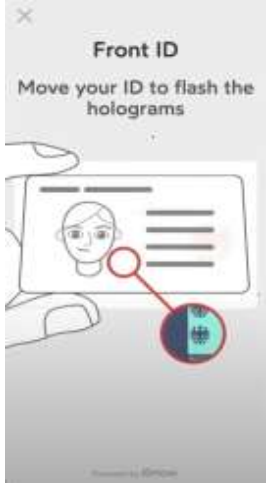
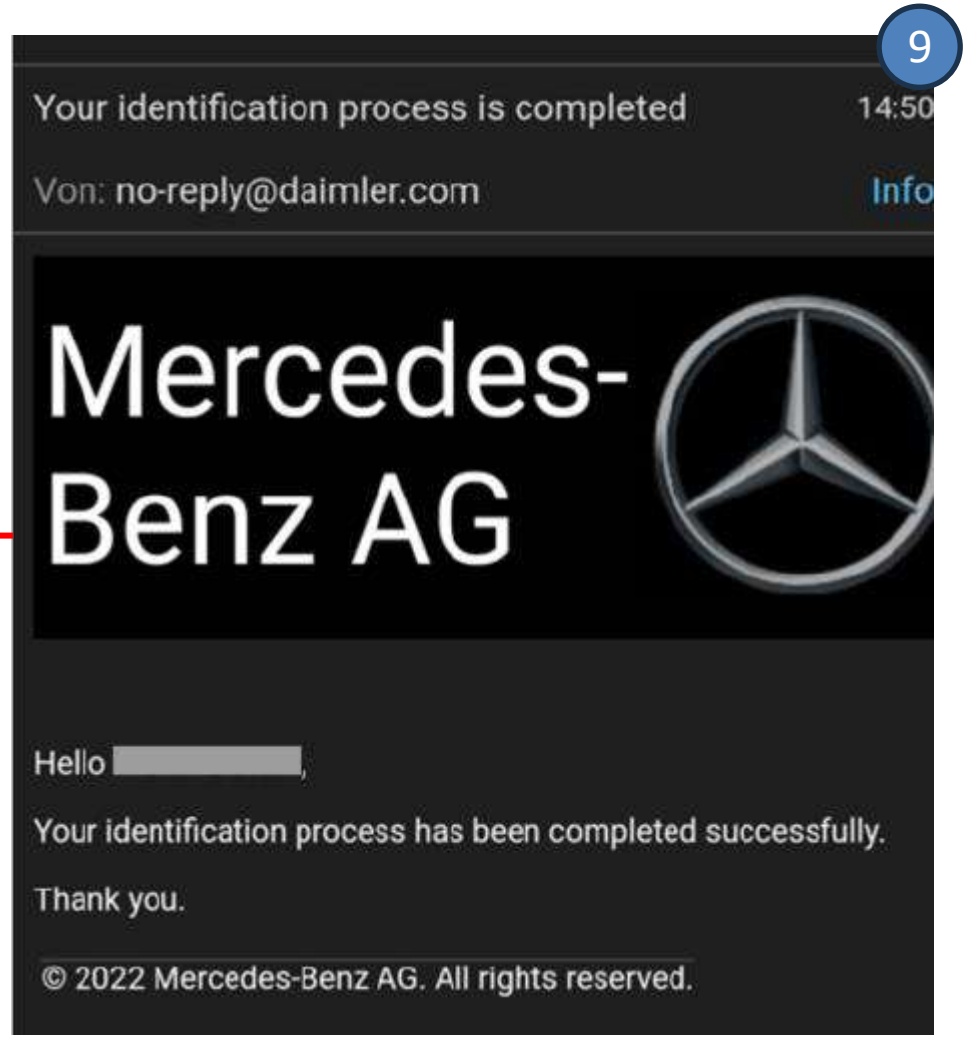


Table of content - Diagnostics

1. Diagnostic User role

After the Ident has been completed successfully, you will receive an e-mail.
The standard-diagnosis role will now be assigned to you automatically.

Ident finished



You will then receive an email from no-reply@daimler.com that your identification has been successfully completed. Please also check your spam-folder.

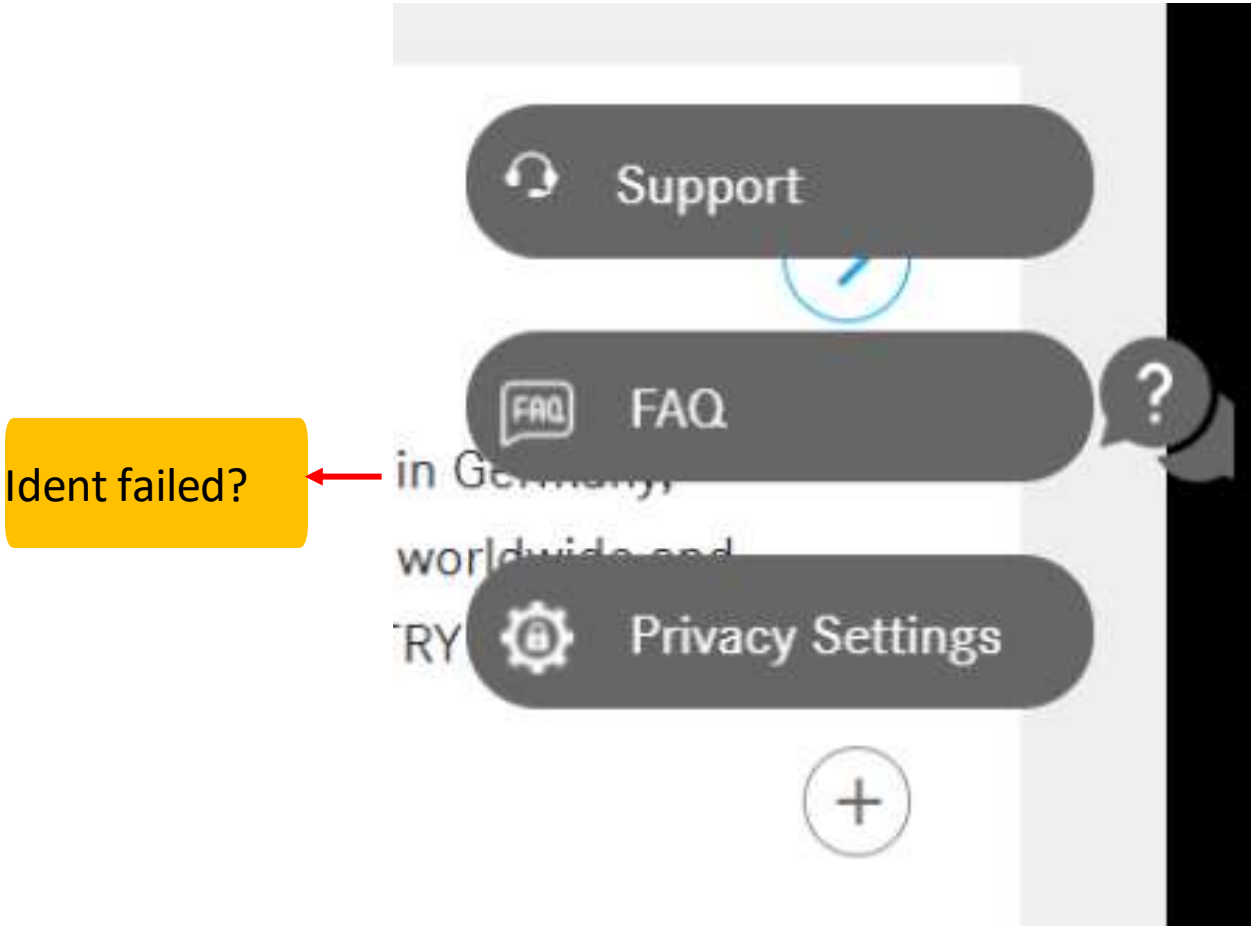
If your ident has been cancelled, please try again with the same Ident-ID.

In some cases, you may be prompted to contact support. They will be able to help you with troubleshooting.

Table of content - Diagnostics

1. Diagnostic User role

Possible reasons for failed identification



If you are asked to repeat the Ident, please pay attention to the following points:

-Sufficient light, preferably daylight (directly at the window, outside,...)
-Clean camera
-It is best to use a smartphone, as the handling is much easier here
-Follow the instructions in the app exactly
- Use only the original ID proof
- Check the ID proof eligibility of your country

Table of content - Diagnostics

1. Diagnostic User role

You can also check your role available on Alice.

Alice Role: https://alice.mercedes-benz.com/access/profile/roles

If you don’t have standard diagnostic role, Please apply it in UMAS

If you don’t have the flashing role, kindly raise DHD ticket

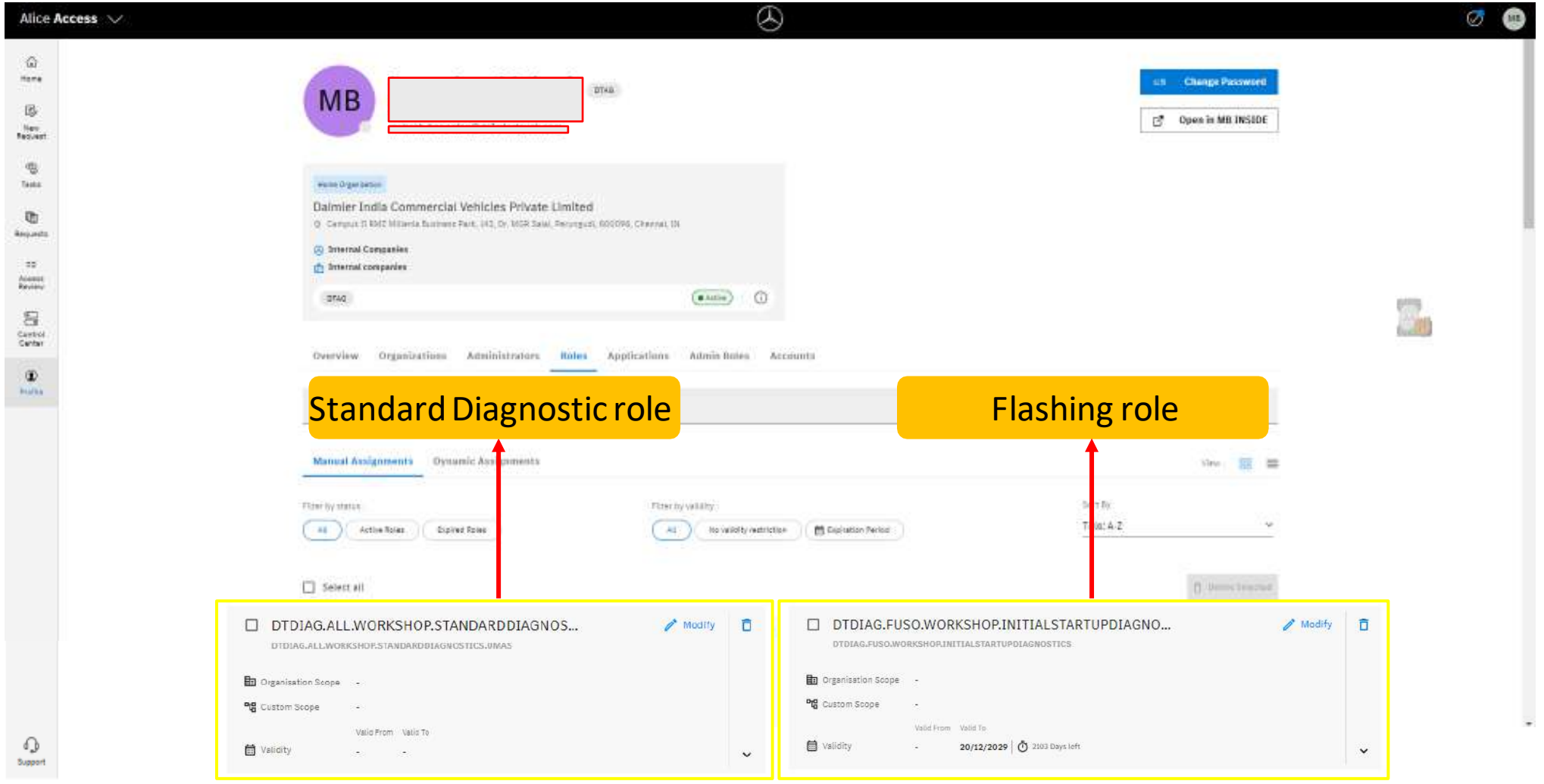


Table of content - Diagnostics

Daimler Truck Diagnostic Hardware

Daimler Truck Diagnostics used to diagnose the potential faults in the Fuso trucks, with the help of our diagnostic tools, and respond with focused maintenance and repairs.

Product Information

DTD PID

1. Daimler Truck Diagnostic VCI
2. WLAN Stick
3. OBD cable (16-Pin)
4. USB Cable (5m)
5. User and safety information

Table of content - Diagnostics

2.1 Daimler Truck Diagnostics Platform Independent Diagnostics

Daimler Truck Diagnostics PID is our Fuso truck diagnosis solution for independent workshops. The software runs on any workshop PC and made specifically for independent operators.

Functions: ECU Information, Quick test, Actuation, Displays actual and target values
And commissioning & Flashing fuction

Item	Recommended specifications
OS	Windows® 10 and above (64 bit)
RAM	At minimum 8 GB main memory (RAM), 16 GB recommended
CPU	Intel Core™ i5 and above
Storage	SDD 256GB or more recommended (150GB or more free space required when installing Daimler Truck Diagnostics)
Other	Wired LAN port, Wireless LAN (Wi-Fi) compatible and USB port × 2 or more

Table of content - Diagnostics

2.2 Daimler Truck Accessories

Additional options are available with uniquely developed accessories for Daimler Truck Diagnostics VCI and Daimler Truck Diagnostics Pad 1.

Accessories for Daimler Truck Diagnostics VCI (multiplexer)

The following accessories are available for Daimler Truck Diagnostics VCI:

- ✓ OBD cable (16-pin)
- ✓ USB cable (5 m)

Part Number - QMK718634

2.3 Hardware Order

Users from all other European countries, including the UK, are encouraged to reach out to the Fuso GD representative directly (GD List). Alternatively, you may use our support services to be connected with the appropriate contact person.

fusoascent-helpdesk@daimlertruck.com

Table of content - Diagnostics

DTD New License Request

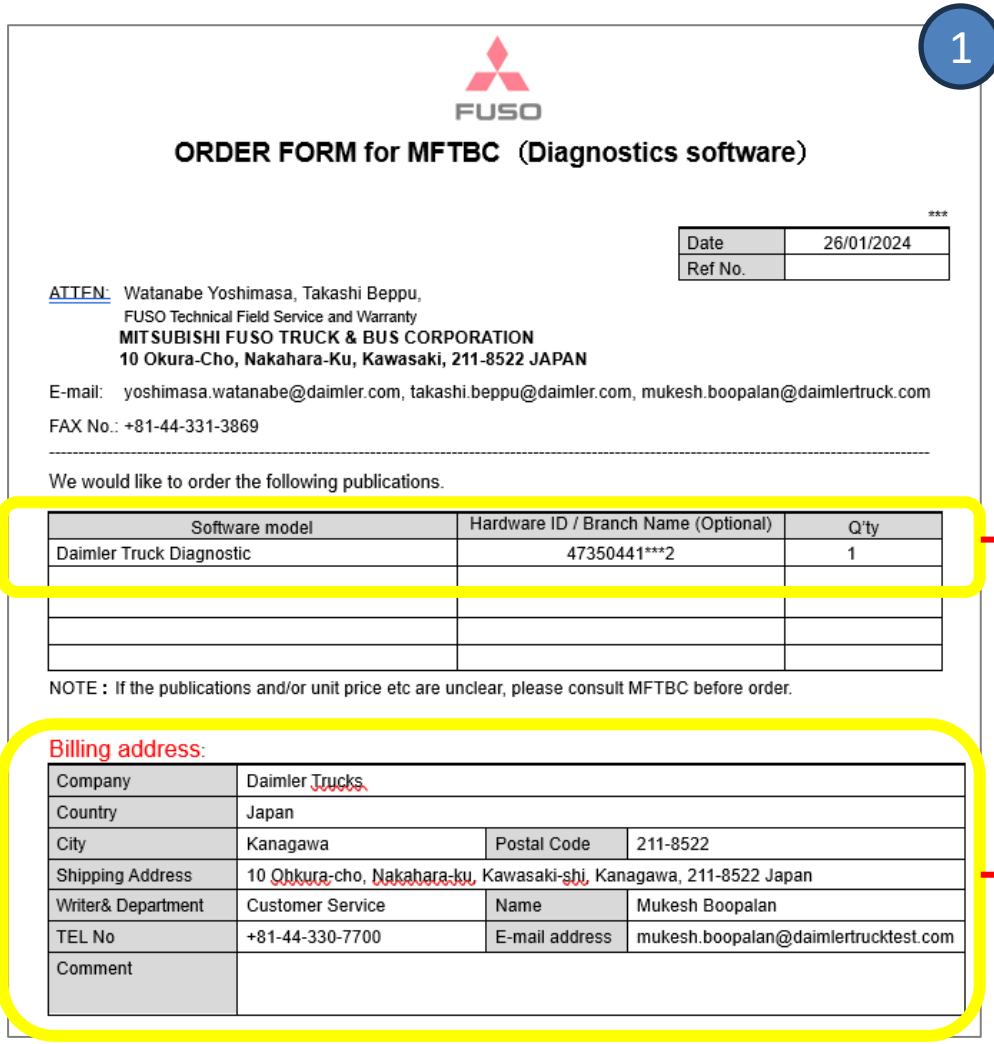
To raise new DTD Software user must follow the below steps

Table of content - Diagnostics

3. Diagnostic Software

3.1 Order form for new license request

Please fill the software order form



FUSO

ORDER FORM for MFTBC (Diagnostics software)

***

Date	26/01/2024
Ref No.	

ATTEN: Watanabe Yoshimasa, Takashi Beppu,
FUSO Technical Field Service and Warranty
MITSUBISHI FUSO TRUCK & BUS CORPORATION
10 Okura-Cho, Nakahara-Ku, Kawasaki, 211-8522 JAPAN

E-mail: yoshimasa.watanabe@daimler.com, takashi.beppu@daimler.com, mukesh.boopalan@daimlertruck.com

FAX No.: +81-44-331-3869

We would like to order the following publications.

Software model	Hardware ID / Branch Name (Optional)	Q'ty
Daimler Truck Diagnostic	47350441***2	1

NOTE : If the publications and/or unit price etc are unclear, please consult MFTBC before order.

