

# Fuso ASCENT & Fuso Diagnostics

## Quick Guide

Quick Guide for Independent Service Providers and Publishers



**MITSUBISHI FUSO TRUCK & BUS CORPORATION**

[www.mitsubishi-fuso.com](http://www.mitsubishi-fuso.com)

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)

**FUSO**  
A S C E N T

## Disclaimer

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Issue Date : May' 2024

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

[www.fusoascent2.mitsubishi-fuso.com](http://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](http://www.fusoascent2.mitsubishi-fuso.com)

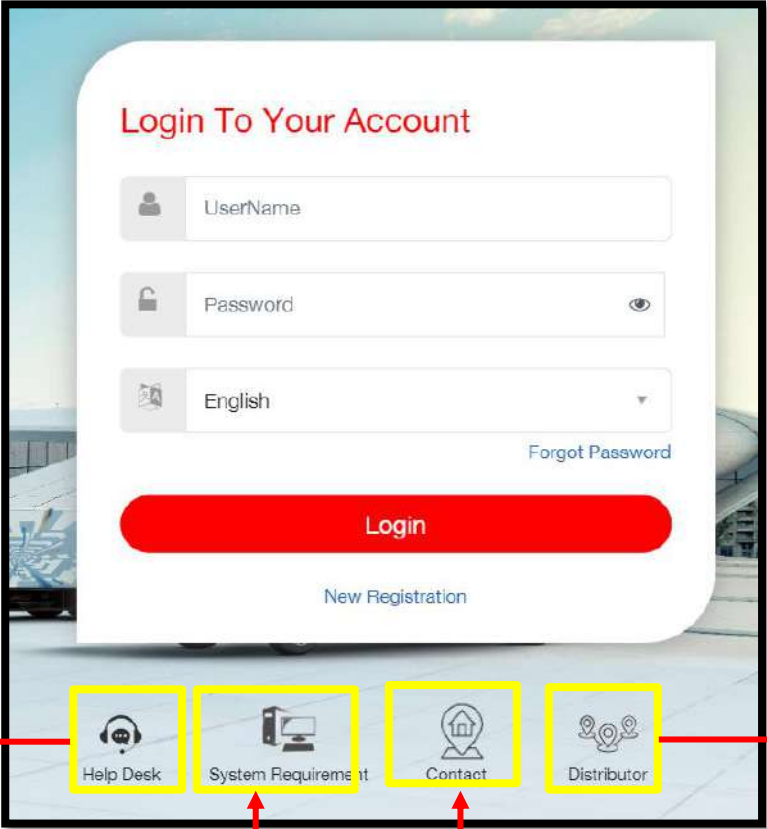


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More information on the Login page is available on the next page

# 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](http://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

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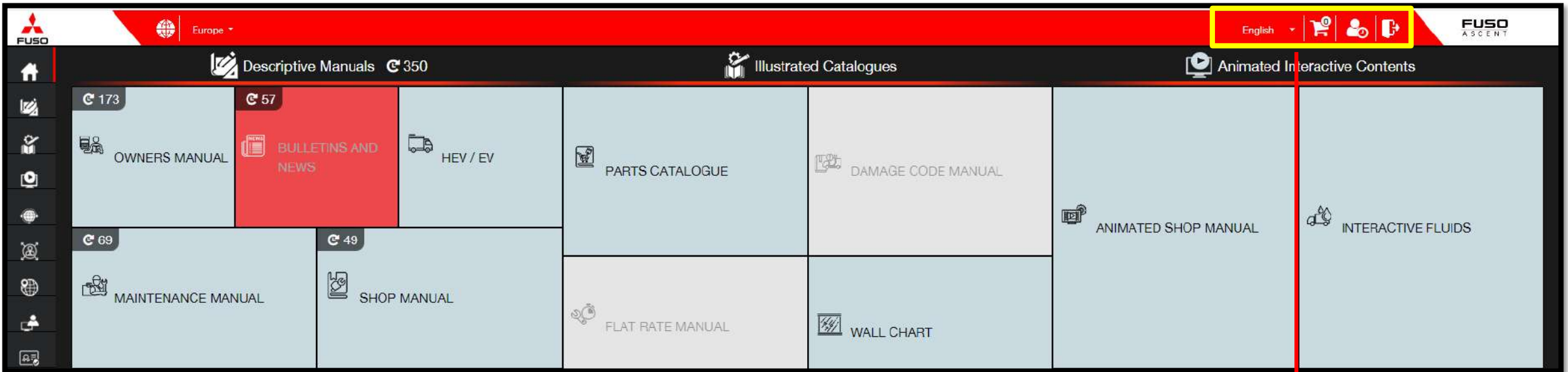
More information on the Login page is available on the next page

## 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](http://www.fusoascent2.mitsubishi-fuso.com)



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



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

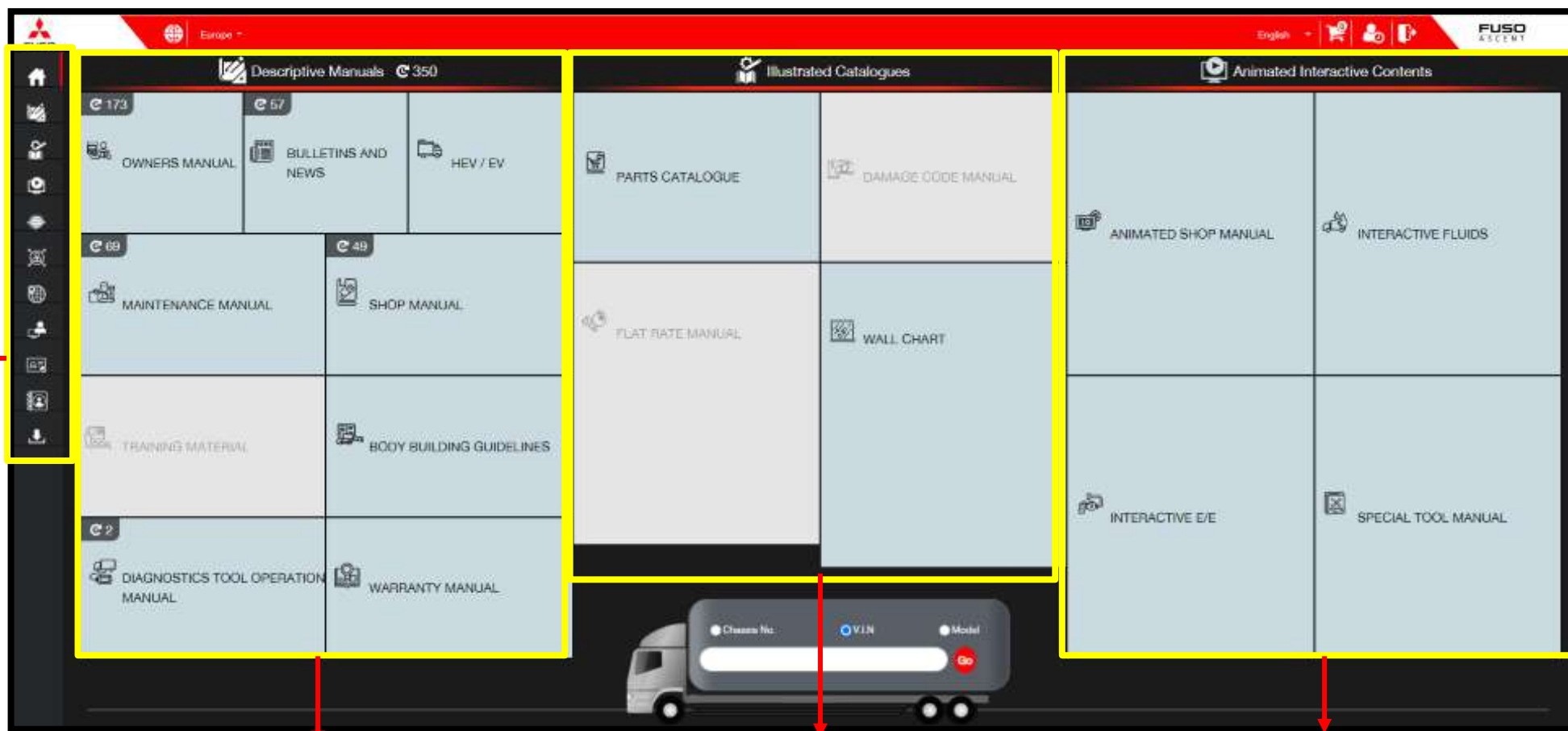
**Log-Out**  
Click Logout to Exit the Application

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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](http://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

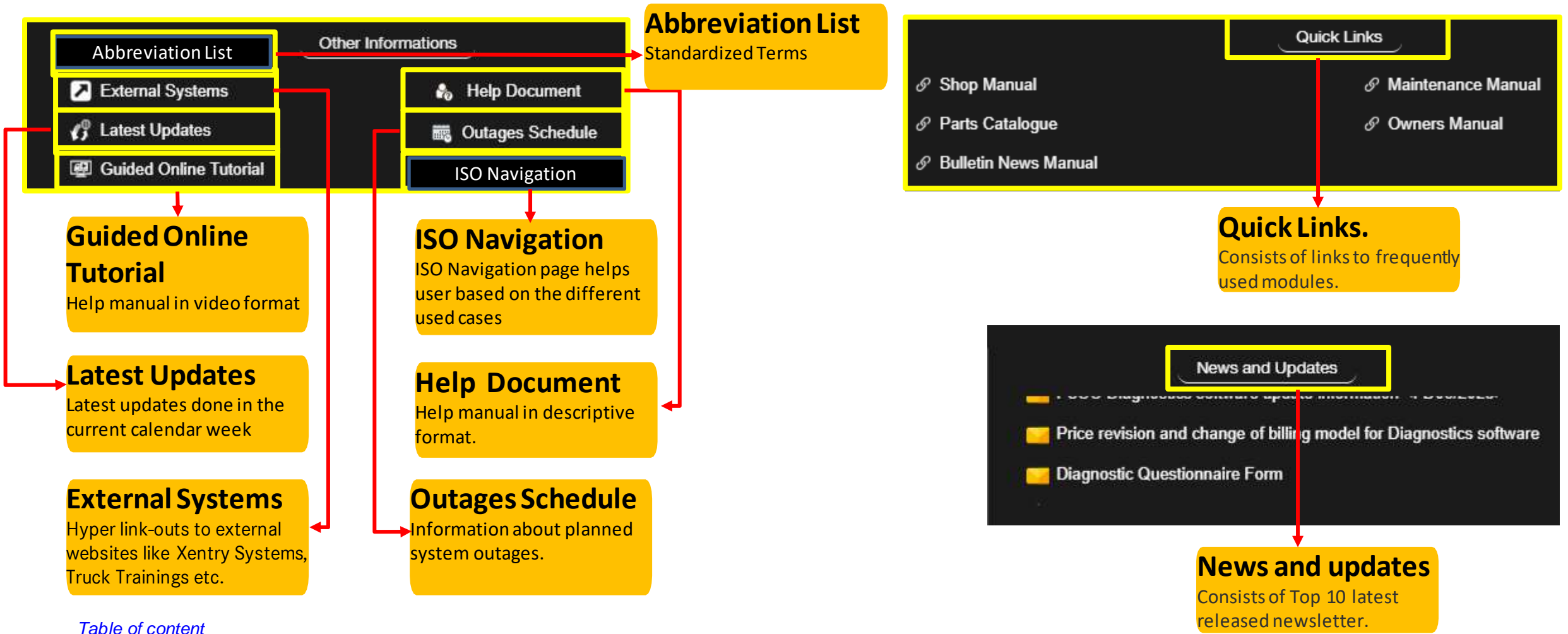
**Animated Interactive Contents**  
Consists of animated video contents for Shop Manual, Special tools & Interactive learning videos

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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.

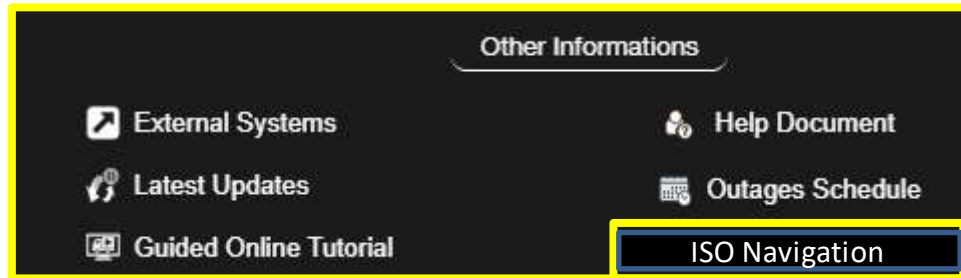
[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)



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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](http://www.fusoascent2.mitsubishi-fuso.com)



### ISO Navigation

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

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

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

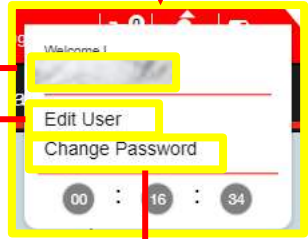
# 5. My Account – Overview

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 in 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](http://www.fusoascent2.mitsubishi-fuso.com)



**View Cart** ✕

Parts

Special Tool

Select Vehicle: All
Excel
Print

Target Vehicle	PNC	Part No.	Part Description	Part Spec.	Remarks	Qty/Unit	Order Qty	Delete
FEC71 - HL3SEA4	01000A	MK668030	ENGINE ASSY	2.998L		01	<span>−</span> <input style="width: 40px; text-align: center;" type="text" value="1"/> <span>+</span>	✕
FB300 - AACRET1	05100A	MB390434	FUEL TANK ASSY	70L 380X710X280		01	<span>−</span> <input style="width: 40px; text-align: center;" type="text" value="1"/> <span>+</span>	✕

Total 2
Previous 1 Next

Clear Cart
Update Cart

**List of Parts**  
 Displaying the Parts Added in the Cart

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

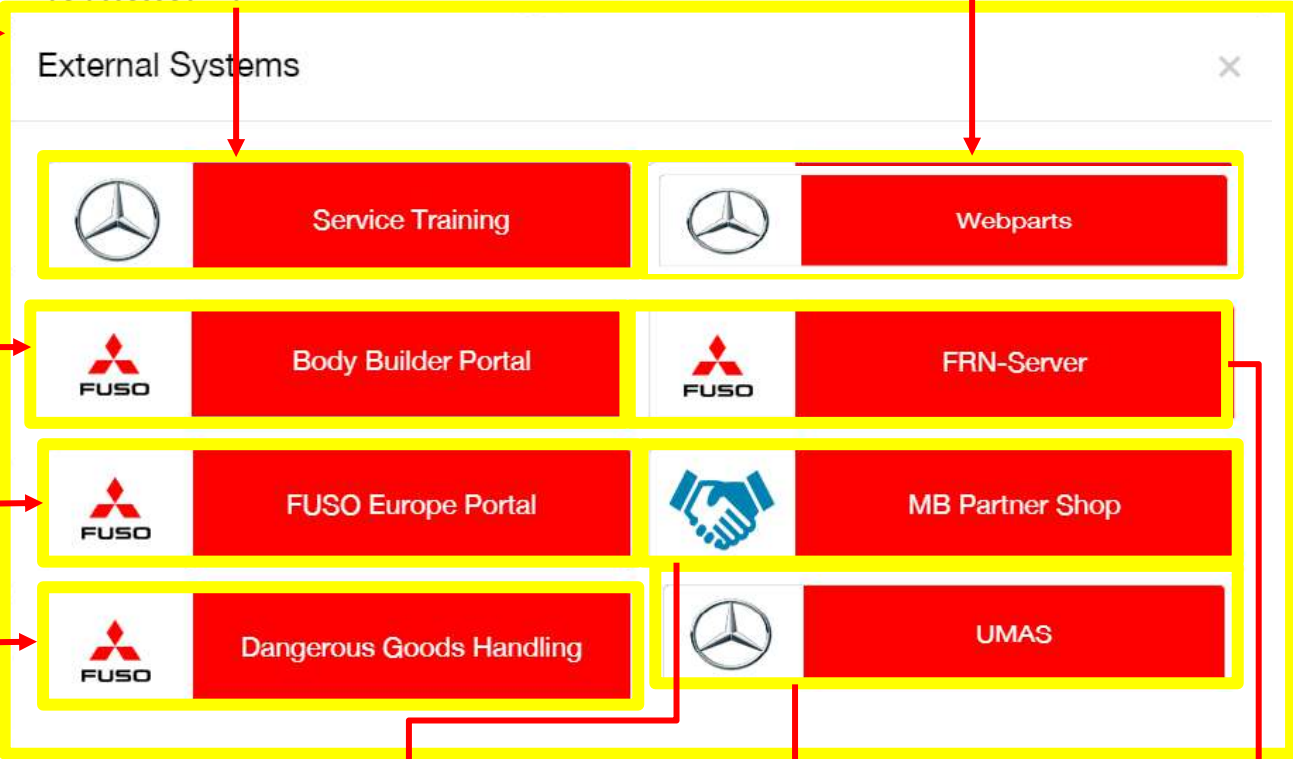
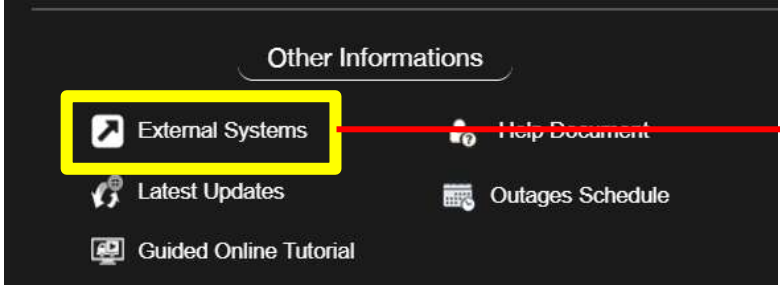
**Print/Download**  
 List of parts added in carts can be print or downloaded in excel

# 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](http://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.

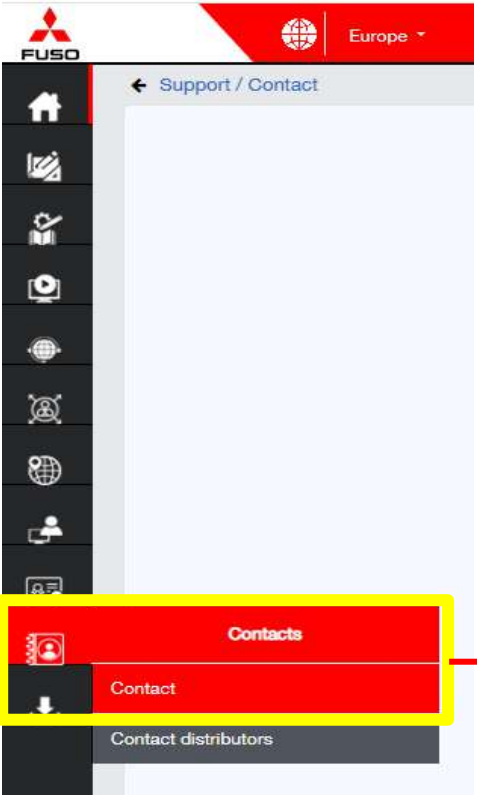
**FRN Server**  
Access the link to reach ECU field rewrite network.