Billing address:

Company	Daimler Trucks		
Country	Japan		
City	Kanagawa	Postal Code	211-8522
Shipping Address	10 Ohkura-cho, Nakahara-ku, Kawasaki-shi, Kanagawa, 211-8522 Japan		
Writer& Department	Customer Service	Name	Mukesh Boopalan
TEL No	+81-44-330-7700	E-mail address	mukesh.boopalan@daimlertrucktest.com
Comment			

1

Software model details and Quantity to be filled for new license

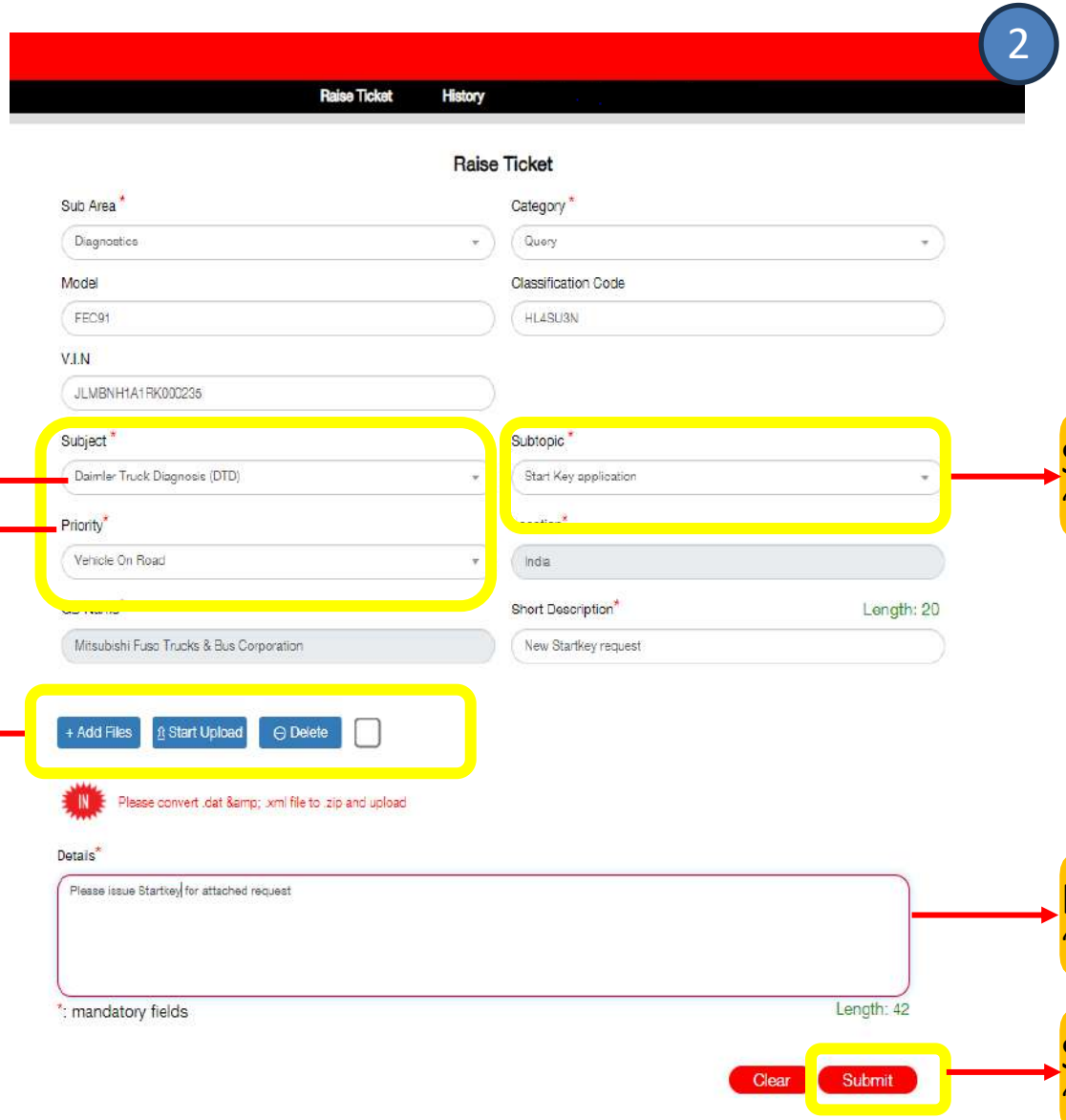
Invoice billing Address should be filled here

Table of content - Diagnostics

3. Diagnostic Software

3.1 Order form for new license request

Raise DHD ticket



Subject Category select
"Daimler Truck Diagnosis(DTD)"

Priority select
"Vehicle On Road"

Add the order form and start upload

Subtopic select
"Start Key application"

Details
"Add your remarks"

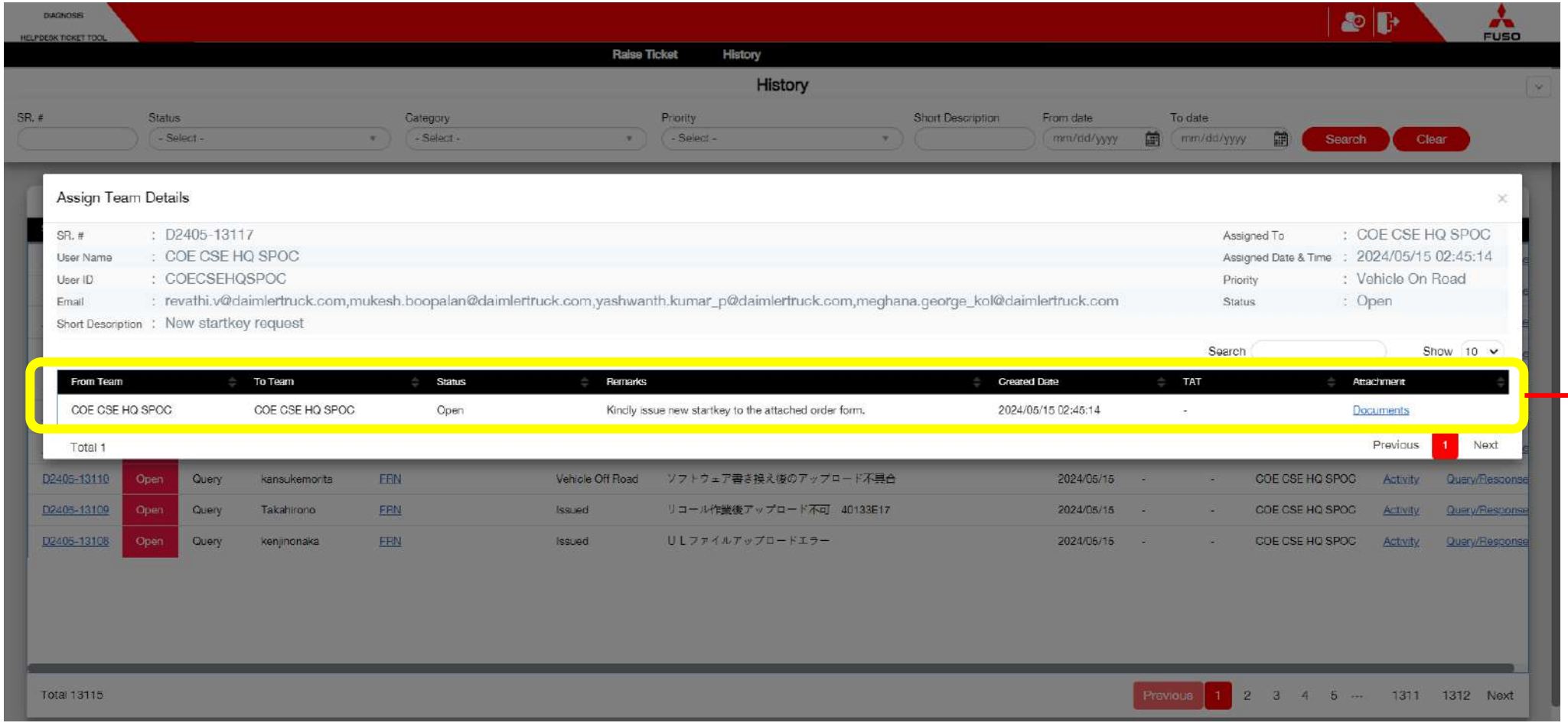
Submit
"To raise new ticket"

Table of content - Diagnostics

3. Diagnostic Software

3.1 Order form for new license request

New ticket issued to MFTBC for License request



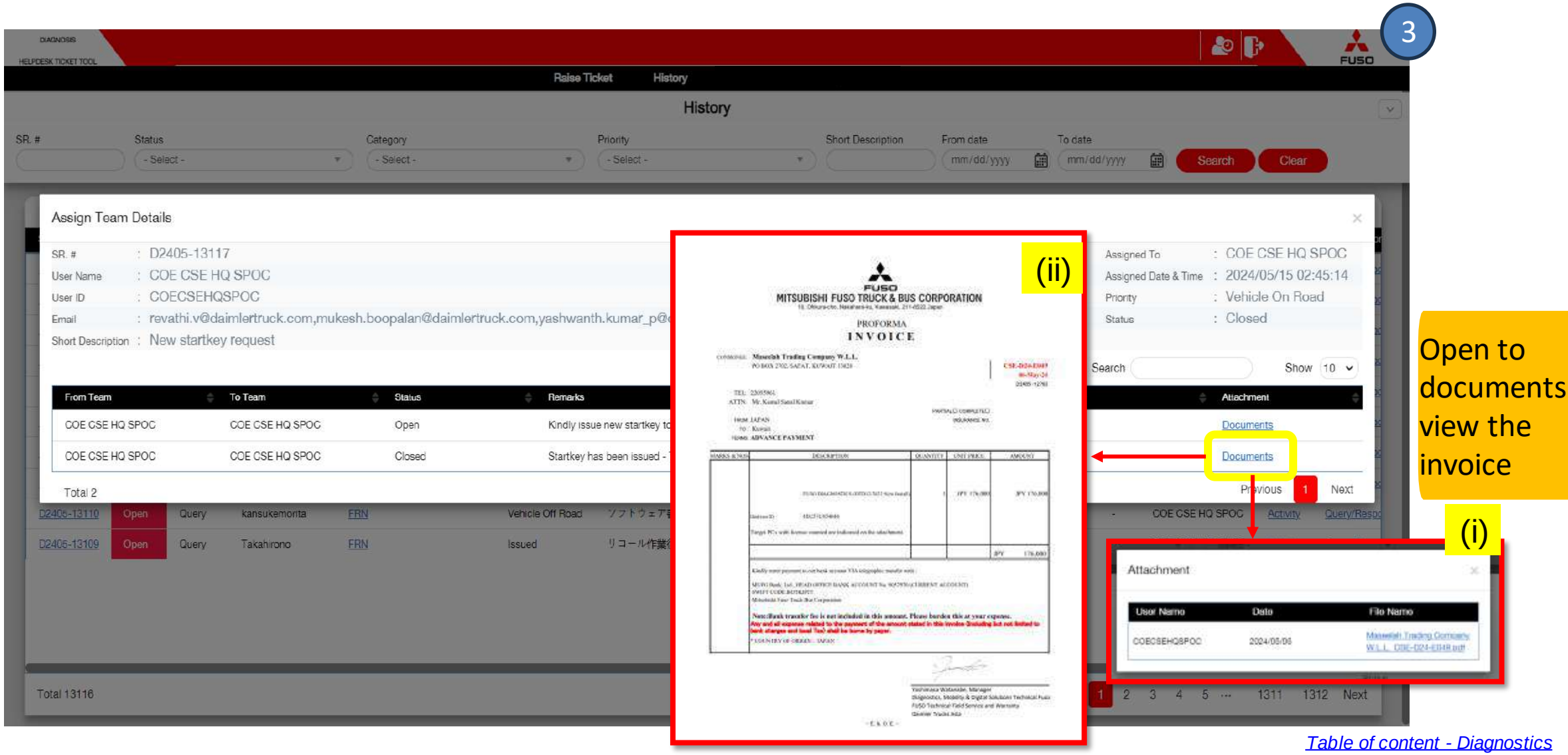
New Ticket will be created

Table of content - Diagnostics

3. Diagnostic Software

3.1 Order form for new license request

DHD will issue Proforma invoice against the ticket raised



Open to documents to view the invoice

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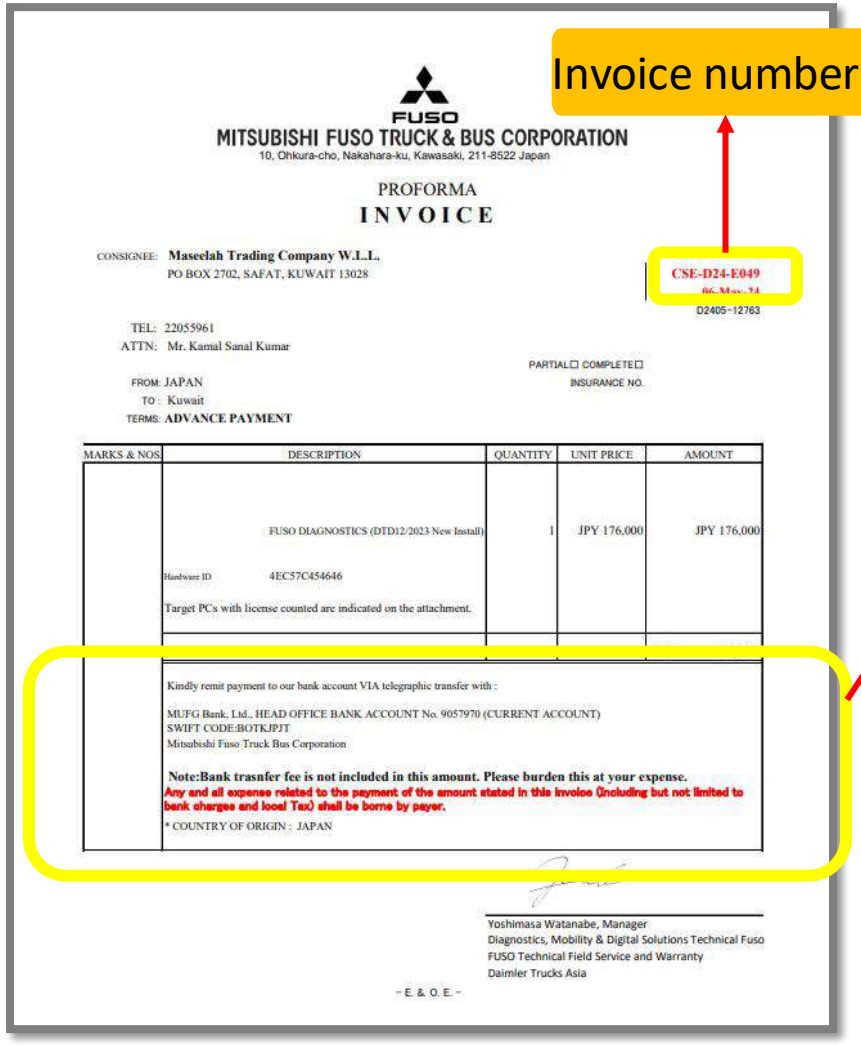
3. Diagnostic Software

3.1 Order form for new license request

Invoice and payment process



FUSO

MITSUBISHI FUSO TRUCK & BUS CORPORATION

10, Ohkura-cho, Nakahara-ku, Kawasaki, 211-8522 Japan

PROFORMA

INVOICE

CONSIGNEE: Maseelah Trading Company W.L.L.
PO BOX 2702, SAFAT, KUWAIT 13028

CSE-D24-E049
06-May-24
D2405-12763

TEL: 22055961
ATTN: Mr. Kamal Sanal Kumar

PARTIAL☐ COMPLETE☐
INSURANCE NO.

FROM: JAPAN
TO : Kuwait
TERMS: ADVANCE PAYMENT

MARKS & NOS	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
	FUSO DIAGNOSTICS (DTD12/2023 New Install)	1	JPY 176,000	JPY 176,000
	Hardware ID 4EC57C454646			
	Target PCs with license counted are indicated on the attachment.			

Kindly remit payment to our bank account VIA telegraphic transfer with :

MUFG Bank, Ltd., HEAD OFFICE BANK ACCOUNT No. 9057970 (CURRENT ACCOUNT)
SWIFT CODE:BOTKJPJT
Mitsubishi Fuso Truck Bus Corporation

Note:Bank trasnfer fee is not included in this amount. Please burden this at your expense.
Any and all expense related to the payment of the amount stated in this invoice (Including but not limited to bank charges and local Tax) shall be borne by payer.

* COUNTRY OF ORIGIN : JAPAN

Yoshimasa Watanabe, Manager
Diagnostics, Mobility & Digital Solutions Technical Fuso
FUSO Technical Field Service and Warranty
Daimler Trucks Asia

- E. & O. E. -

Invoice number

Kindly remit payment to our bank account VIA telegraphic transfer with :

MUFG Bank, Ltd., HEAD OFFICE BANK ACCOUNT No. 9057970 (CURRENT ACCOUNT)
SWIFT CODE:BOTKJPJT
Mitsubishi Fuso Truck Bus Corporation

Note:Bank trasnfer fee is not included in this amount. Please burden this at your expense.
Any and all expense related to the payment of the amount stated in this invoice (Including but not limited to bank charges and local Tax) shall be borne by payer.

* COUNTRY OF ORIGIN : JAPAN

Please mention the invoice number in the bank reference while making the payment

S. No	DTD License	Cost
1	Hour	€ 20
2	Day	€ 46
3	5X1 hour	€ 100
4	Week	€ 117
5	Month	€ 281
6	Year	€ 1853

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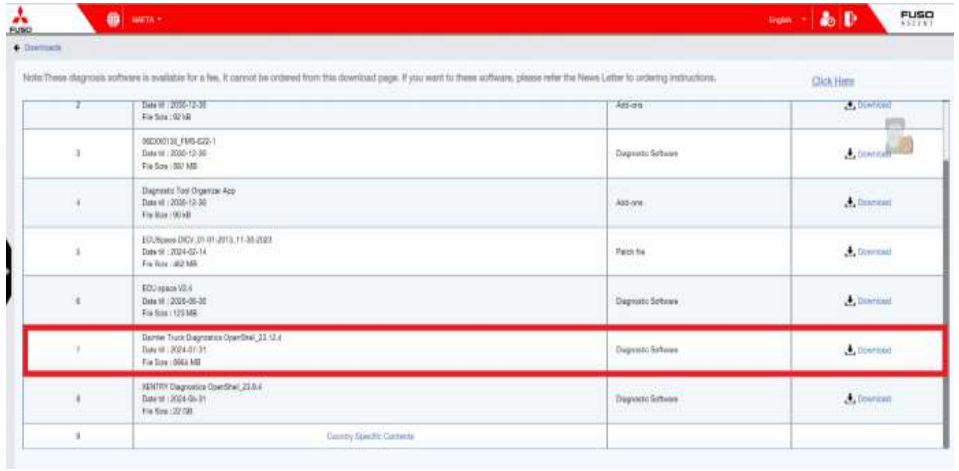
3. Diagnostic Software

3.2 DTD Software download procedure

Log In **FusoAscent**

Click on **Downloads** in left down concern

The **latest DTD software** can be found in the downloads



Click on **software request** to request the password to DHD team. DHD will check the Diagnostic charges and approved the software request within 48 hours

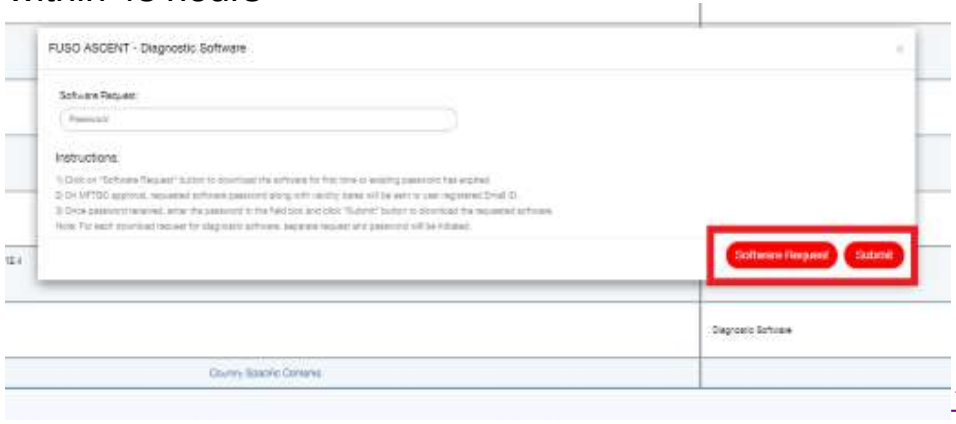


Table of content - Diagnostics

3. Diagnostic Software

3.3 Payment confirmation and license request

DHD Ticket → Payment confirmation info → Attach Startkey order form → Raise DHD ticket

Starkey Order Form

FUSO connect Serial No. (FUSO connect Reihe No.)	HW-ID	Distributor (Der Auslieferer)	Reason	Package	Branch (Die Abteilung)	Applicant (Der Anmelder)	Old Hardware ID
29XXX5	49AXXXX3E7	Concessionário XPTO	(New/ Renewal/System changed)	Fuso/Fuso+BharatBenz	Workshop	Name of requestor	Applicable oly for system replace or hardware ID

Serial No	Behind the VCI
Hardware ID	From config assist
Reason	New/ renewal/ system transfer
Package	Only Fuso or Fuso+BharatBenz
Branch	Location of dealer
Applicant	Applicant Name
Old hardware ID*	Old hardware incase of system transfer.

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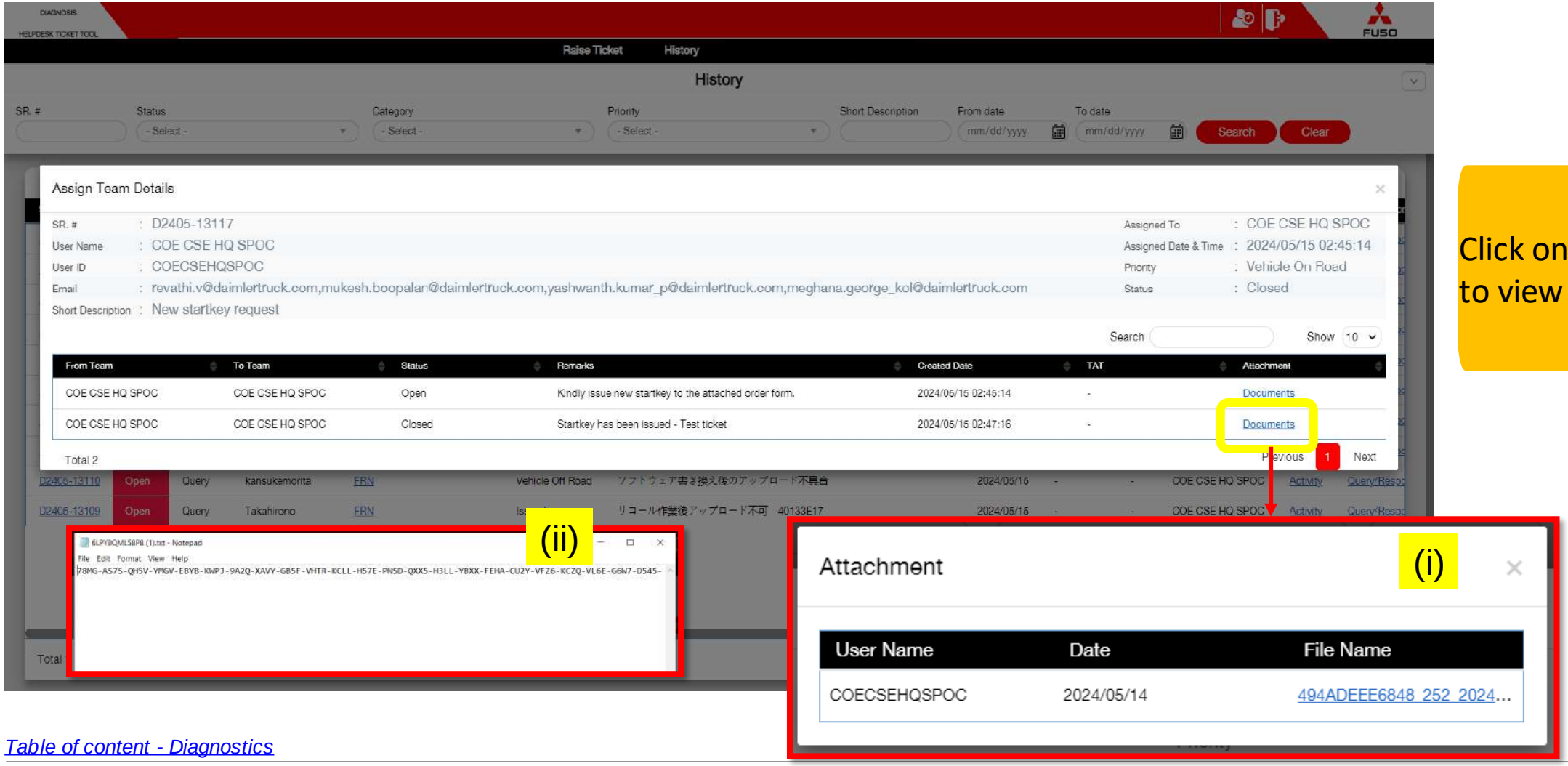
3. Diagnostic Software

3.3 Payment confirmation and license request

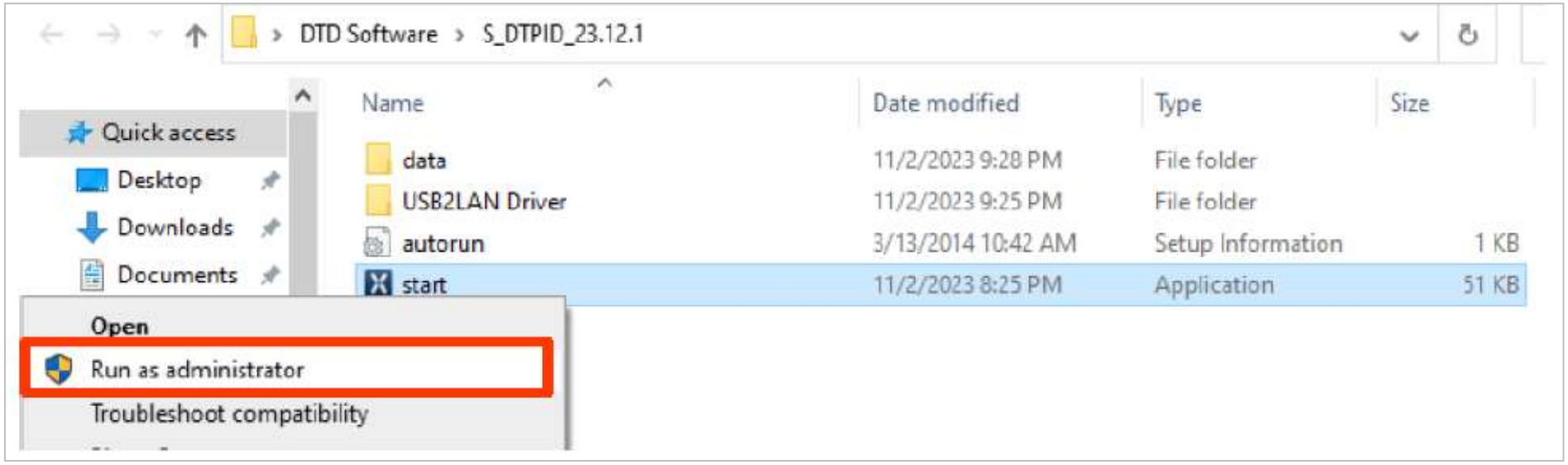


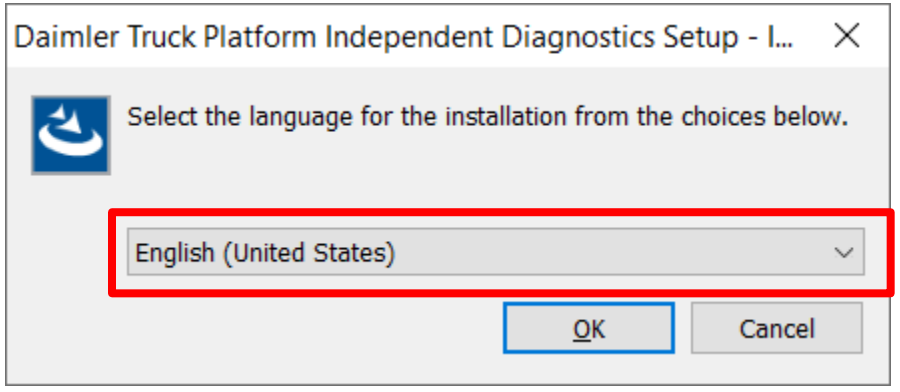
Click on documents to view the Starkey

[Table of content - Diagnostics]

3.4 DTD Software Installation

Download the latest setup from the FusoAscent download page. Then unzip the file and make a right click on “start.exe“ and select „Run as administrator“ to install the basic setup.





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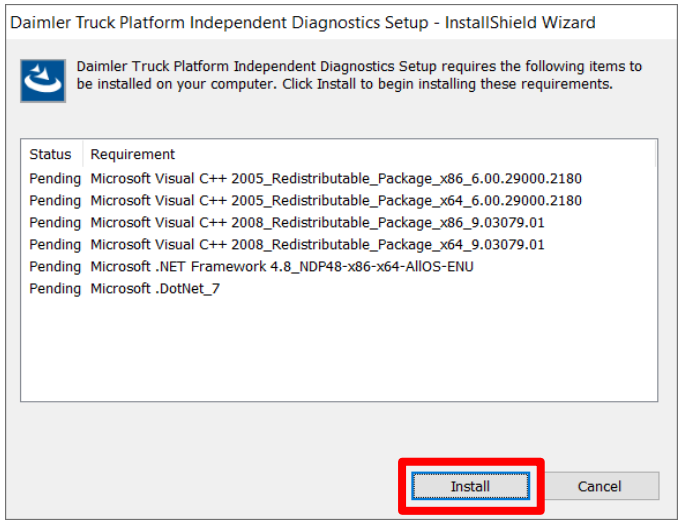
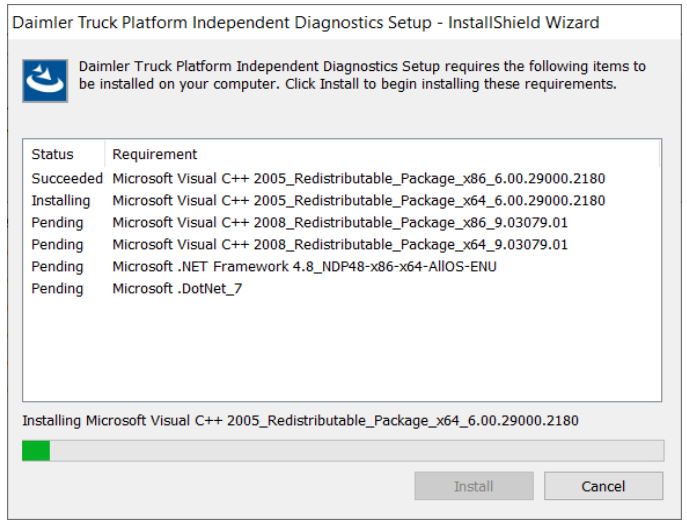
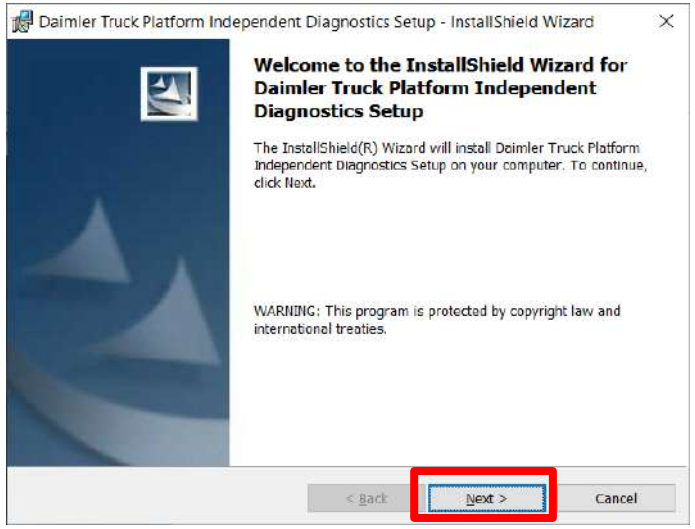
3. Diagnostic Software

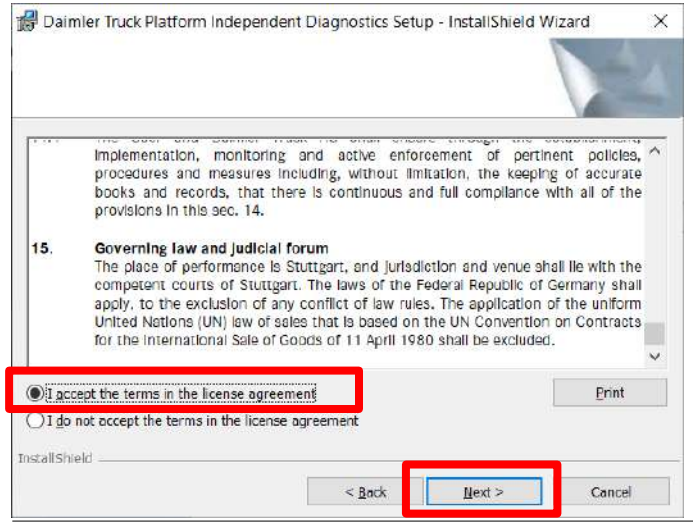
3.4 DTD Software Installation

Now please carry out the standard installation steps. Please click on “Install“ and then confirm the GTC:









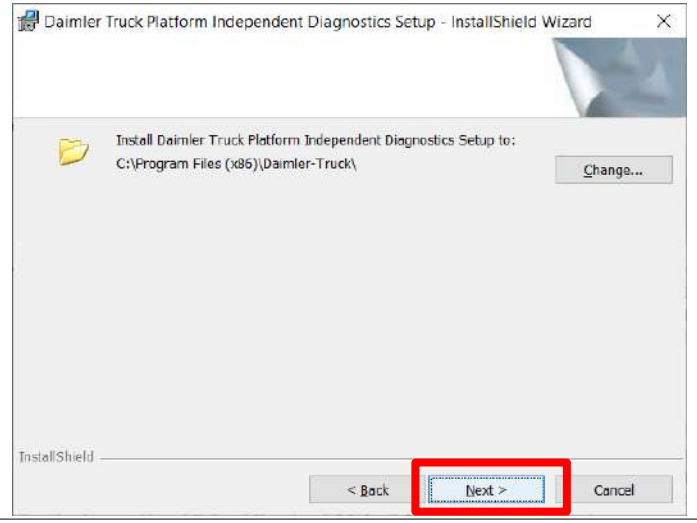
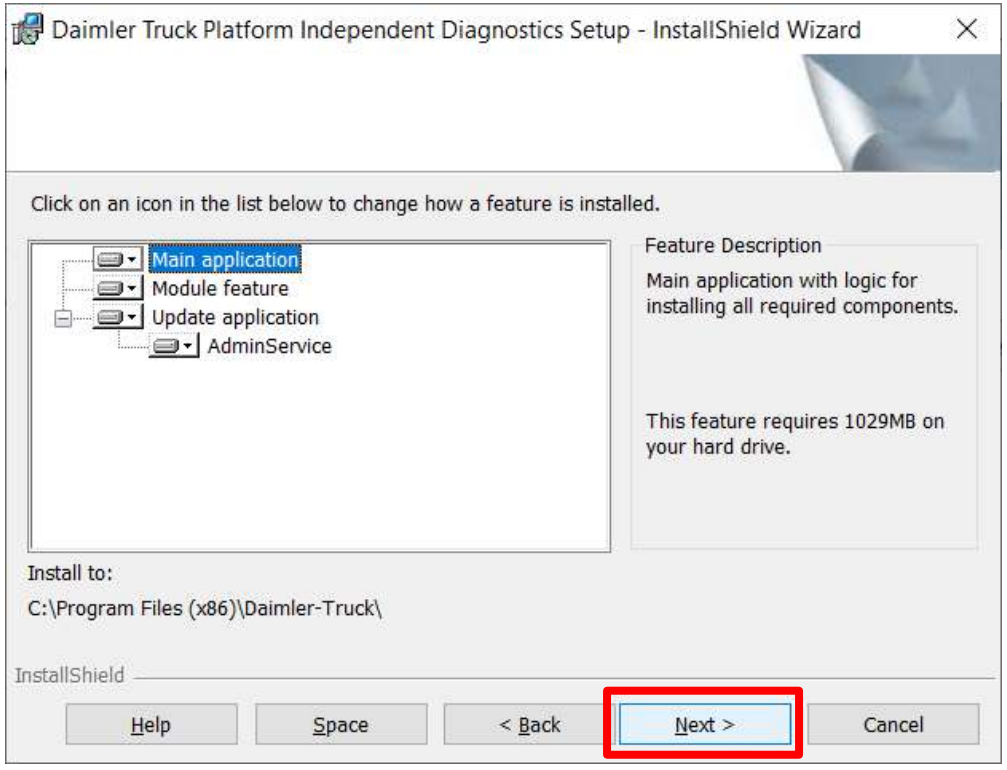
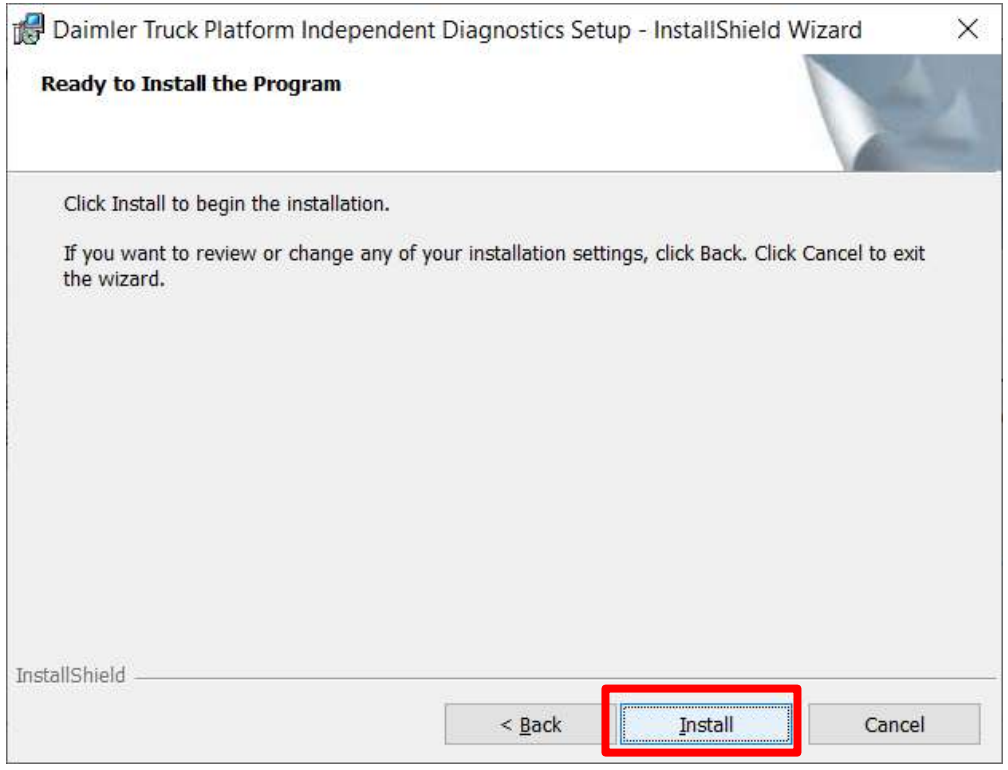