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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.

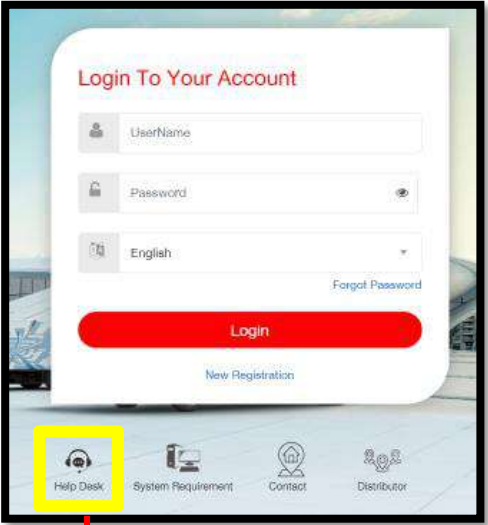
[Email: fusoascent-helpdesk@daimlertruck.com](mailto:fusoascent-helpdesk@daimlertruck.com)



If you are a manufacturer of a engine components, a manufacturer of OBD compatible replacement or service parts, a manufacturer of diagnostic tools and test equipment or a manufacturer of automotive equipment for alternative fuel vehicles requiring information for design and manufacturing, please contact in English language

Mitsubishi Fuso Truck and Bus Corporation  
 10 Ohkura-cho, Nakahara Ward, Kawasaki,  
 Kanagawa 211-8522, Japan.  
 Phone : +81 44-330-7700  
**Mail : [fusoascent-helpdesk@daimlertruck.com](mailto:fusoascent-helpdesk@daimlertruck.com)**

**Note**  
 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 Diagnostics related queries please raise ticket in Diagnostic Helpdesk Tool.



**FUSO ASCENT - Help Desk** [Close]

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

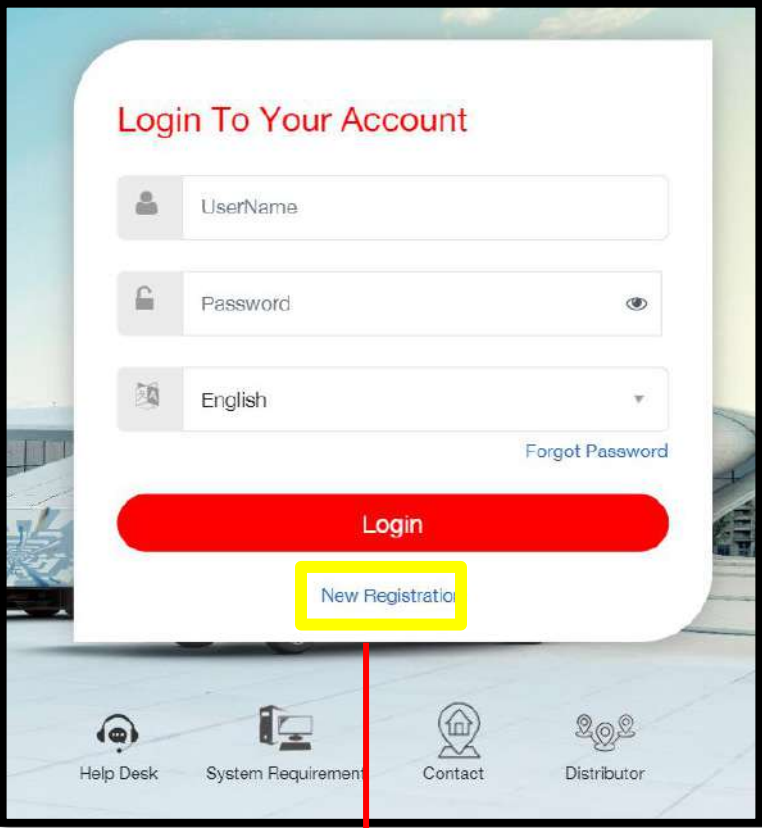
- Please mail only If you are not able to login.
- You can send the mail in your language, but you will receive the reply only in English.

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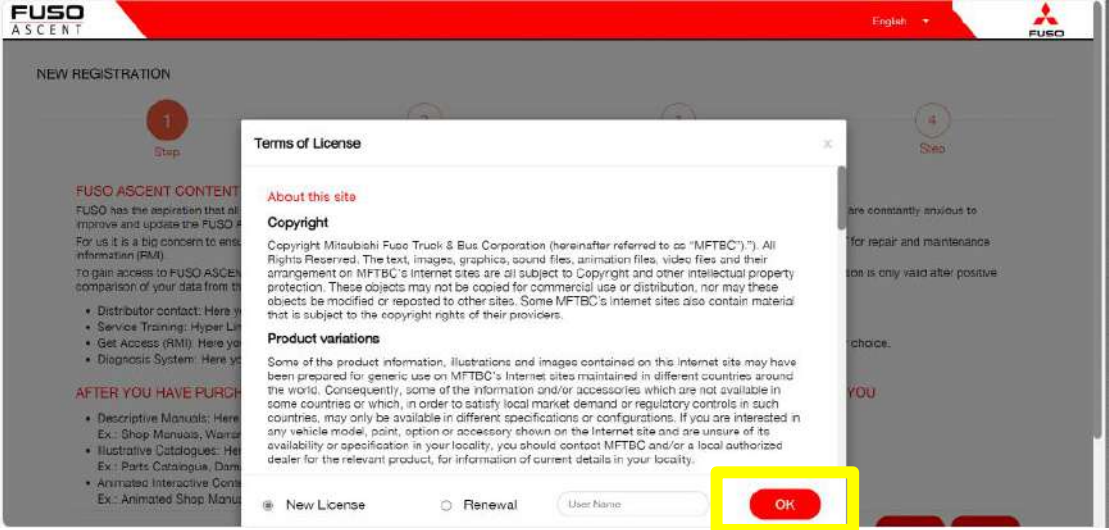
# 9. Register – New Registration

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

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)



**New Registration**  
Access the link to reach User Registration Page



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

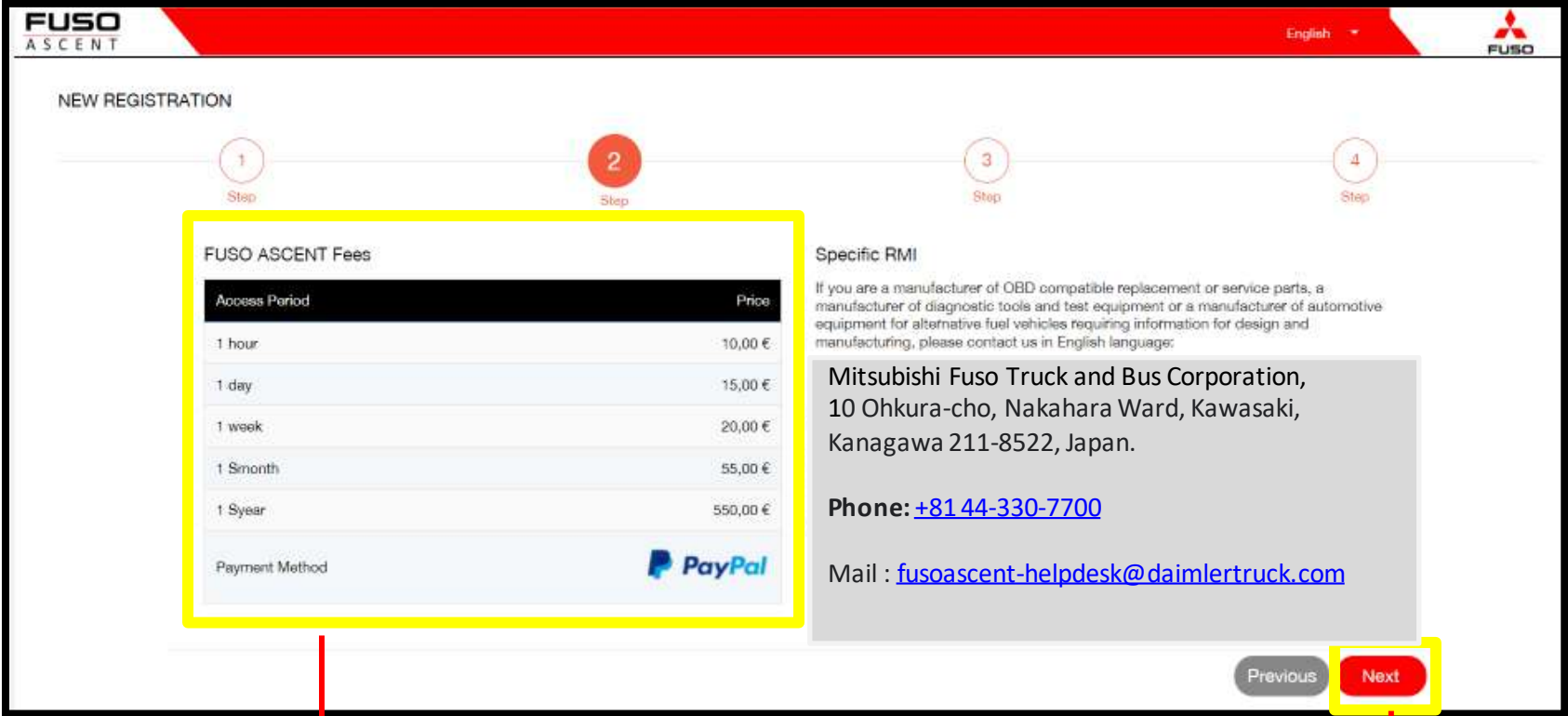
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# 9. Register – FUSO Ascent License Fee