Table of content - Diagnostics

During the next two steps click first on “Next“ and then on “Install“.

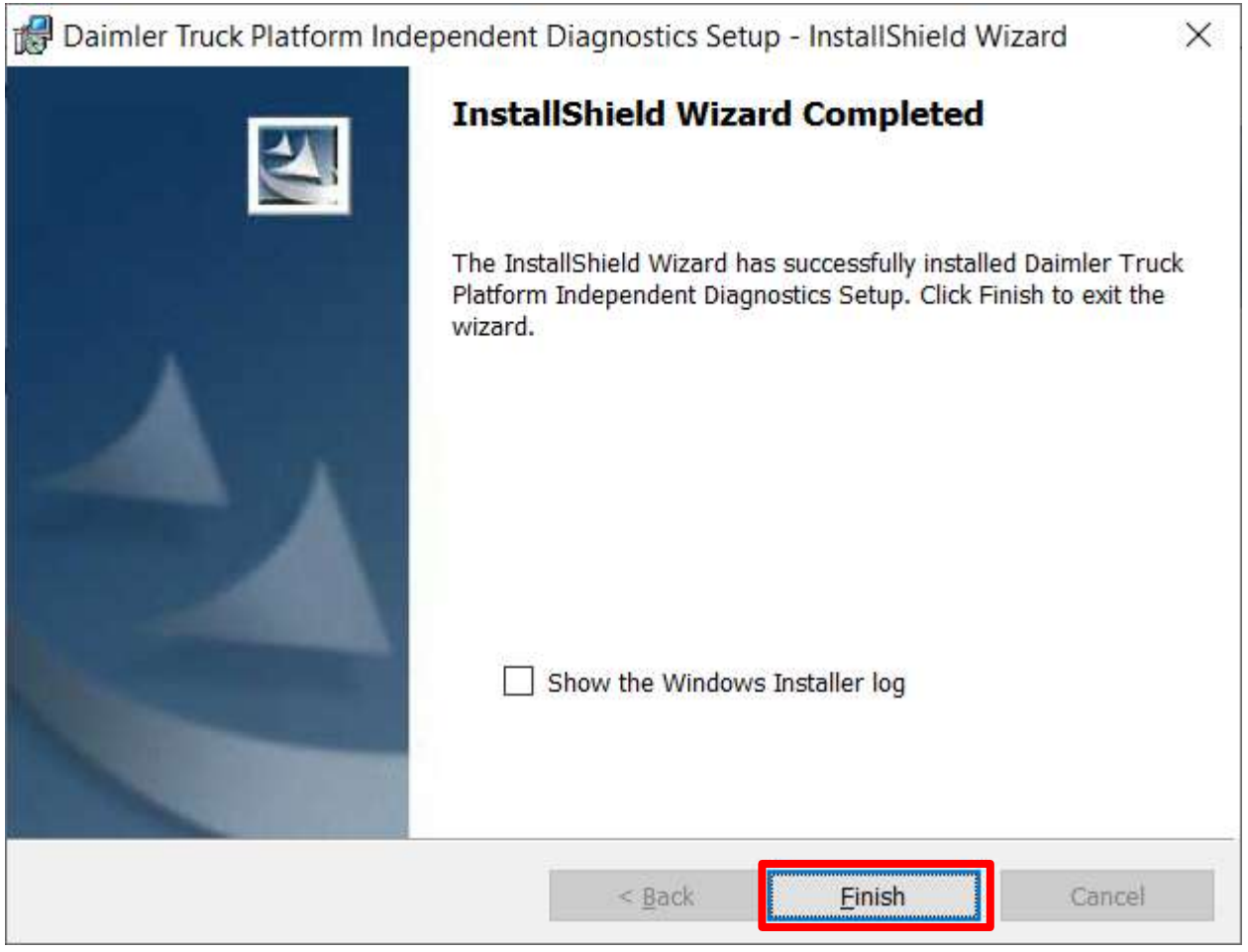




[Table of content - Diagnostics]

3.4 DTD Software Installation

After successfully completing the installation, please confirm by clicking on “Finish“. Now restart your computer.



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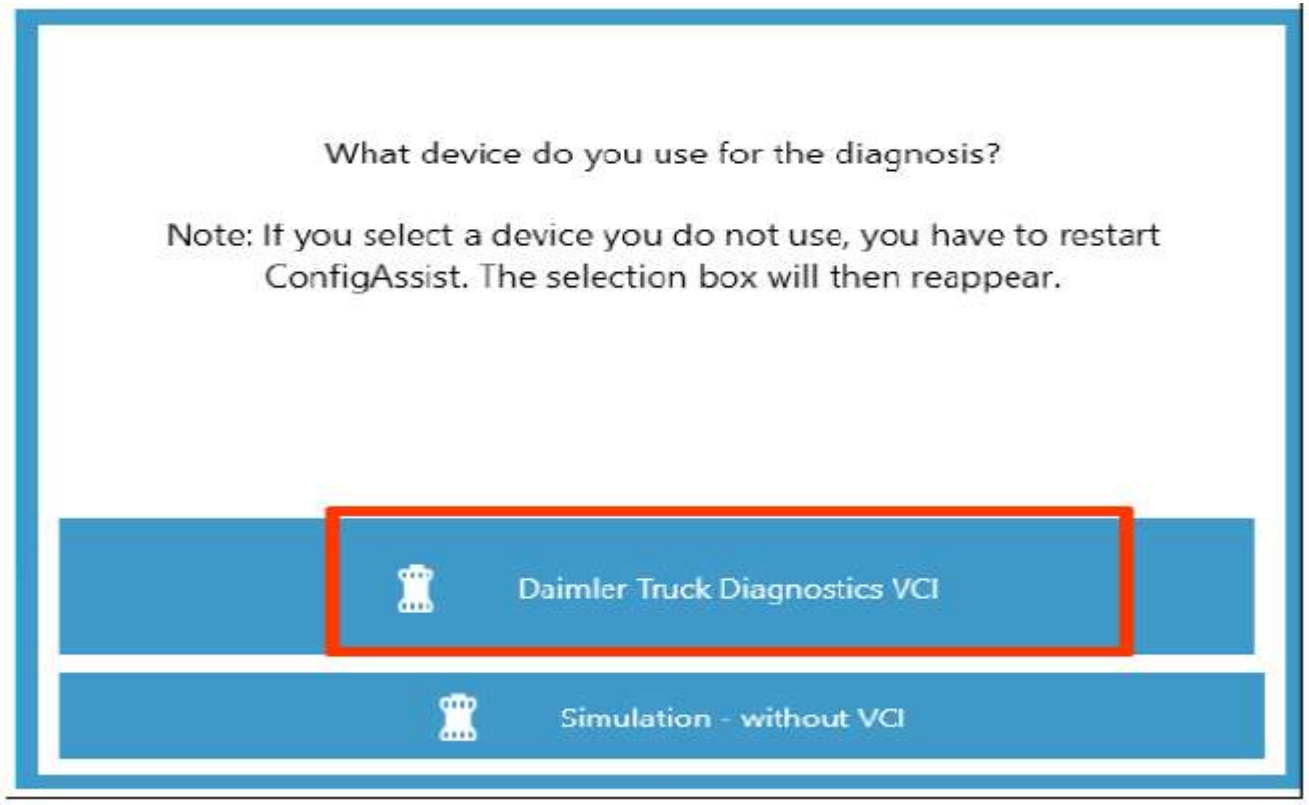
3.4 DTD Software Installation

After restarting your computer, the hardware selection window will open.
Please select “Daimler Truck Diagnostics VCI“. Then the Config.Assist will open automatically.

If the DTD VCI screen doesn’t open, Please click on configassist to open DTD VCI app.



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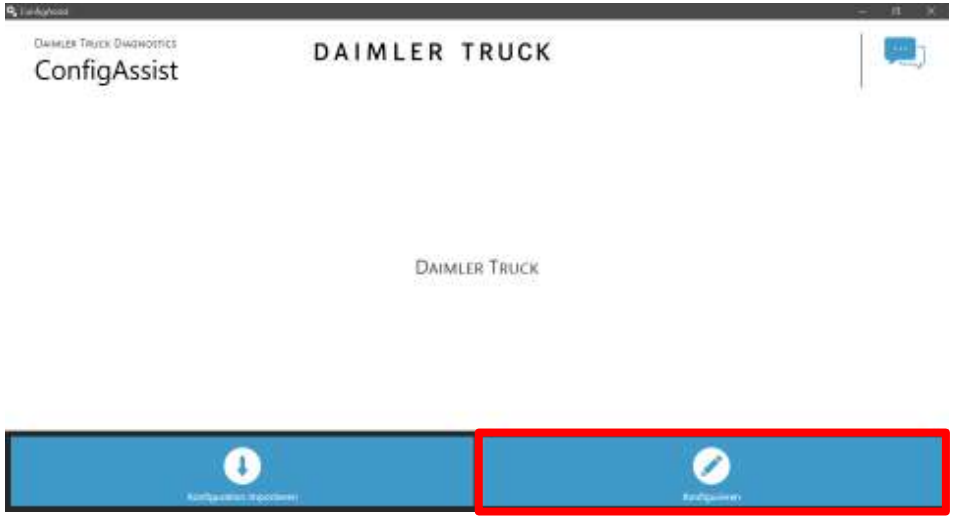
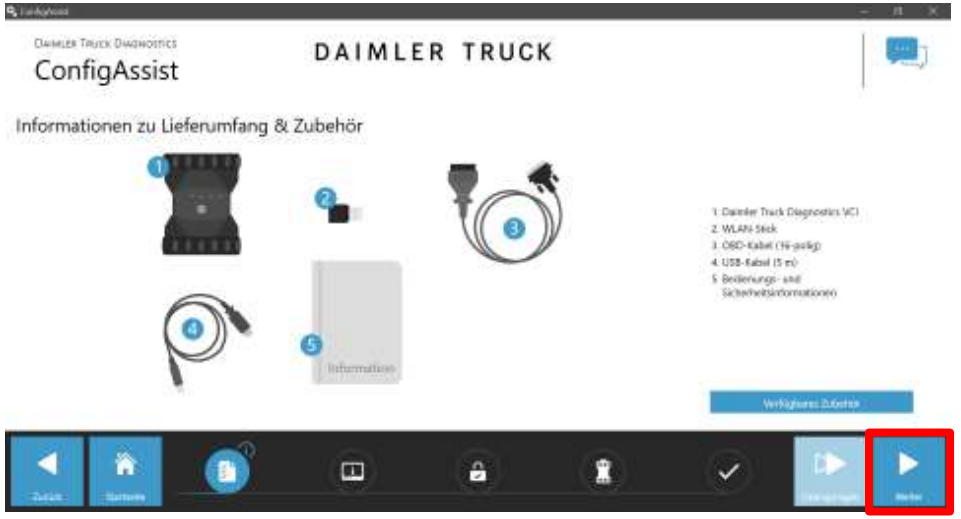
After selecting the hardware, a welcome screen appears. Choose “Configure“ and click on “Continue“.





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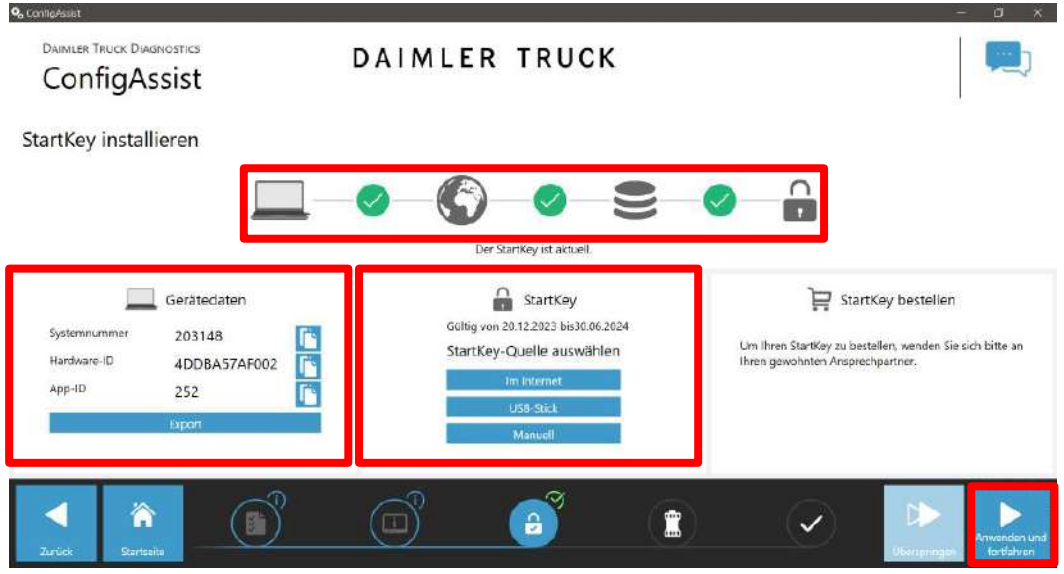
The next screens show information on product news. Click “next“ until you see “Install Start Key“. You can find the hardware ID below "System data" (1) to trigger a Start Key change or follow-up order if required.



NOTE: Once you receive the Start Key-mail you can load the Start Key online or install it manually (2). Click on “Apply and continue“.

[Table of content - Diagnostics]

Insert the Wi-Fi-Stick and connect your Daimler Truck Diagnostics VCI via USB cable to the PC. Pair the VCI with the PC on the next screen. Click “Apply and Continue”.

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3.5 DTD Configuration and Commissioning

On the next page “Configure Daimler Truck Diagnostics Update Service“ you can set the Update Service to either automatic or manual.

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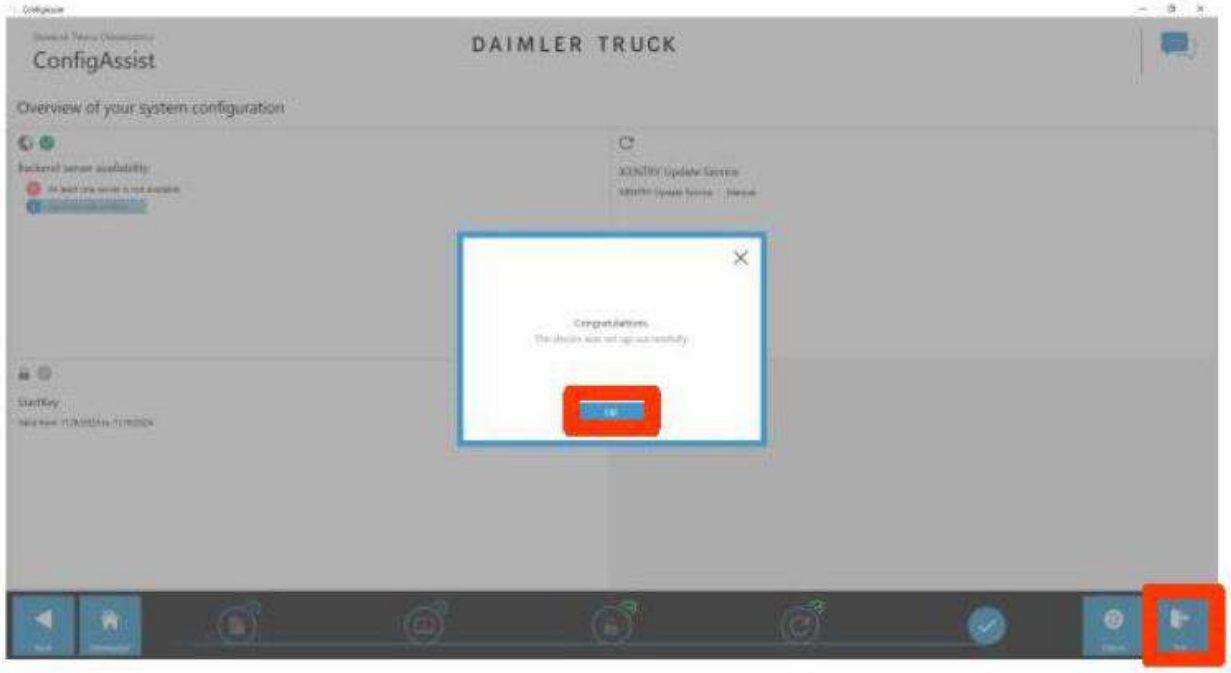
3.5 DTD Configuration and Commissioning

With existing internet connectivity and server availability the DTD Update Service is now connected to the backend servers. If the connection does not work immediately, please repeat this step several times or restart your system and try again. After clicking on “Apply and continue“ you will see this overview window, where you can double check all your settings.



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3. Diagnostic Software

3.6 Status signal of DTD VCI

Status displays

	Operating indicator, LED green
	Fault indicator, LED red
	LED red/green/orange
	Connection indicator VCI ↔ Pad, LED flashing in green
	Connection indicator VCI ↔ Vehicle, LED flashing in green

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3. Diagnostic Software

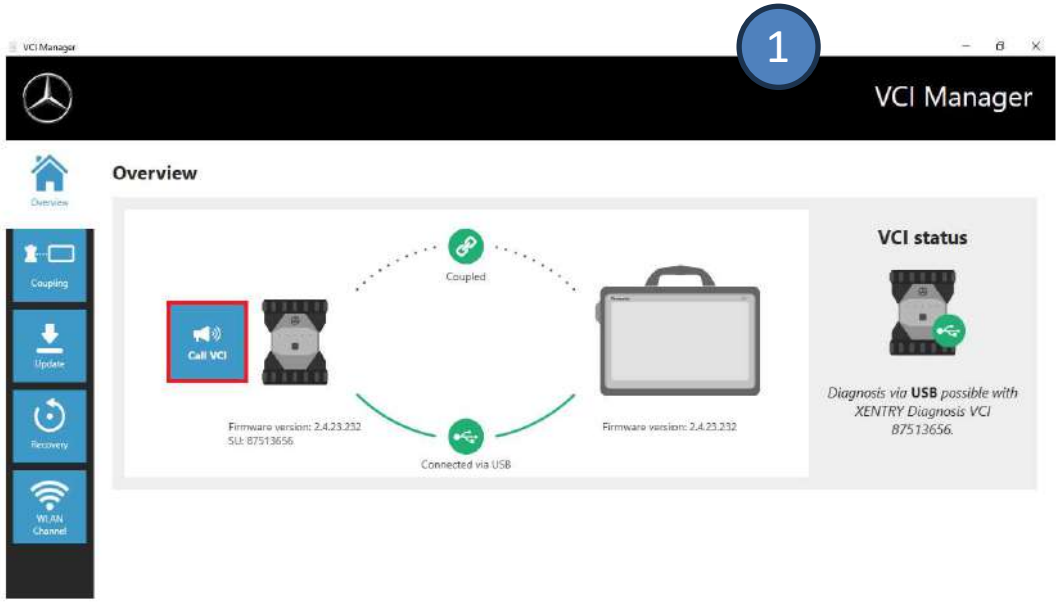
3.6 Status signal of DTD VCI

Icon	Status/Possible Cause	Description	Solution
	VCI not connected	VCI is not connected	Connect the VCI
	VCI not responding	VCI is not connected via USB	Supply voltage to VCI
	(via WLAN)	VCI cannot be searched for on WLAN	
	"No connection"	VCI is not connected via USB	Connect VCI using USB cable
		VCI can be searched for by WLAN	Connect VCI using VCI manager
		No connection	
	VCI firmware is older than computer Sw	VCI firmware is too old	Run VCI update in VCI Manager
	The computer software is older than the VCI firmware.	VCI is not connected via USB	Please downgrade the VCI firmware by running "Update" in VCI Manager.
		VCI can be searched for on WLAN	
		Computer software is too old	
	VCI is recovering	VCI is connected via USB	Perform recovery with VCI Manager
		VCI is in recovery mode	
	VCI is in use	VCI is in use by (another) application	Normal status. No action needed
	VCI is in use by WLAN	VCI is in use by (another) application on the WLAN	Normal status. No action needed
	VCI can be used with USB	VCI is connected with a USB cable.	Normal status. No action needed
	VCI can be used with WLAN	VCI can be used with WLAN	Normal status. No action needed
		WLAN status is displayed on antenna	
	WLAN adapter is not functioning	Unable to communicate between VCI and PC via WLAN	Click on your WLAN adapter from the newly opened window “Reset WLAN Adapter” or by right-clicking on the status display and “Reset WiFi Stick…”.
	VCI is in use with cable connection	VCI is in use by (another) application	Normal status. No action needed
	Airplane mode	WiFi stick is deactivated.	Deactivate airplane mode.
			Activate the WiFi stick.

VCI Manager

The VCI Manager is used for the recovery and firmware update of XENTRY Diagnosis VCI.

VCI Call



You can use the "Call VCI" function to check the connection between DTD and the VCI or simply to determine which VCI is connected to the DTD. Please note that this function is only available if you have already coupled DTD and the VOI.
To launch the VCI, open the VC| Manager using the link on the desktop of your DTD. You can see the currently coupled DTDVCI on the overview page. The "Call VCI" button can be found there.
Click this button, the coupled VCI will beep.

Please note: The VC does not have own power supply. This means that the VCI can only be called if it is connected to a power source. This can be through an OBD cable on the vehicle or per USB cable connection to the DTD laptop.

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Daimler Truck Diagnosis VCI Firmware Update

After an update to the DTD software, you may then need to update the firmware for the DTD VCI

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Daimler Truck Diagnosis VCI Firmware Update

Click in the "Update" menu item in the VCI Manager and then on the "Start update" button.

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Daimler Truck Diagnosis VCI Firmware Update

When executing the update, please ensure that the USB connection between DTD Pad and VCI is not interrupted.

Once the update has completed, you can then continue to work with DTD as usual.

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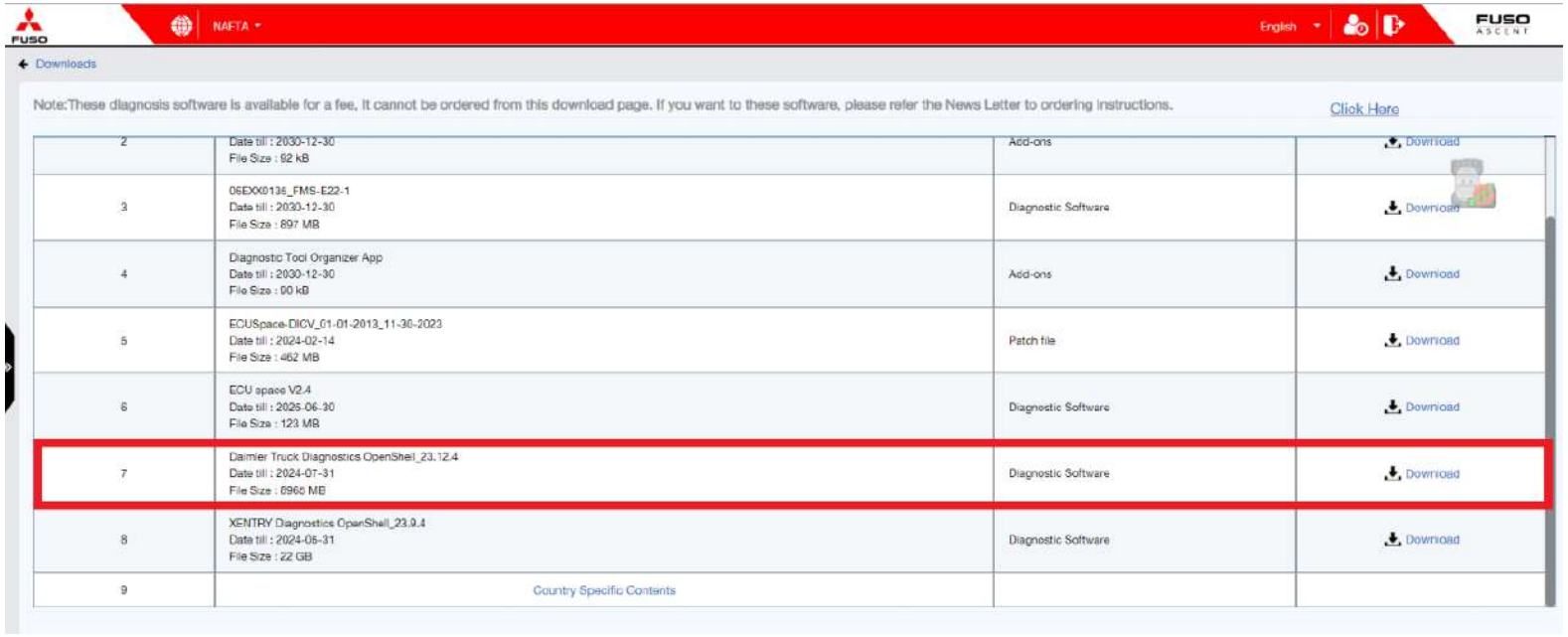
3. Diagnostic Software

3.8 DTD Software Updates

1. Daimler Truck Diagnostic software will be updated quarterly once.
2. The software release will be announced officially via the newsletter in FusoAscent.
3. Software can be downloaded from Download tab of FusoAscent.



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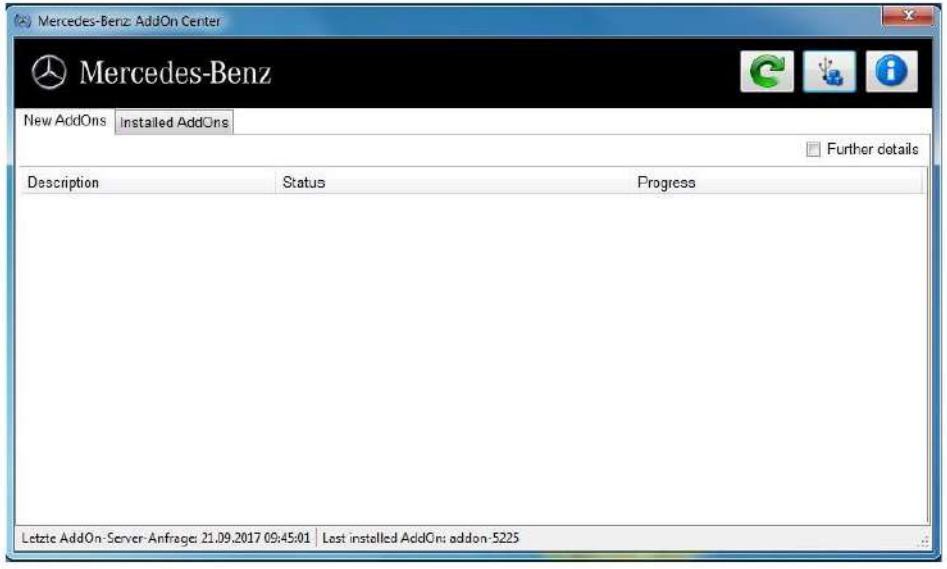
3. Diagnostic Software

3.9 DTD Software Add-on Center Update

Your system will be automatically supplied with online updates, so-called Add-ons, when needed.

These are automatically downloaded in the background as soon as your system is logged into the network. The Add-ons are installed when the update in requested by the user in Add-On center.

When you click the Mercedes-Benz Updater the following window will open:



- Check whether new AddOns are available online

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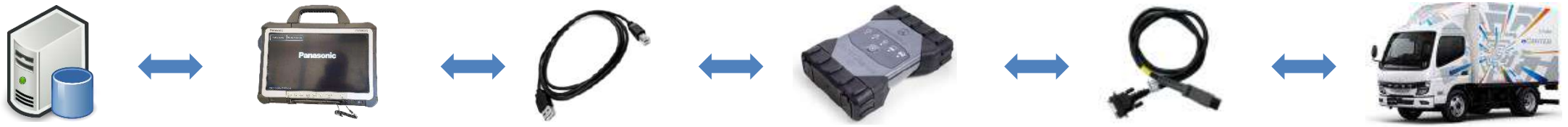
4. FRN System

FRN System Overview

- ✓ *FRN server used to store the vehicle's ECU information.*
- ✓ *When an ECU is updated on the field, its history data needs to be registered in the server.*
- ✓ *Inquiry number and password is mandatory to perform writing function in DTD software.*



FRN server → DTD Software → USB cable → DTD VCI → OBD cable → Vehicle

How to get FRN access

Independent Service Providers ⟷ Fuso Diagnostic support (DHD)

FRN Link : https://eol.mitsubishi-fuso.com/fss/

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4. FRN System

FRN Access request form to be attached while raising new request

Field Rewrite Network (FRN) User ID Sign-up Sheet

#	Country	Corporate name or Dealer name	User Name (Full name)	e-Mail	User ID (MFTBC will fill in later)	Initial Password (MFTBC will fill in later)
1						
2						

Country	Country Name of user
Corporate name or Dealer name	GD or Dealership name of user
Username (Full name)	Users full name
e-Mail	Users official eMail ID
User ID and Password	User ID and password will be shred by DHD team.

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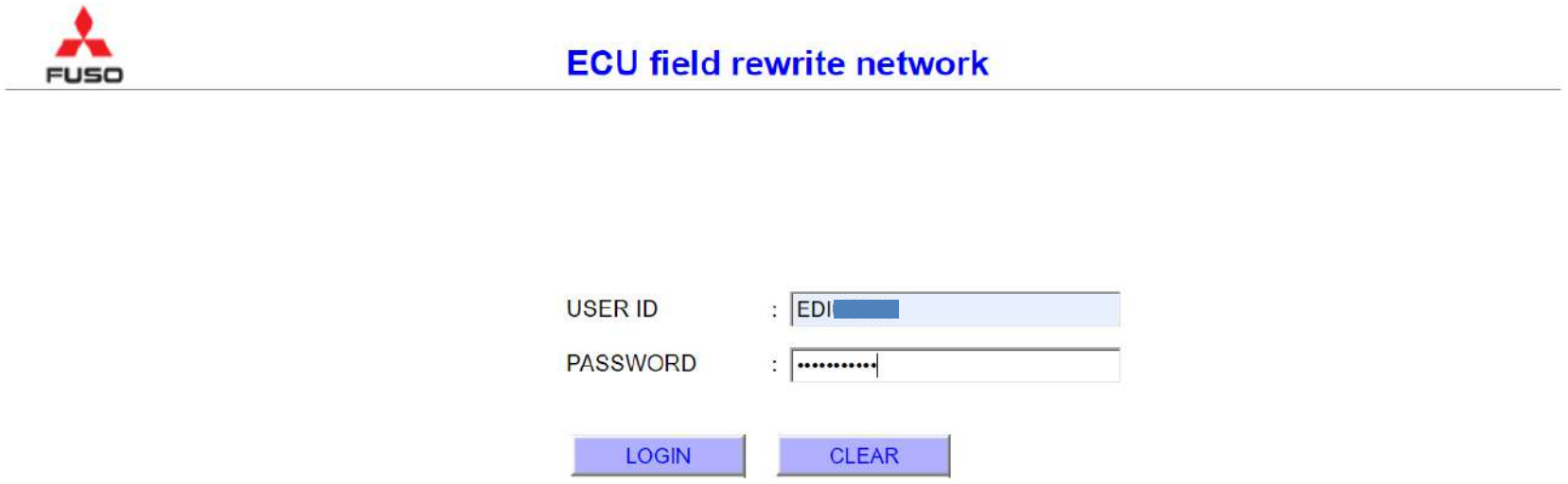
4. FRN System

Log in FRN server with credentials provided by DHD team



When you set the initial password, Please follow below rules:

-Password needs to sets more than 10 and less than 20 characters.

-Password needs one or more numeral, small letter and capital letter included.

-Same password cannot be set and no special symbol can be used.

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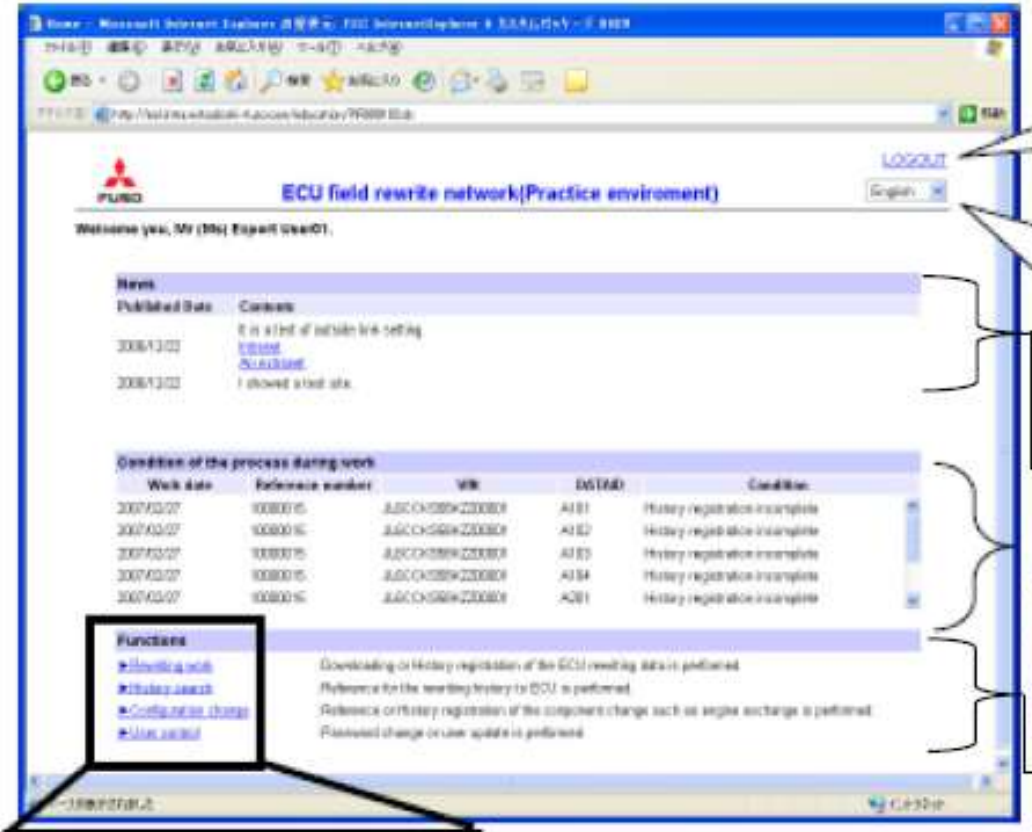
FRN Home Page Overview

Window: Top page



Delete login information and display login page.