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

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)



**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.  
[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)

**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.

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)

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

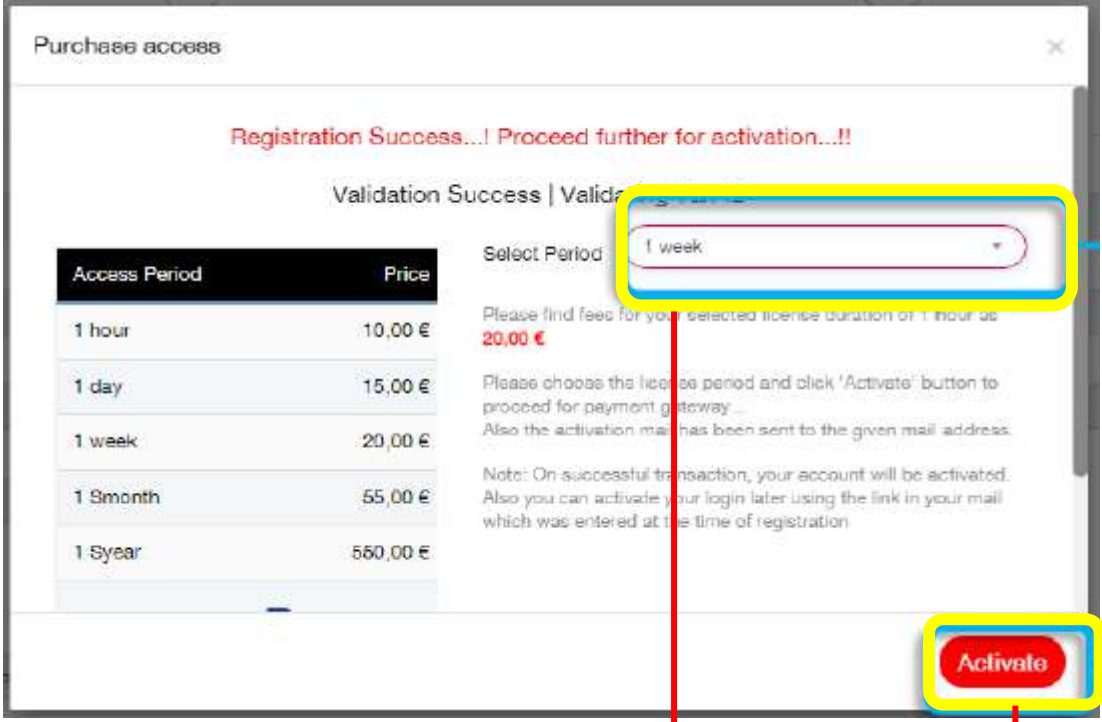
**Submit Registration**

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# 9. Register – Choose the License period & PayPal validation

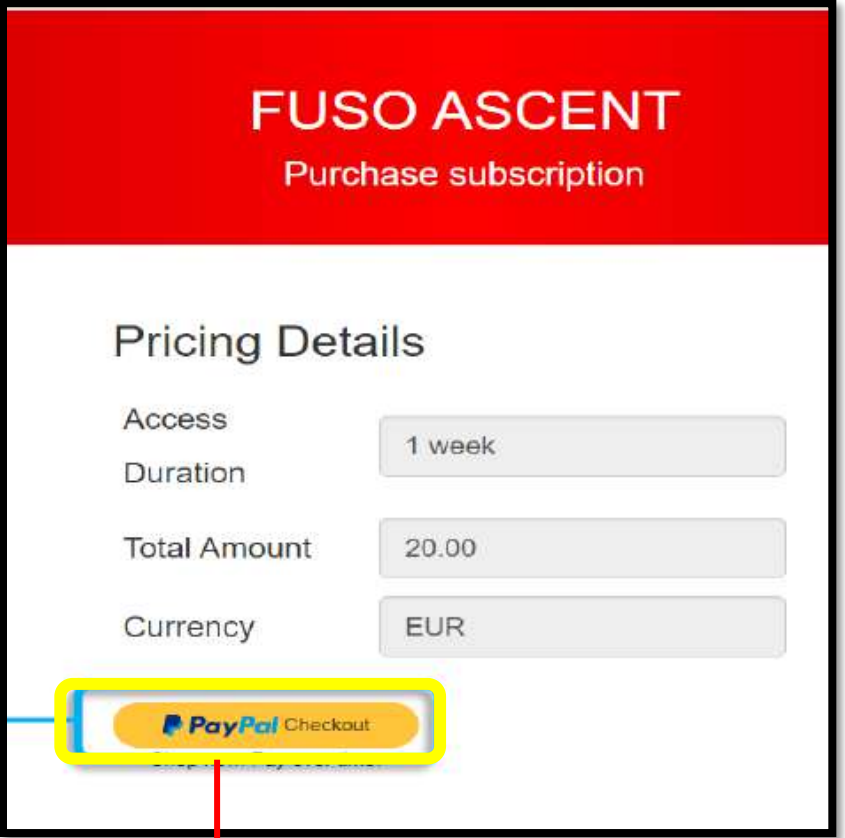
To login and get access of the FUSO Ascent Portal, users must first set-up an account.

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)



**License Period**  
Choose the License period

**Activate License**  
Click "Activate" to activate the license



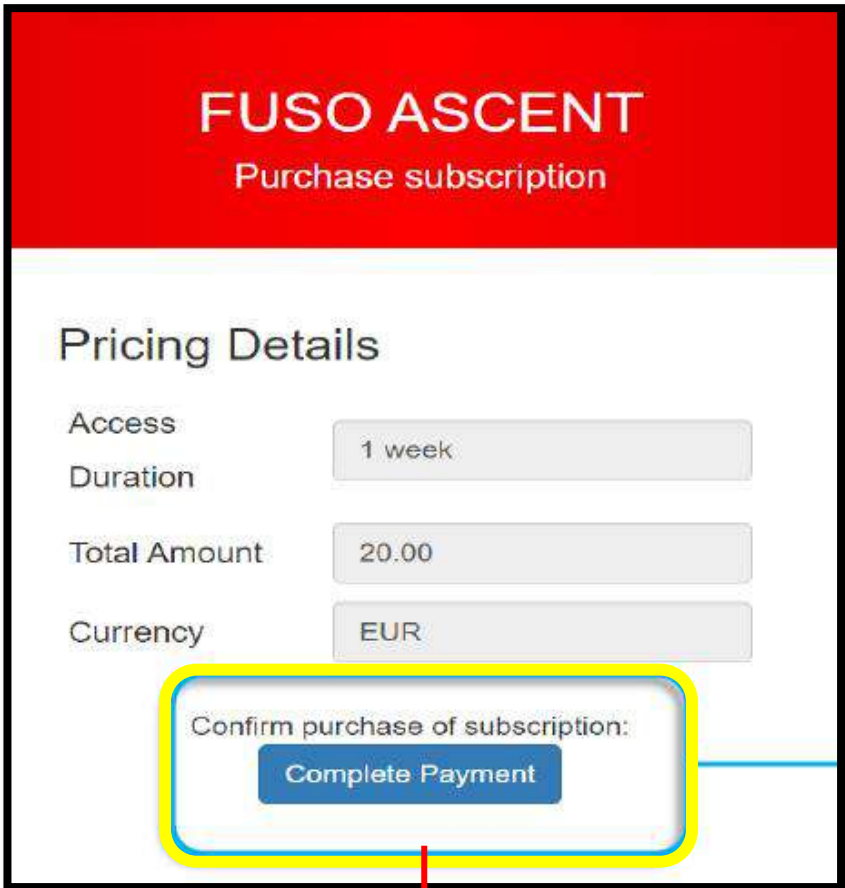
**PayPal Check Out**

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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.