Japanese-language and English-language window displays can be selected. (The functions are the same.)

Notices from the ECU Field Rewrite Network are displayed (e.g. update information).

List of works in progress is displayed. (Items whose history registration is completed are no longer displayed.)

Functions of the ECU Field Rewrite Network are displayed.

Functions

▶Rewriting work	Makes it possible to download and history-register written data.
▶History search	Makes it possible to view the history of vehicle rewriting.
▶Configuration change	Makes it possible to change engines during engine modification and to register link engine data.
▶User control	Makes it possible to change passwords.

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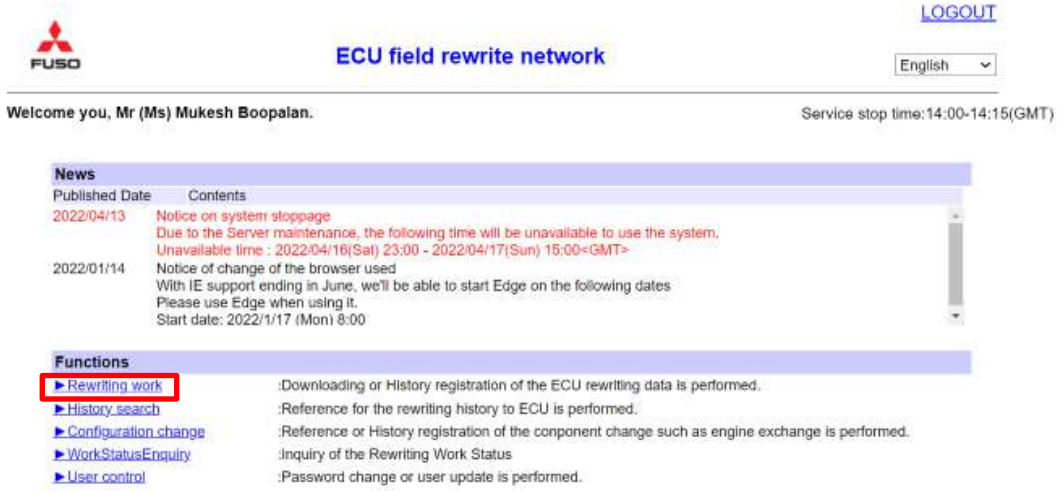
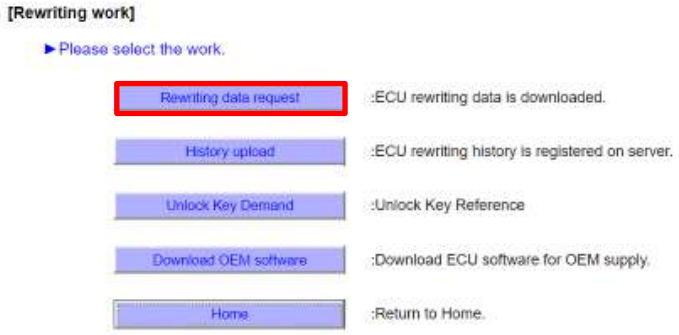
4. FRN System

Procedure for downloading DL file from FRN

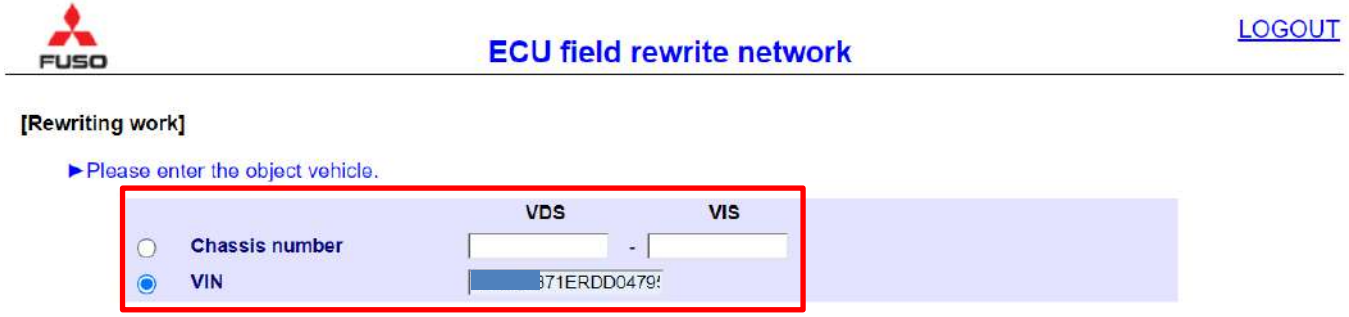
1. Click “Rewriting work”.



2. Click “Rewriting data request”.



3. Enter the VIN or Chassis no to access vehicle ECU



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4. Select the ECU to be rewrite

[Rewriting work]

▶Object Vehicle

VIN	Chassis #	Vehicle Type	Engine Model	Engine #
TYAFGB71ERDD04795	D04795	FGB71ER6SEUY	4P10	F75838

▶Please select an ECU.

	SCC	ECU type	ECU serial number	ECU hardware part number
○	ABS_EBS01TF	ABS EBS	BLTK3C005N	AML311269null
◉	EEC02TF	EEC		AME427651null
○	ICUC01TF	ICUC		AL234465139001
○	ISS01TF	ISS		AL234465850001
○	SSAM01TF	SSAM		AL234465744001

5. Click “Download” to get the DL file and generate the Inquiry number and password.

[Rewriting work]

▶Writing data reference

VIN	TYAFGB71ERDD04795				
Inquiry number		Data valid duration			
Data item name	DATA ID	Writing value	Download		Password
EEC	----	----	Download		

「FRN画面上の車台番号」と「車検証の車台番号」が一致しているか２名以上で再確認してください。

車台番号を取り違えて別の車両に書込みを行ったと推定されるFRN履歴が見つかっております。

車台番号を違えて書込みを行うと違法改造とみなされる場合があります。
必要に応じて、FRN履歴とお使いのFRNユーザIDをもとに追跡調査が行われます。

くれぐれも車台番号を間違えないようご注意ください。

Table of content - Diagnostics

6. Inquiry number and password will be generated

[Rewriting work]

▶Writing data reference

VIN	TYAFGB71ERDD04795		
Inquiry number	40130118	Data valid duration	2024/4/1 - 2024/4/3

Data item name	DATA ID	Writing value	Download	Password
EEC	----	----	Download	653248

「FRN画面上の車台番号」と「車検証の車台番号」が一致しているか２名以上で再確認してください。

車台番号を取り違えて別の車両に書込みを行ったと推定されるFRN履歴が見つかっております。

車台番号を違えて書込みを行うと違法改造とみなされる場合があります。
必要に応じて、FRN履歴とお使いのFRNユーザIDをもとに追跡調査が行われます。

くれぐれも車台番号を間違えないようご注意ください。

-The DL file will be saved in the downloads. UL file generation is same as DL path.

-User has to make sure the UL file is uploaded back into FRN within 14 days of DL downloaded.

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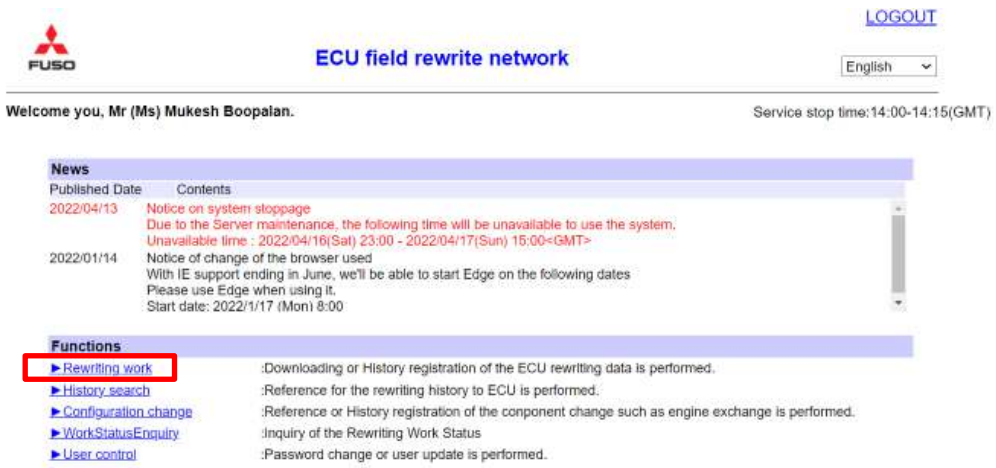
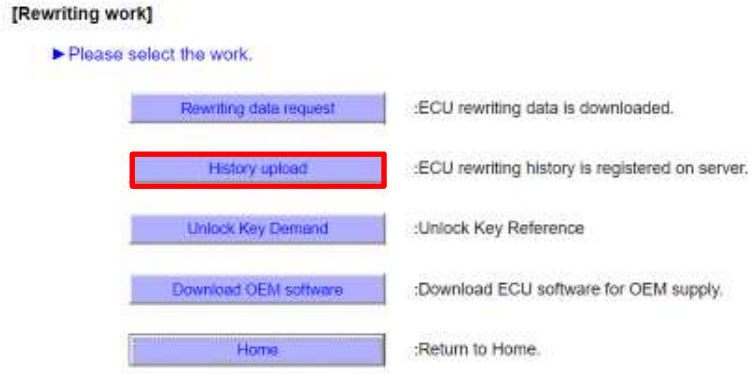
4. FRN System

Procedure for uploading UL file from FRN

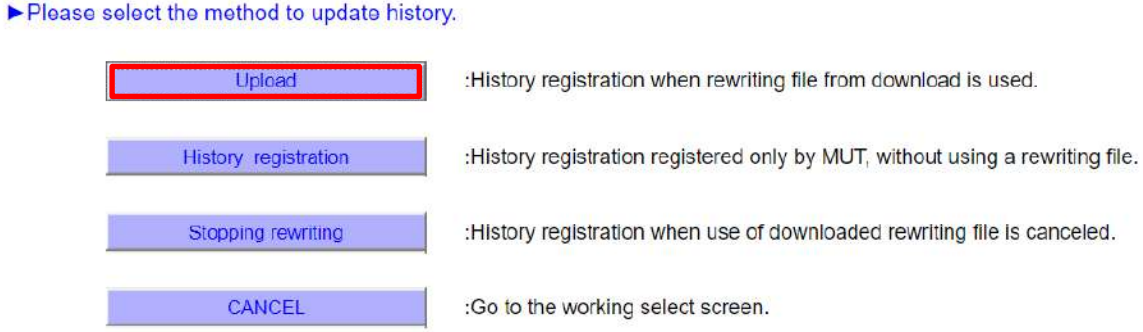
1. Click “Rewriting work”.



2. Click “History Upload”.



3. Click “Upload”



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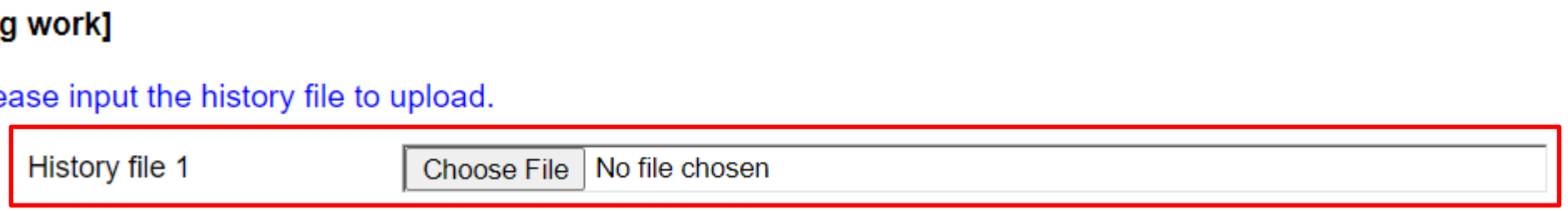
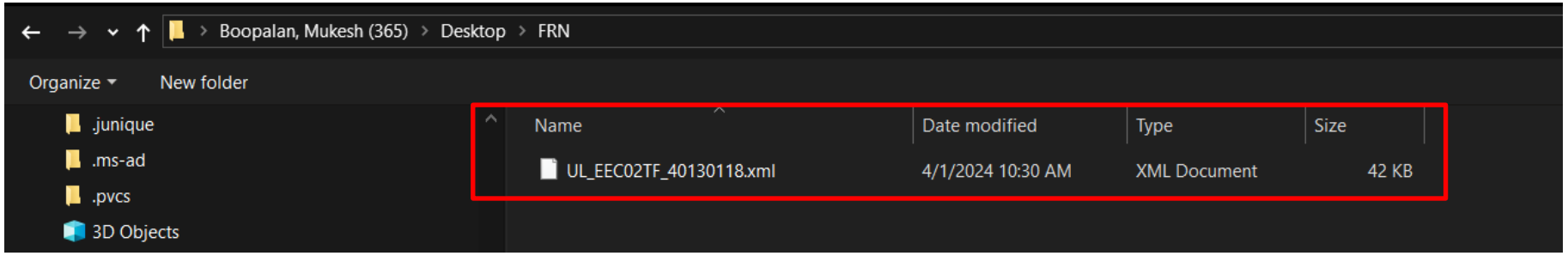
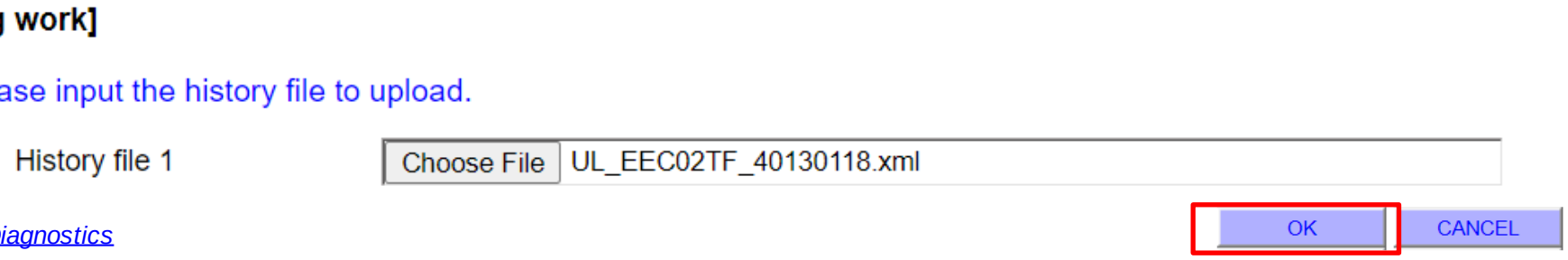
4. Click on Choose file to upload the file



5. Select the UL file needs to be updated



6. Check the UL file name and click “Ok”



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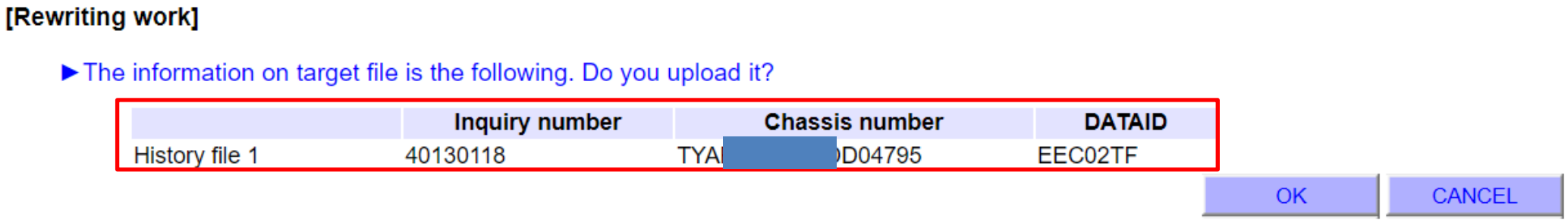
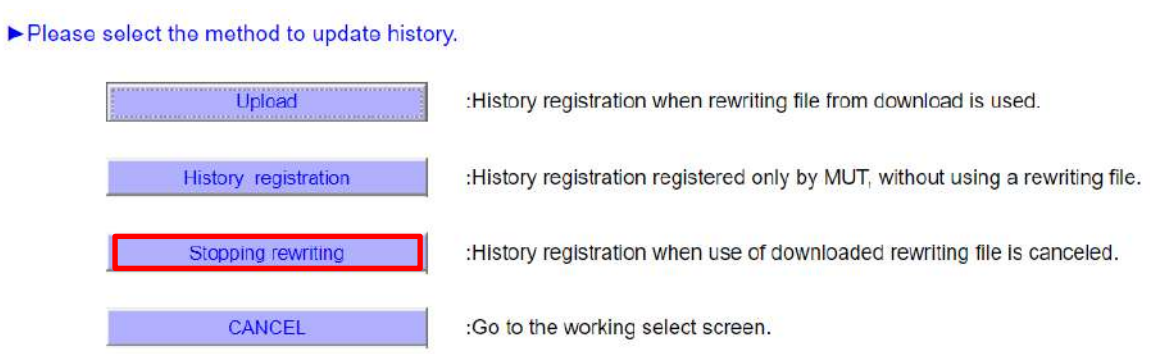
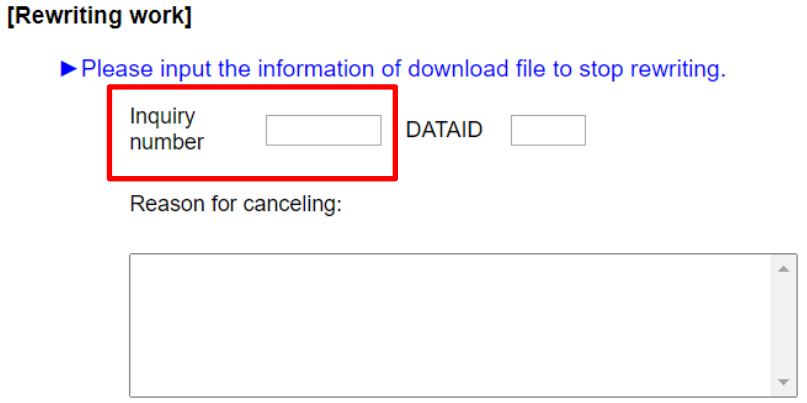
7. Check vehicle information and click on “Ok” to complete the process



Incase of user has not performed any task in DTD, user can stop rewriting by providing the Inquiry number in Stop rewriting.





Note: It is not recommended to download the DL file without need.

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4. FRN System

FRN open work status

User can view the current working vehicle information and Inquiry number in the Home screen of FRN server.