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)



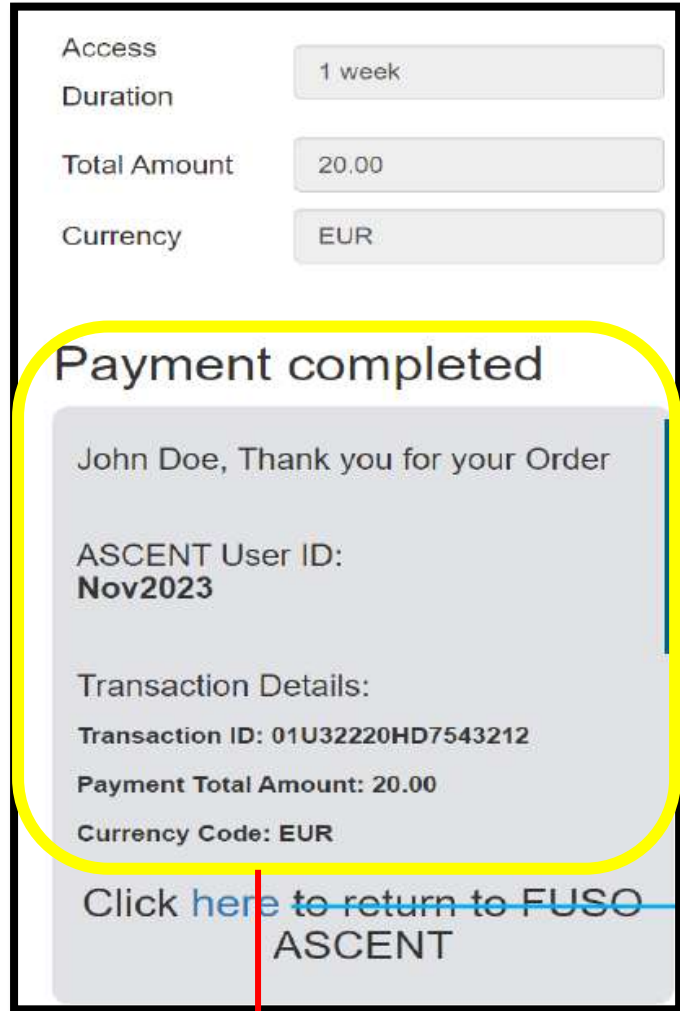
**FUSO ASCENT**  
Purchase subscription

**Pricing Details**

Access	1 week
Duration	1 week
Total Amount	20.00
Currency	EUR

Confirm purchase of subscription:  
**Complete Payment**

**Payment completion**



Access: 1 week  
Duration: 1 week  
Total Amount: 20.00  
Currency: EUR

**Payment completed**

John Doe, Thank you for your Order

ASCENT User ID:  
**Nov2023**

Transaction Details:  
Transaction ID: 01U32220HD7543212  
Payment Total Amount: 20.00  
Currency Code: EUR

Click [here](#) to return to FUSO ASCENT

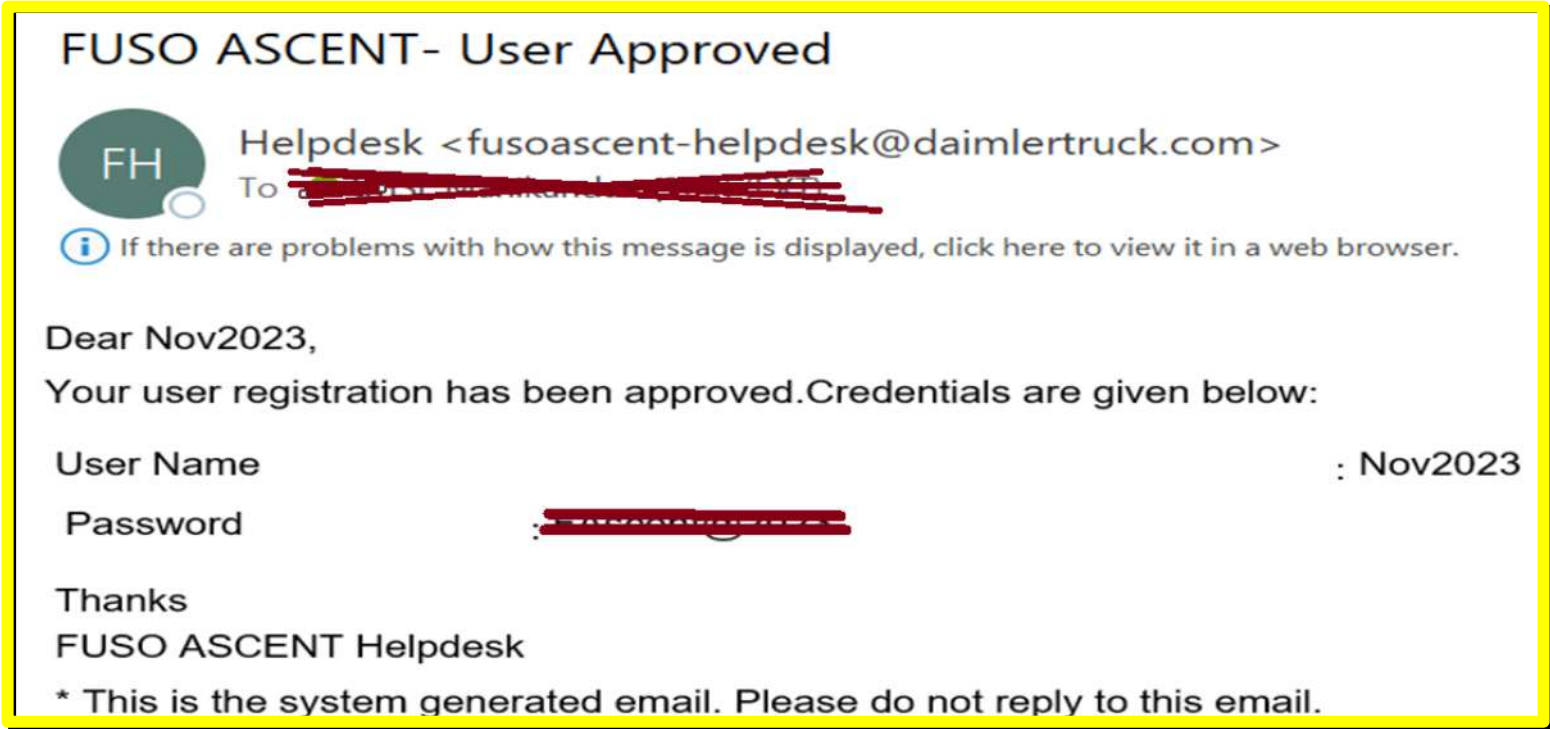
**Payment Acknowledgement**

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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.

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)



**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.

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)

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**Prices**

New License
  **Renewal**

**FUSO ASCENT** English

**RENEWAL**

Shipping Address:

Company Name: 
 Company No. (BSSN code): 
 Country:

City: 
 Zip: 
 Street:

Additional Street: 
 Email ID: 
 Phone No.:

Tax-ID: 
 Enable the billing address:

**Select Package**  
Select the subscription package and complete the payment

**Renewal**

Your License will be expired on **5-13-2024** Please renew to avoid unnecessary inconvenience.

Please choose the license period for Renewal and click Renew Button to proceed to payment gateway.

Note: On successful transaction, your account will be Renewed.

From Date & Time:   Select Period:

Please find fees for your selected license duration of 1 hour as **10,00 €**

Access Period	Price
1 hour	10,00 €
1 Day	15,00 €
1 Week	20,00 €
1 Month	55,00 €
1 Year	550,00 €

Payment Method

**Renewal**  
After the subscription period user can renew their account using same user ID as shown.

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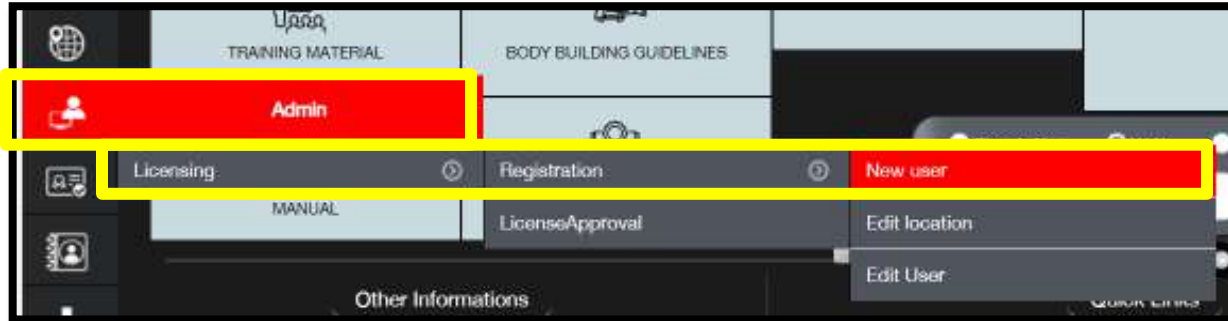
# 11. Registering the additional IO Users

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.

[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)

Fill the user form and complete the registration.

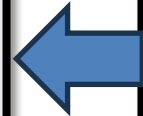


Please select the "Admin" in side menu bar and choose "New User" for registering the additional users.




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.

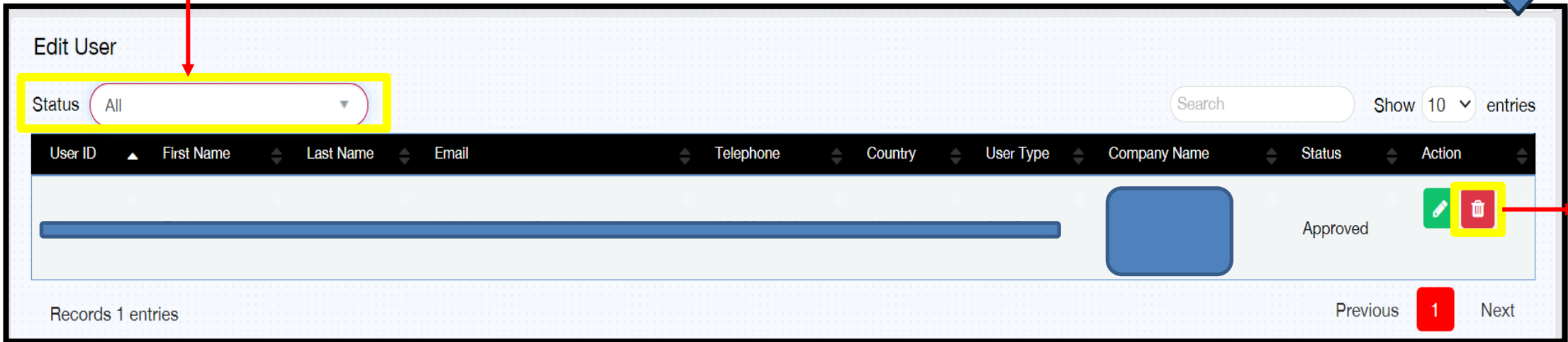
[www.fusoascent2.mitsubishi-fuso.com](http://www.fusoascent2.mitsubishi-fuso.com)

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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

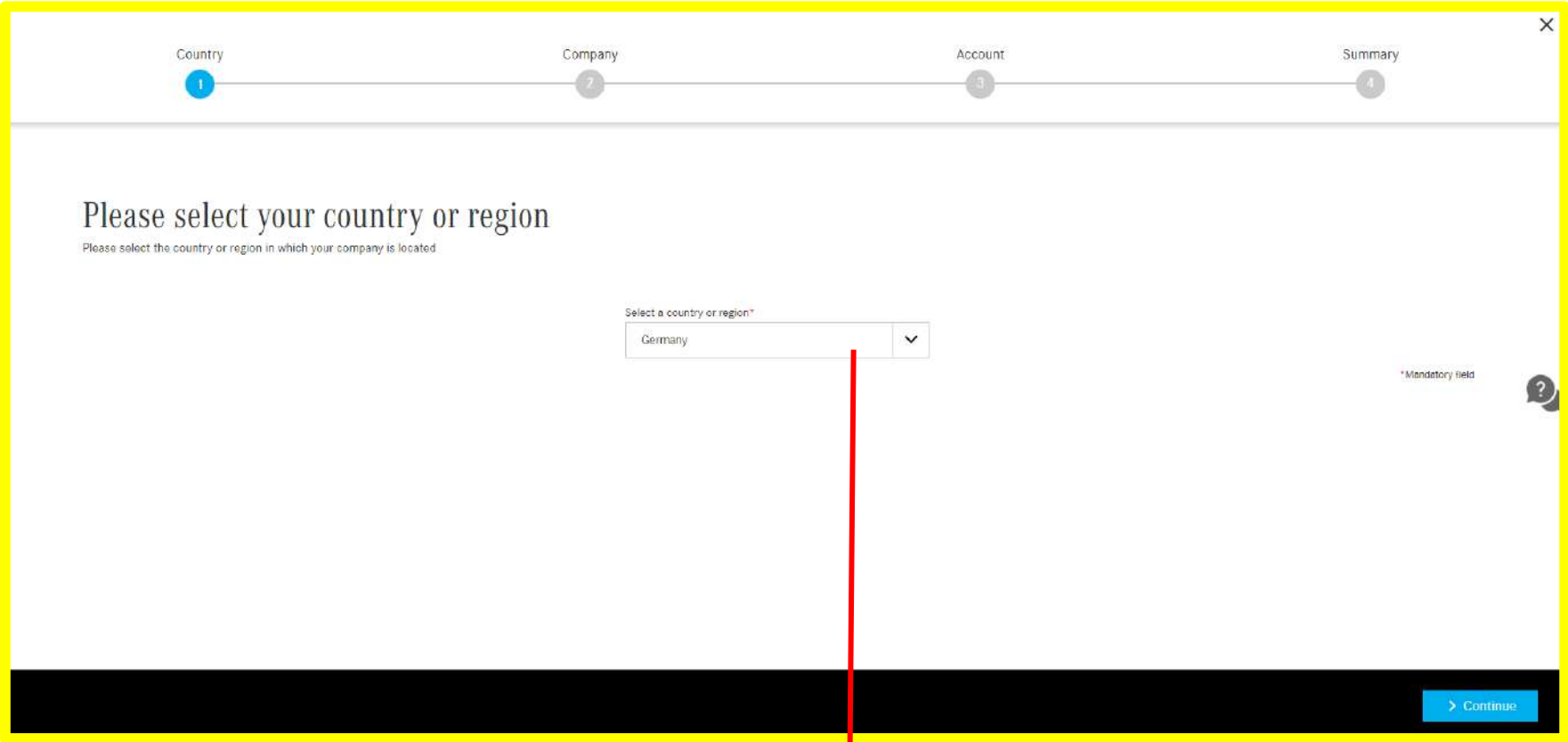


Select Delete button to delete the user from the Ascent system

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>

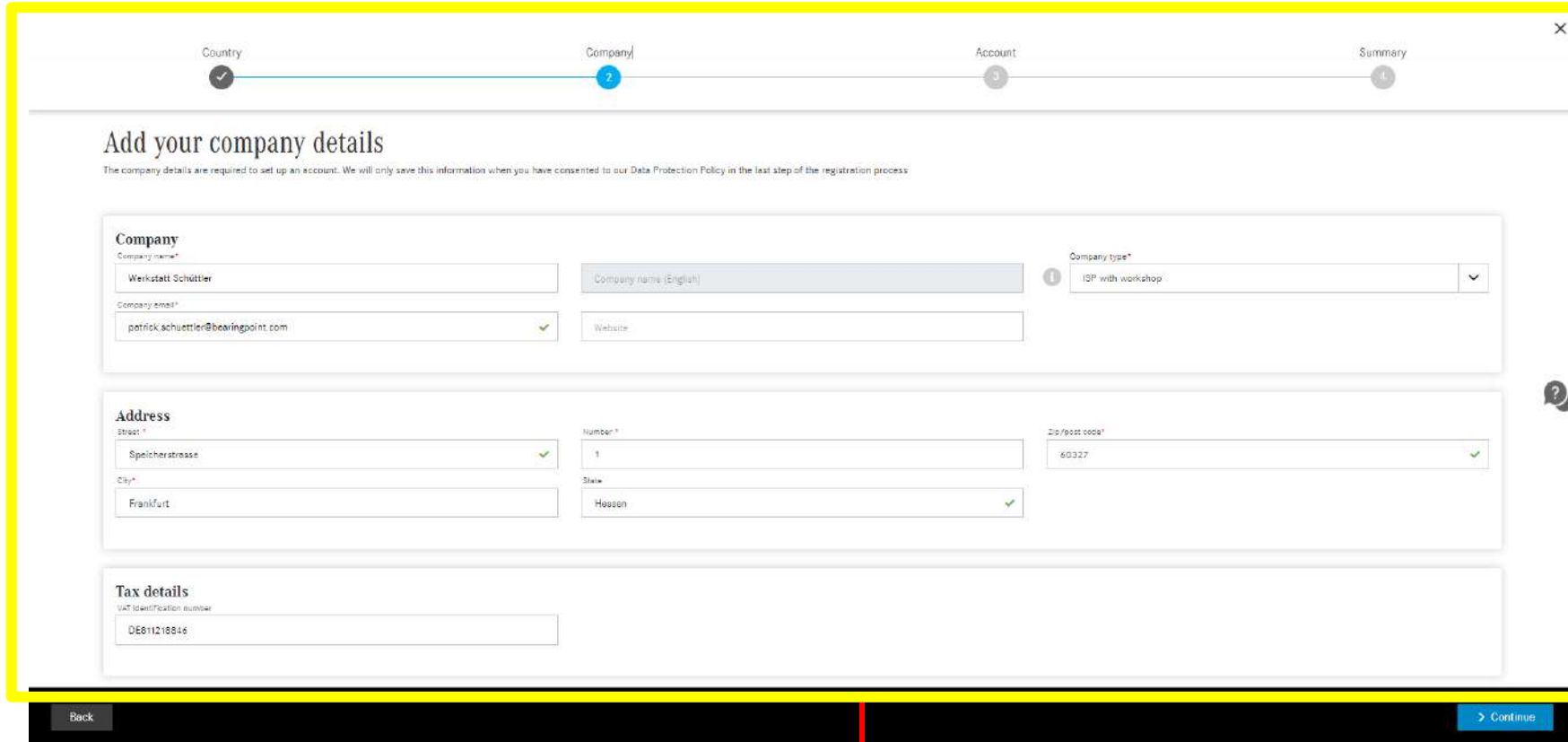


**Select Country or Region**

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## 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>



The screenshot shows a registration form titled "Add your company details" with a progress bar at the top indicating four steps: Country (1), Company (2), Account (3), and Summary (4). The "Company" step is active. The form is divided into three sections: "Company", "Address", and "Tax details".