Condition of the process during work

Work date	Inquiry number	VIN	DATAID	Condition
2024/04/01	40130118	TYA[redacted]04795		History registration incomplete

Functions

▶Rewriting work	:Downloading or History registration of the ECU rewriting data is performed.
▶History search	:Reference for the rewriting history to ECU is performed.
▶Configuration change	:Reference or History registration of the conponent change such as engine exchange is performed.
▶WorkStatusEnquiry	:Inquiry of the Rewriting Work Status
▶User control	:Password change or user update is performed.

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5. Diagnostic Helpdesk ticketing tool process

Login to the Tool

User has to login via the credentials shared to them individually. Please select the Login.

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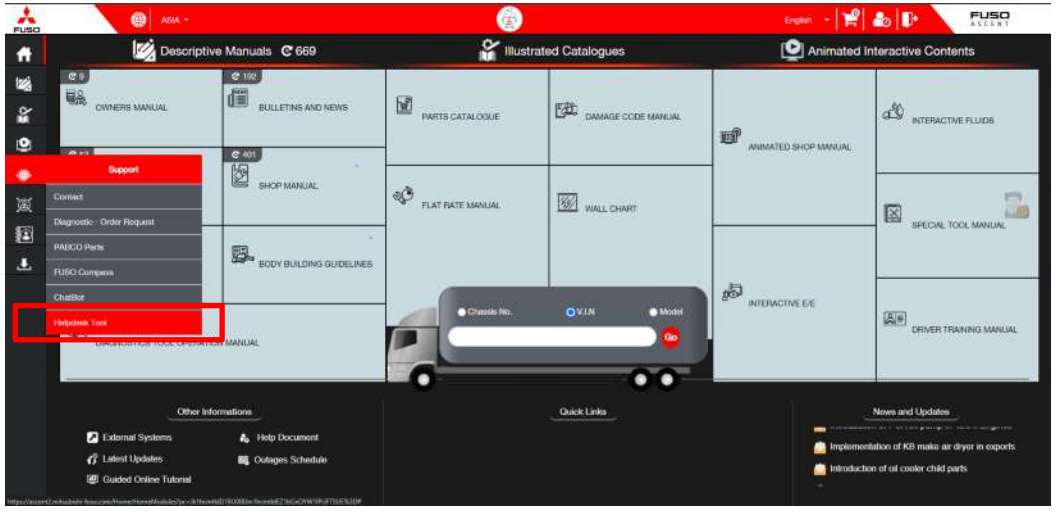
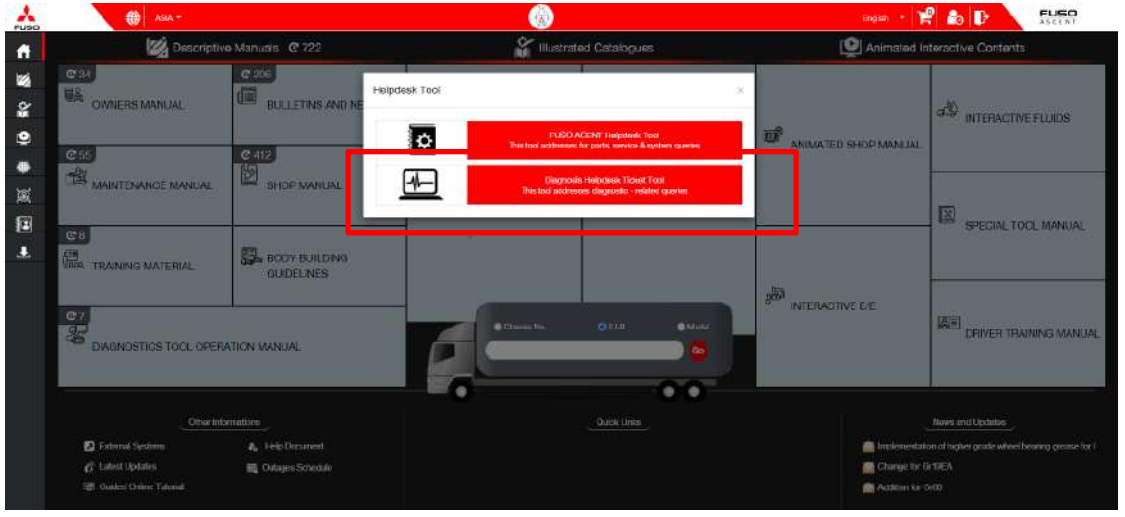
Select the Diagnostic module to raise/track queries

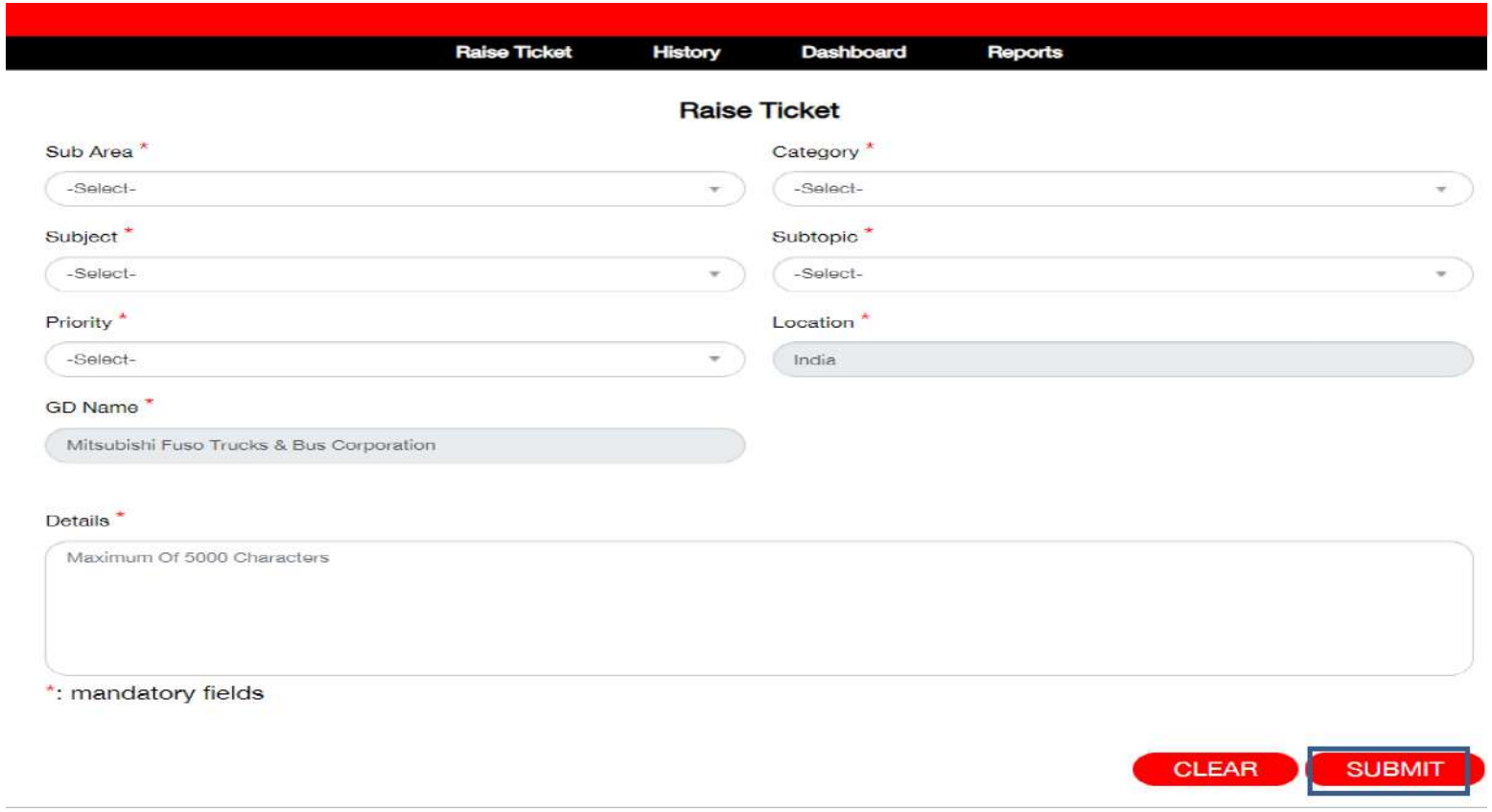




5. Diagnostic Helpdesk ticketing tool process

To Raise Tickets

Create/Raise Ticket: Users can raise the ticket by providing the necessary fields and provide “Submit” button



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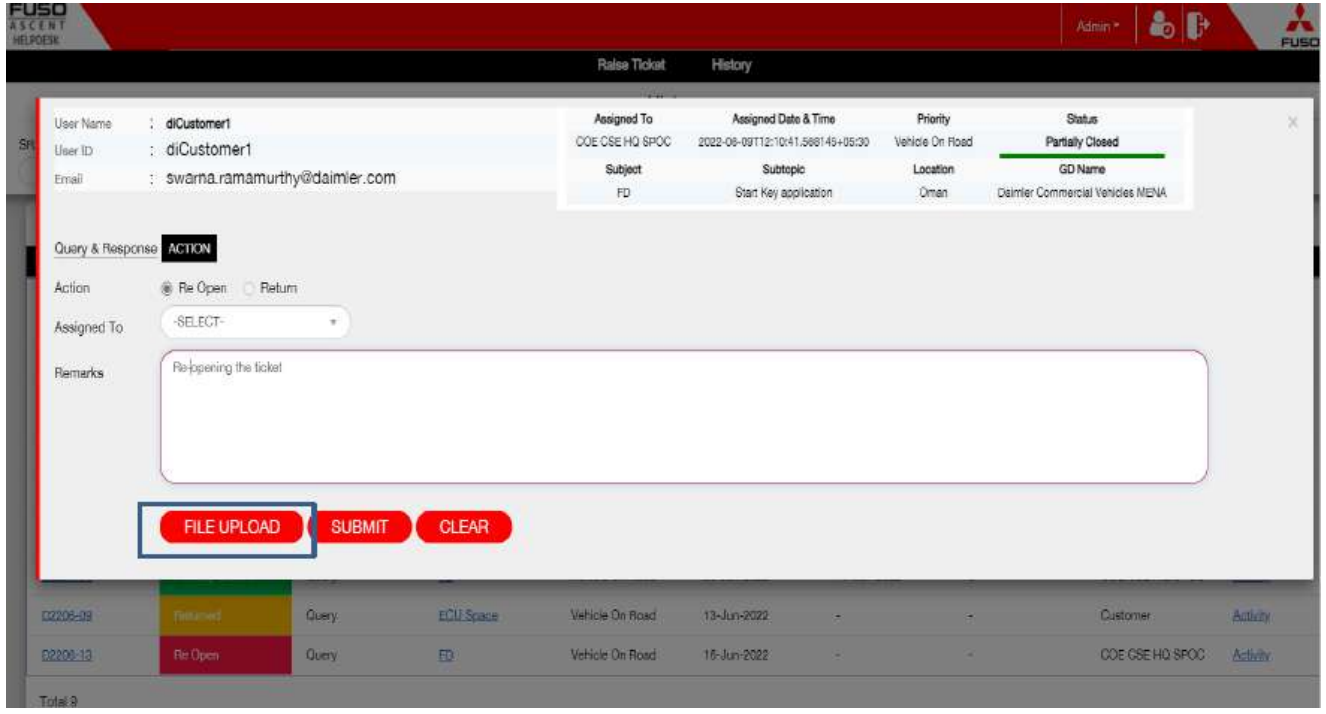
5. Diagnostic Helpdesk ticketing tool process

To Raise Tickets

Documents can be attached by selecting ‘File Upload’



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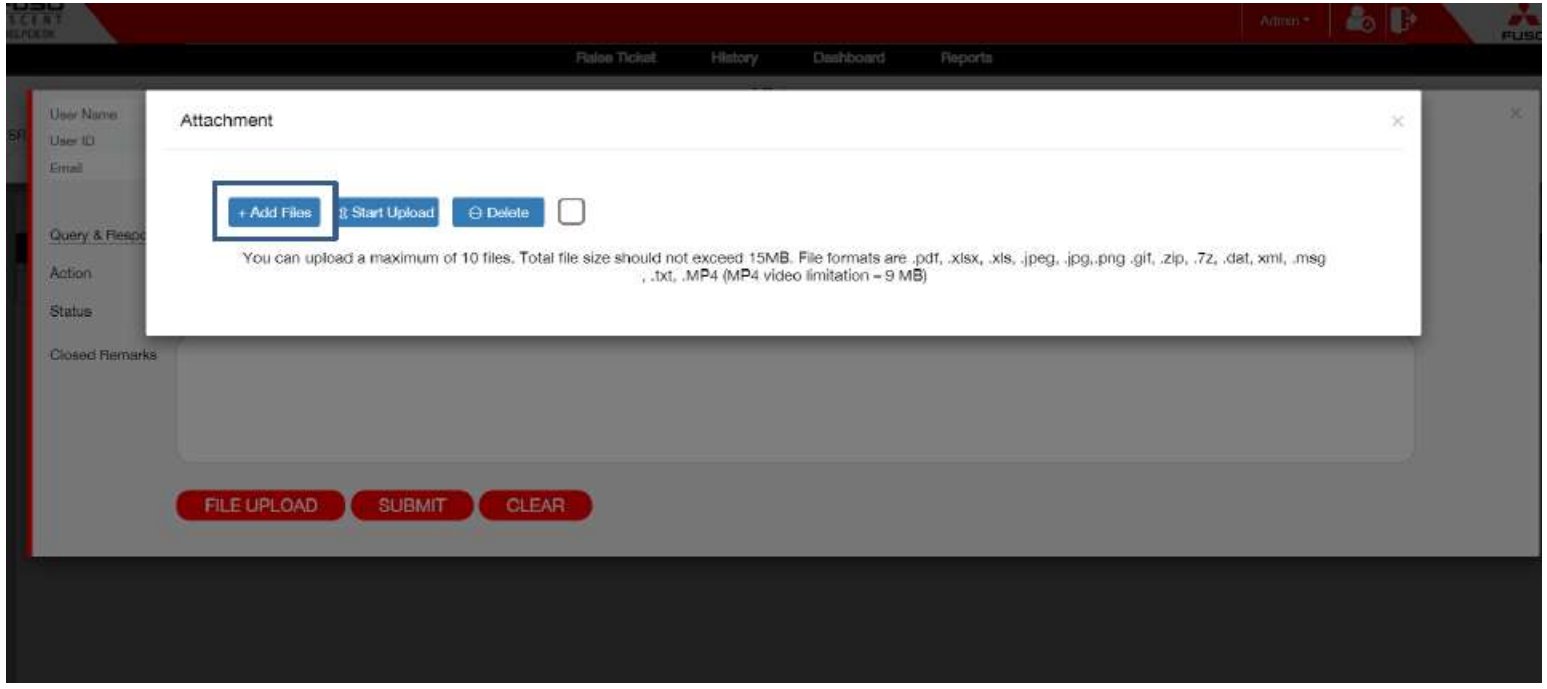
5. Diagnostic Helpdesk ticketing tool process

To Raise Tickets

Documents can be attached by selecting ‘File Upload’ > “Add files” (acceptable formats are mentioned below) and after selecting files, select “start upload”



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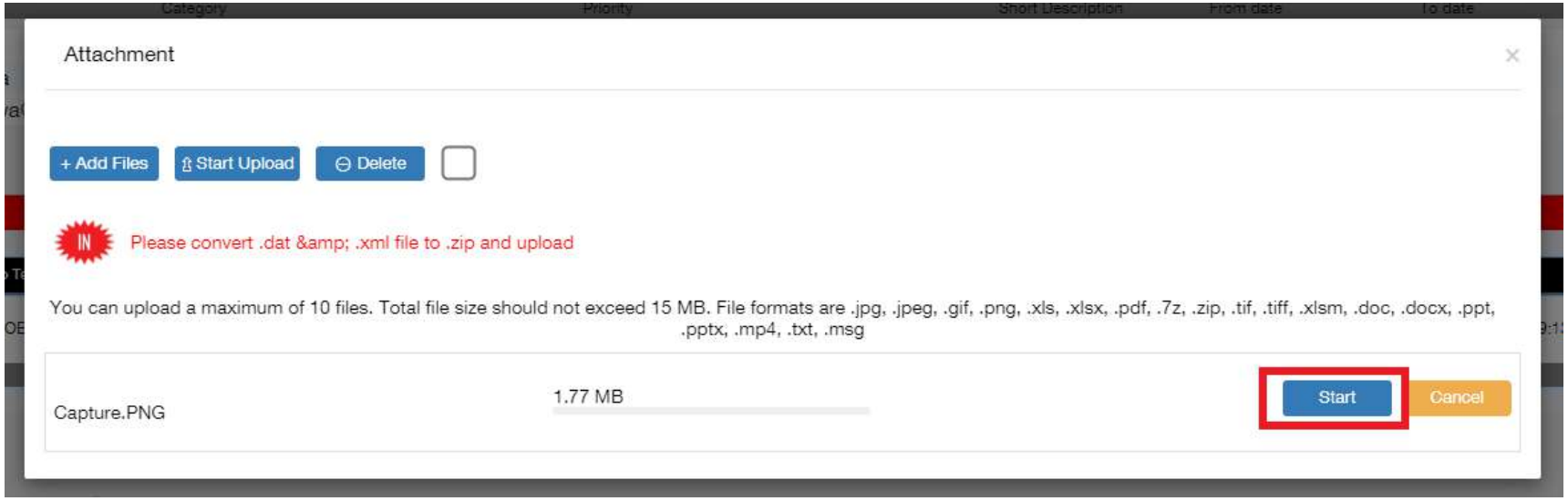
5. Diagnostic Helpdesk ticketing tool process

To Raise Tickets

Click on start button to upload the file.



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5. Diagnostic Helpdesk ticketing tool process

To View ticket History

1. **History:** User raised tickets can be viewed in detail on “History” tab.