**Company section:**

- Company name\*: Werkstatt Schüttler
- Company name (English): [Empty]
- Company type\*: ISP with workshop
- Company email\*: patrick.schuetzler@bearingpoint.com
- Website: [Empty]

**Address section:**

- Street\*: Speicherstrasse
- Number\*: 1
- Zip/post code\*: 60327
- City\*: Frankfurt
- State\*: Hessen

**Tax details section:**

- VAT identification number: DE811216846

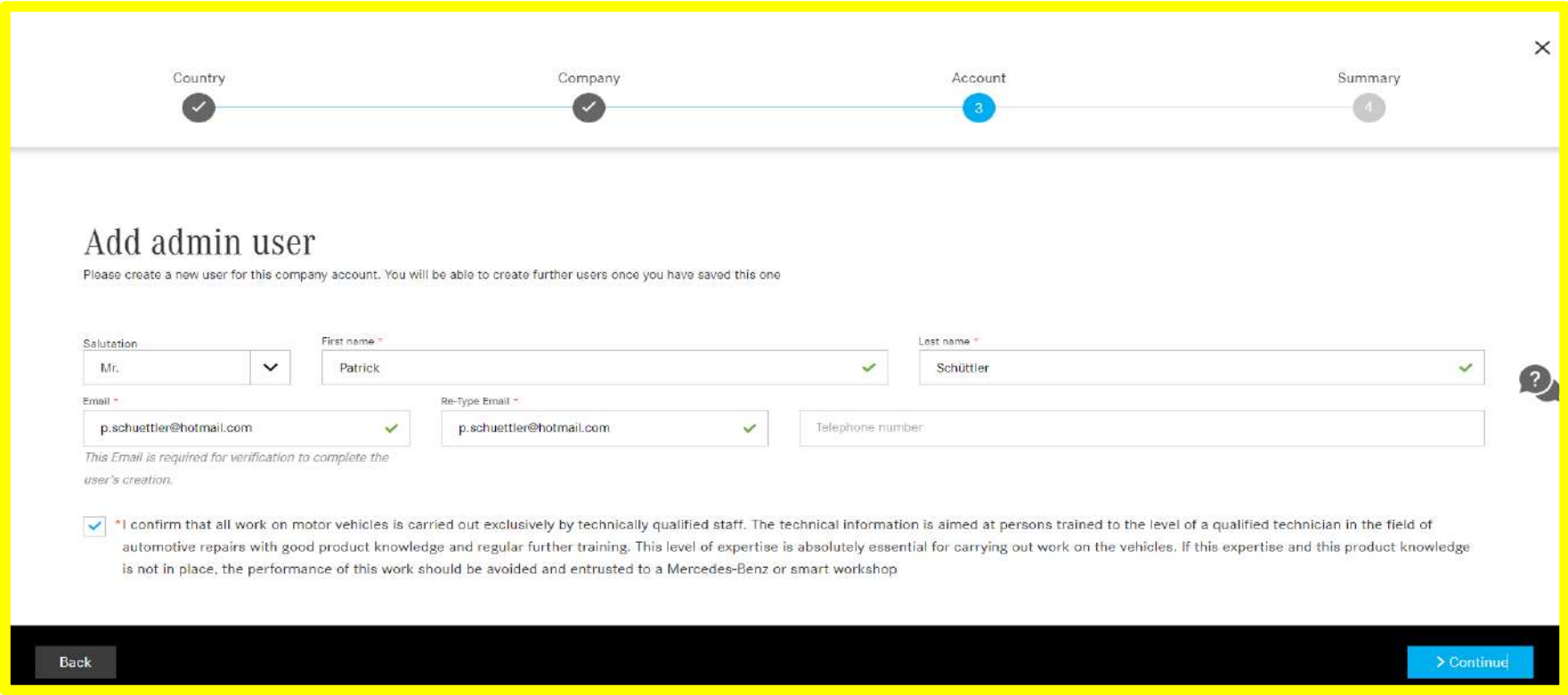
At the bottom of the form, there are "Back" and "Continue" buttons.

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

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# 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

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# 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>

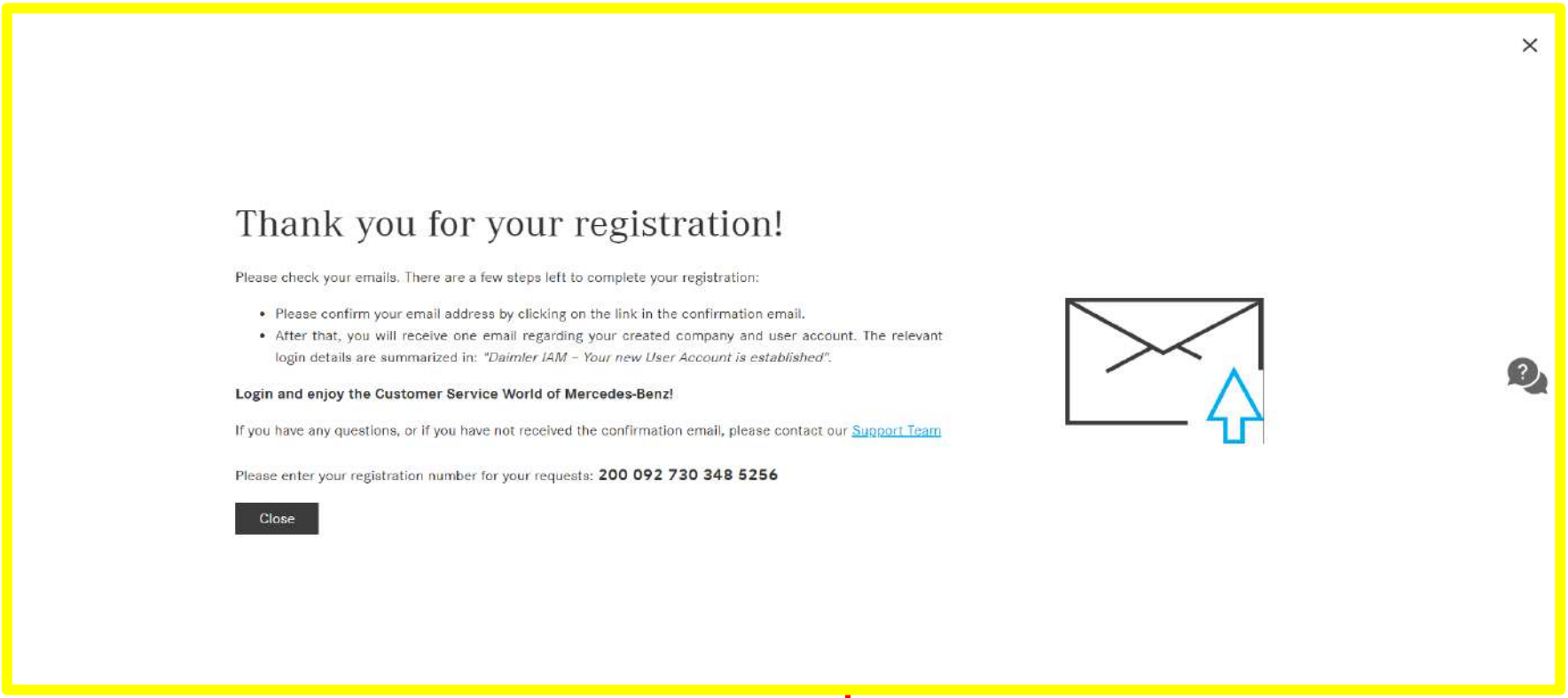
The registration summary form is divided into three main sections: Business Partner, Company, and Admin user. At the top, a progress bar shows four steps: Country, Company, Account, and Summary. The 'Summary' step is currently active, indicated by a blue circle with a plus sign. Below the progress bar, the 'Business Partner' section shows 'Daimler Truck AG'. The 'Company' section contains a table of details: Company type (ISP with workshop), VAT identification number (DE811218846), Street (Speicherstrasse), Zip/post code (60327), Company name (Werkstatt Schüttler), Company email (patrick.schuetzler@bearingpoint.com), Number (1), State (Hessen), Company name (English) (-), Website (-), Additional information (-), City (Frankfurt), and Country or Region (Germany). The 'Admin user' section shows 'Mr. Patrick Schüttler' with email 'p.schuetzler@hotmail.com'. At the bottom, there are three checked checkboxes for terms and conditions, and a 'Send' button.