2.Filters
SR.# -To search the query by entering the ticket number
Status –Filter out tickets on status wise (Open, Closed, Reopen, Partially closed, Returned & All)
Category –Filter out tickets on Category
Priority wise (On-road/Off-road)
From & To Date –Tickets can be searched via date wise

3. Activity tab: User can have a complete history of that respective ticket under “Activity” .

4. Query and Response: User or DHD team can raise their Query or response during ticket is open.

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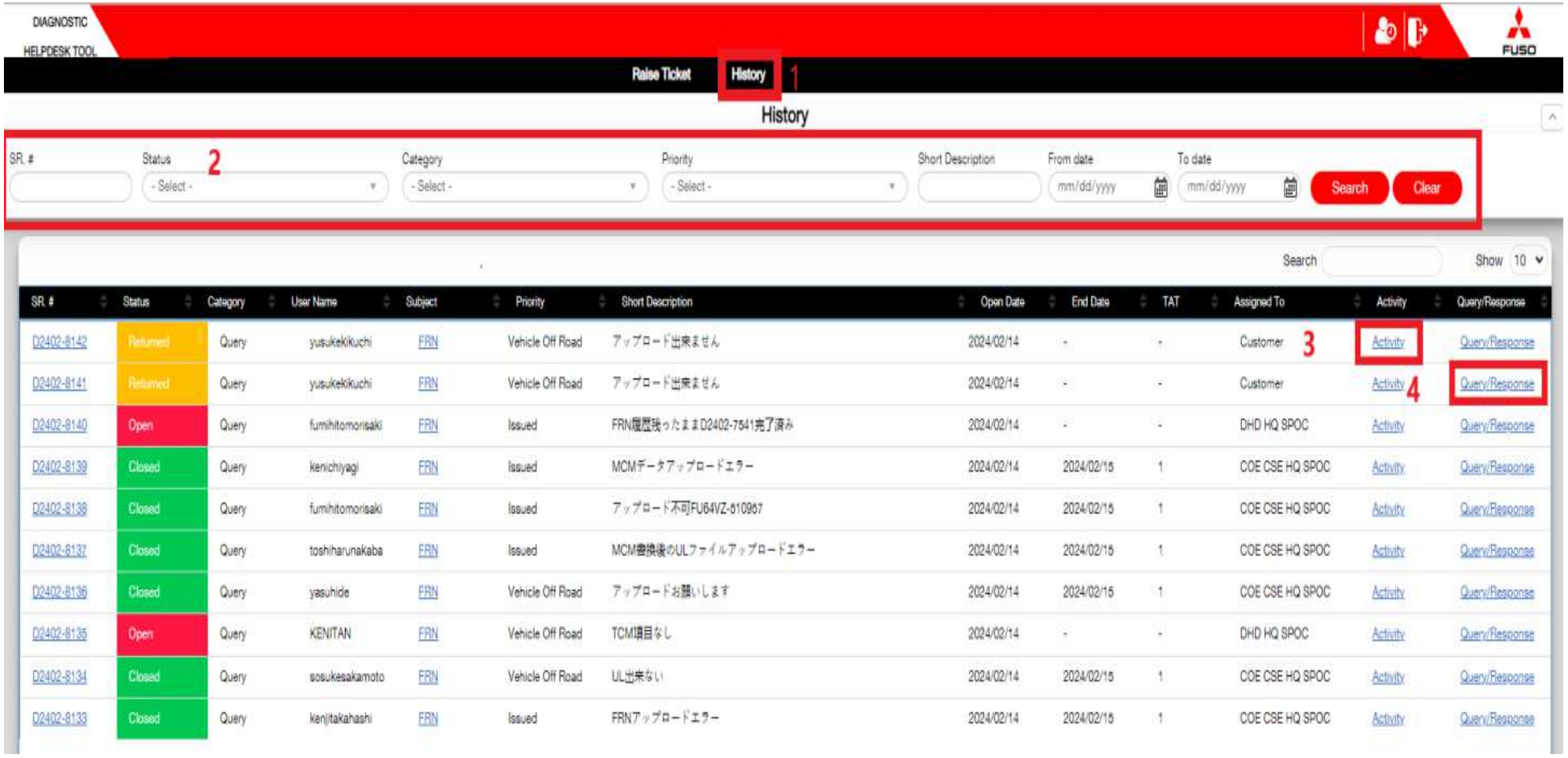
5. Diagnostic Helpdesk ticketing tool process

To View ticket History



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6. SERMI

Important Information on SERMI Legislation and Process

Please note: An additional role requirement in relation to SERMI becomes effective for 3rd Parties (ISP) within the RMI Regulation as of 1st October 2023. The country-specific start dates will vary as not all Member States have an accredited Conformity Assessment Body (CAB) available in time.

SERMI has been created as part of the requirements of the Delegated Regulation (EU) N° 2021/1244, Regulation (EU) N° 2018/858 and Regulation (EC) N° 692/2008, which grant standardized access to technical information whilst establishing specific provisions for access to vehicle security features

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6. SERMI

Important Information on SERMI Legislation and Process

Most important facts:

- ✓ Unrestricted access to Daimler Trucks security related information (SERMI) will no longer be possible.
- ✓ The additional SERMI authentication will be required for theft relevant diagnostic processes e.g., replacement and reprogramming of theft-relevant control units or electronic vehicle keys.
- ✓ Specific access procedures need to be executed by independent operators (ISP) and their employees to receive access to security related Diagnostic Truck Software
- ✓ For every SERMI country, at least one Conformity Assessment Body (CAB) is responsible for the authorization. Independent operators and their employees need to contact their respective CAB. Information on the countries' varying CAB readiness as well as further procedure information can be found on www.vehiclesermi.eu
- ✓ The acquired SERMI certificate form the local CAB then needs to be uploaded to the SERMI Trustcenter (one Trustcenter responsible for all SERMI markets)
- ✓ After successful completion of the above-mentioned access procedures, ISPs can authenticate for the new Daimler Trucks SERMI role via UMAS

To execute theft relevant diagnostic processes, users must still meet all the following known prerequisites:

- ✓ Valid Daimler Truck Diagnostics Standard Diagnostic Role (requestable via UMAS)
- ✓ Valid Daimler Truck Diagnostics Flash Role (requestable via Diagnostic Helpdesk ticket)

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Request Daimler Trucks SERMI role via UMAS

After successful completion of Conformity Assessment and SERMI Certificate Upload to Trustcenter access procedures, ISPs can authenticate for the new Daimler Trucks SERMI role via UMAS

1. Log into UMAS and select the tile “SERMI Daimler Trucks”
2. Verify yourself by scanning the following QR-Code with your Digidentity App
3. After successful verification, the activated SERMI role will be shown under “My products” and remain valid for 12 hours. In case you require access post 12 hours, please activate your SERMI role again

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6. SERMI Process

Independent Operator who wants to perform security related work will have should have an SERMI certification

Independent Operator/Remote Service Supplier(Company)

Refer to the below SERMI URL to understand on Security process and accreditation

SERMI - Home (vehiclesermi.eu)

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6. SERMI Process

Apply for a certificate as an Independent Operator

Country wise **Conformity Assessment Bodies(CAB)** are available to apply for certification

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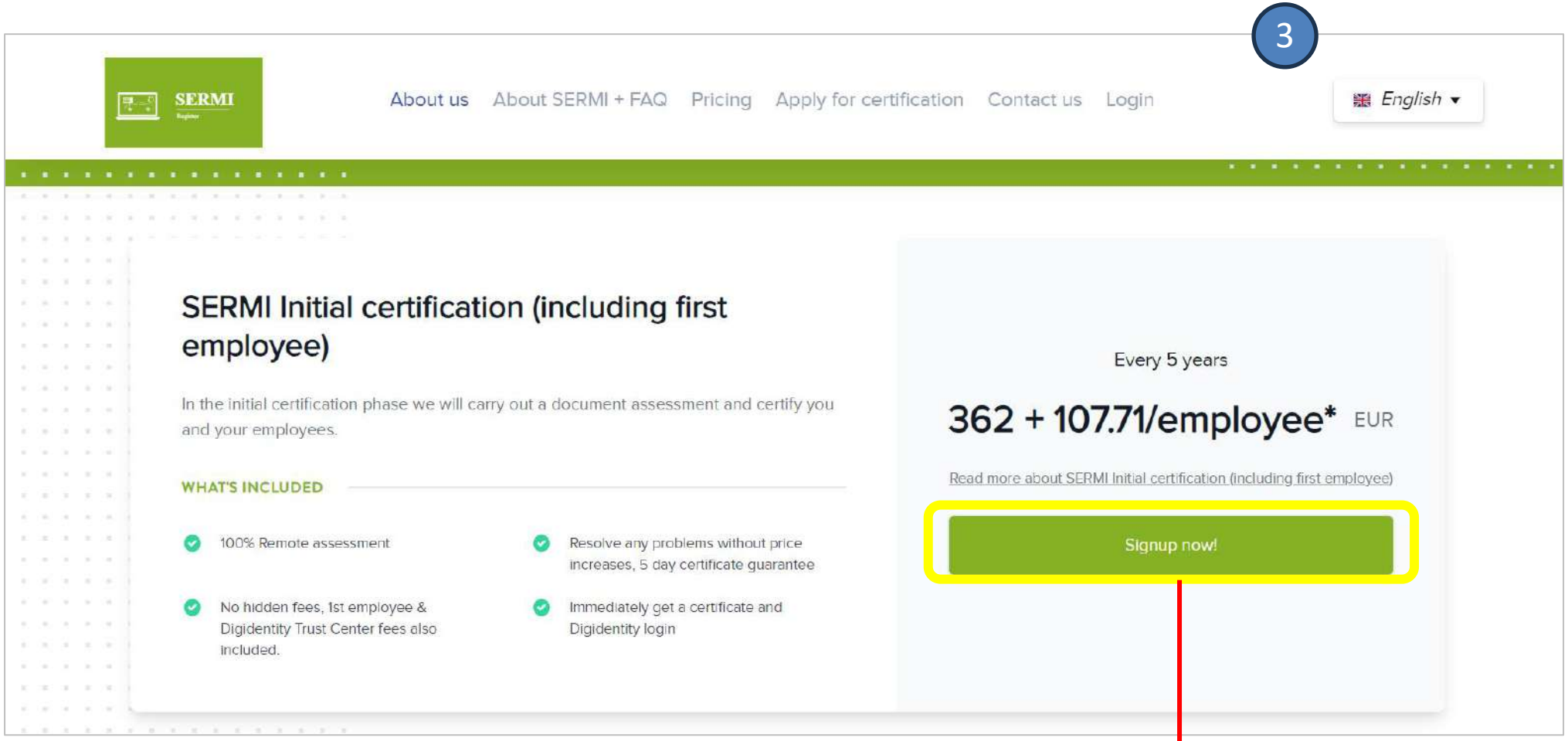
6. SERMI Process



Signup with the company details

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6. SERMI Process

Register your organization

Use our registration form to fill in some basic information.

1

Upload documents

You can now login on the portal and fill in your personal todo lijst. The lead auditor will also contact you in order to discuss the next steps.

2

Perform audit

An SERMI Register auditor will check your company and employeses via the portal

3

4

Issue certificate.

SERMI Register will send you your digital SERMI certificate and the certification process will be completed. A random inspection will be conducted during the 5 year period.

4

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6. SERMI Process

After notification, the Trust Centre (TC) will issue certificates and security tokens to be distributed by the CAB

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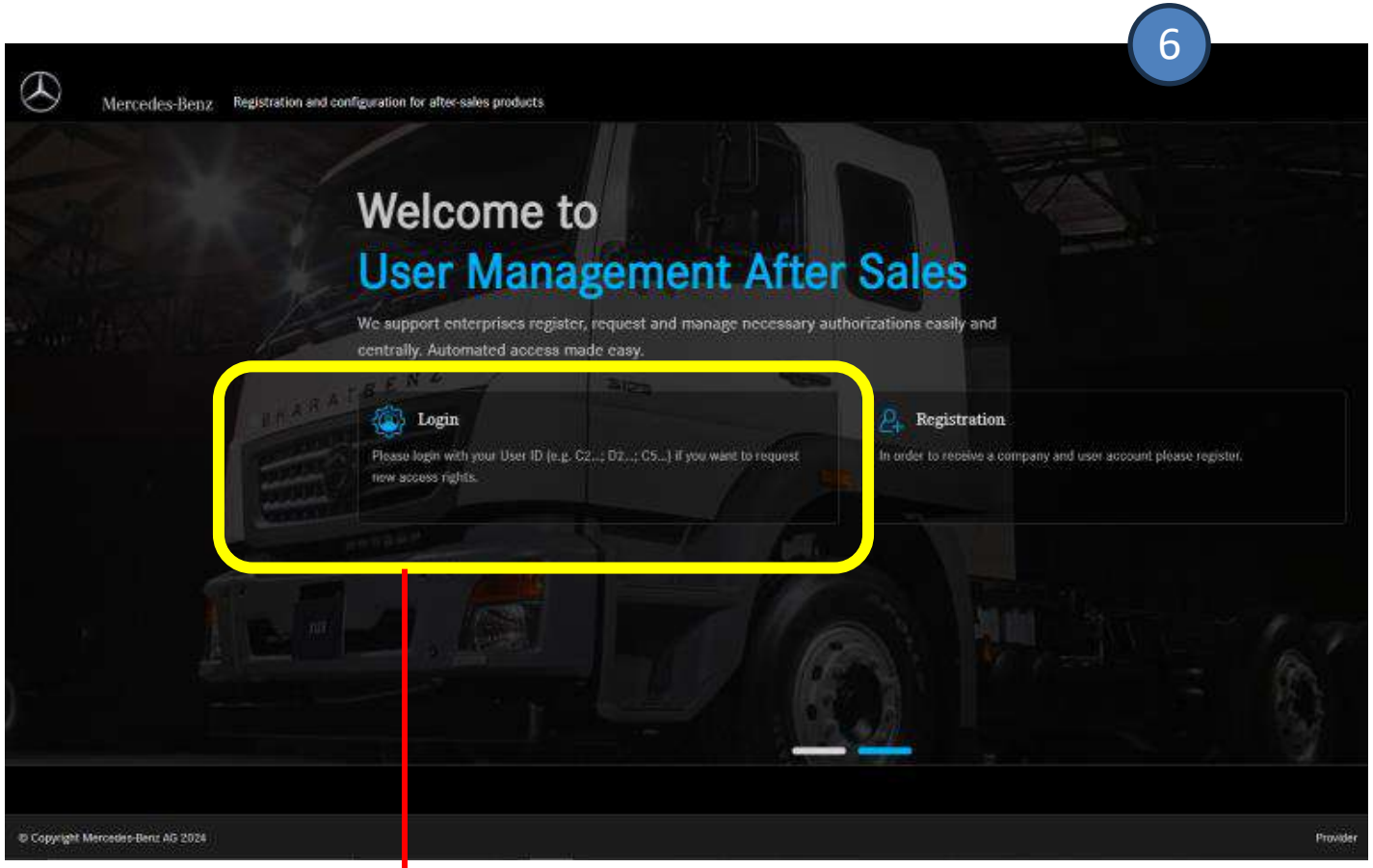
6. SERMI Process



Log in UMAS portal

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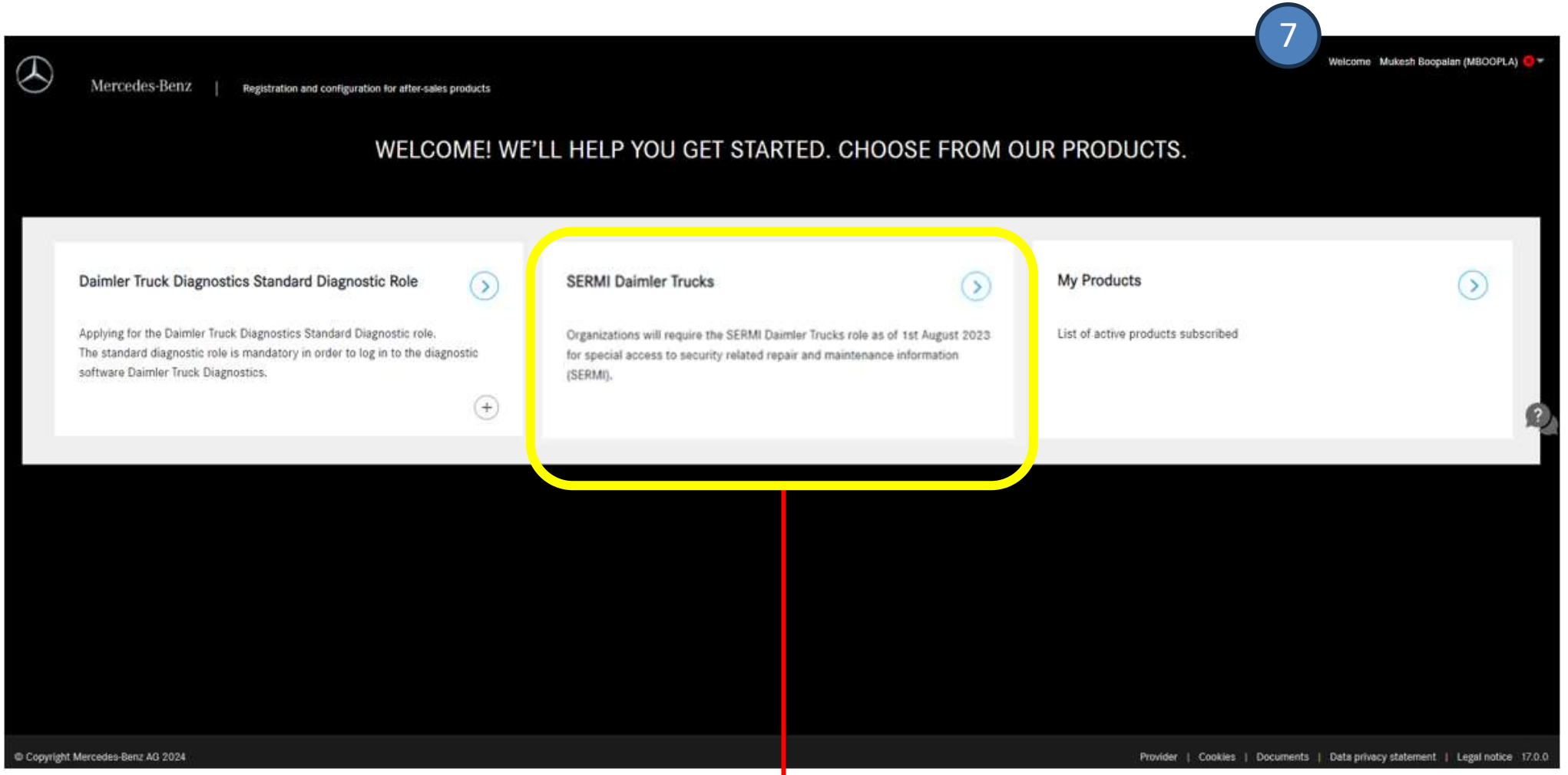
6. SERMI Process



SERMI access role request

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After successful verification, the activated SERMI role will be shown under “My products” and remain valid for 12 hours. In case you require access post 12 hours, please activate your SERMI role again

SERMI Certified

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FUSO
eCANTER
FUSO
CANTER