Review entries and accept the Terms & Condition

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# 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>



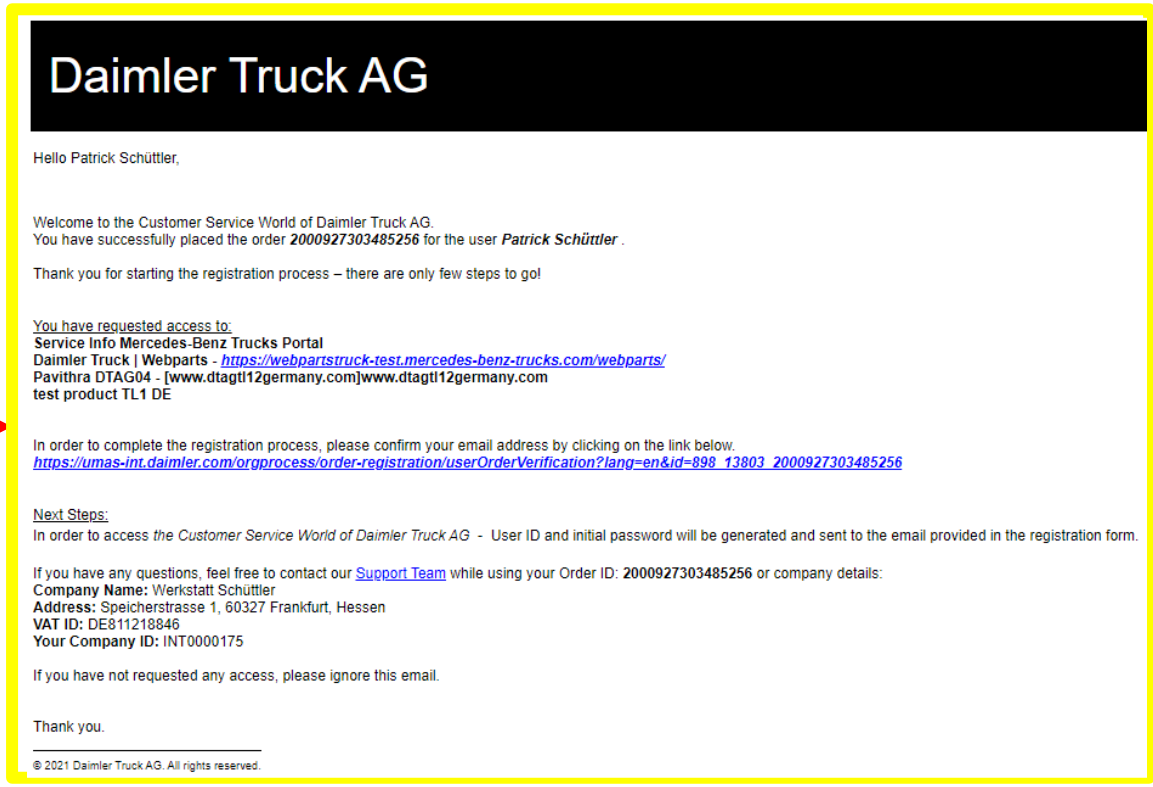
**UMAS registration confirmation**

[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

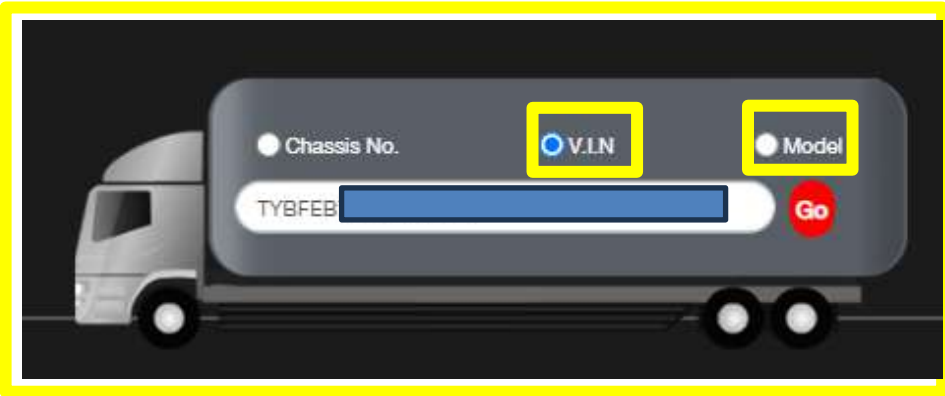


[Table of content](#)

### 13. VIN/Model Search-Home Page

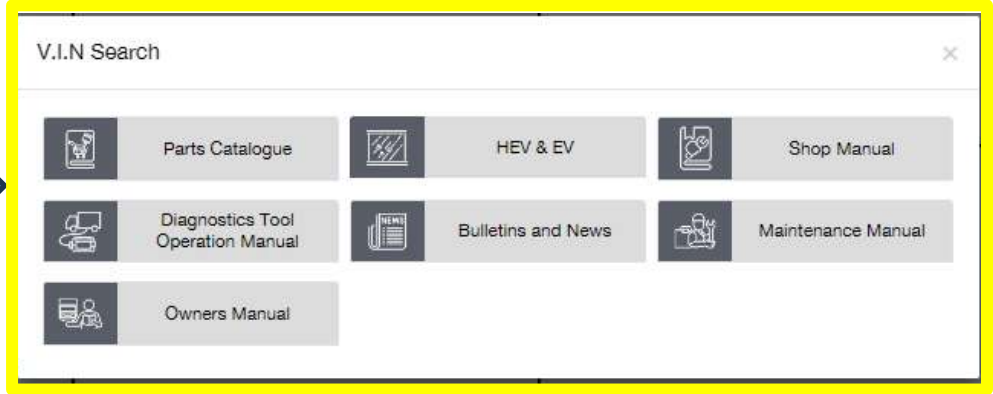
After login in the Fuso Ascent Portal, you can be able to do VIN/Model search to identify the product structure of the vehicle as shown below,

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.

Vehicle Information Or Publication

Country: EUROPE | Vehicle Type: - Select - | Vehicle Model: - Select - | Module: - Select -

Engine: - Select - | Model Year: - Select - | Document Type: - Select -

Publication No.: | Issue Year: | Issue Month: - Select -

Chassis No.:(Min 3 characters) | V.I.N.:(Min 6 characters) | Language: - Select -

Module dropdown menu items: Shop Manual, HEV & EV, Diagnostics Tool Operation Manual, Body Building Guidelines, Bulletins and News, Maintenance Manual, Owners Manual, Warranty Manual, Engine

Buttons: Clear, Search

**Model Search**

**Document No. Search**

**VIN Search**

**Language Selection**

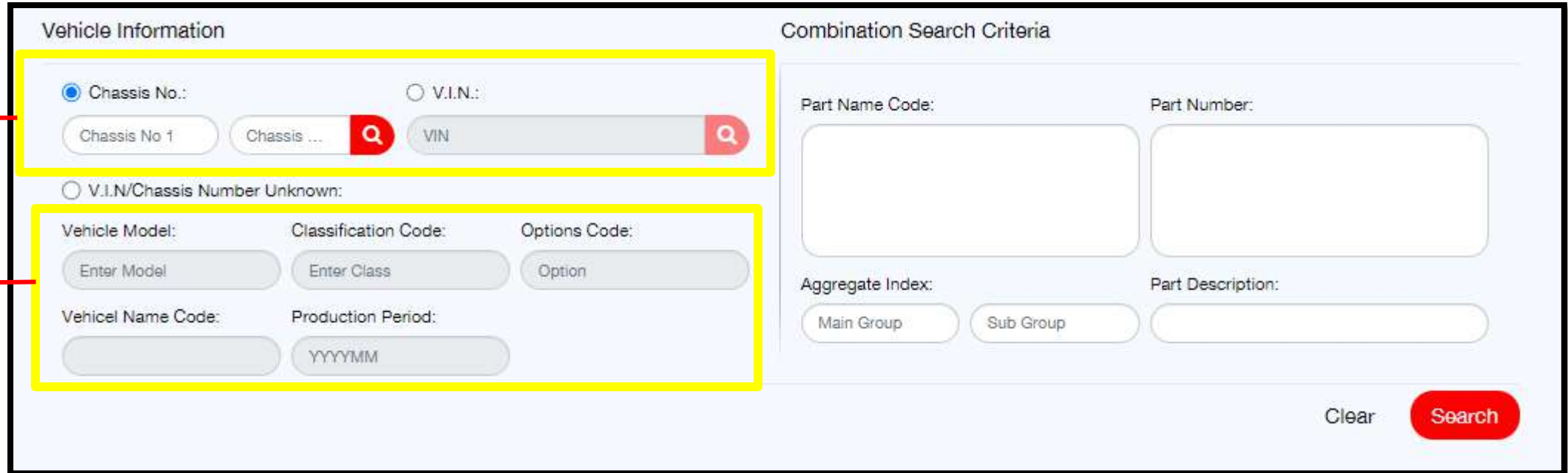
**Drop down menu shows the Descriptive manuals**

[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



**VIN Search** →

**Model Search** →

**Vehicle Information**

Chassis No.:  V.I.N.:

Chassis No 1 Chassis ...  VIN

V.I.N./Chassis Number Unknown:

Vehicle Model: Classification Code: Options Code:

Enter Model Enter Class Option

Vehicle Name Code: Production Period:

YYYYMM

**Combination Search Criteria**

Part Name Code: Part Number:

Aggregate Index: Part Description:

Main Group Sub Group

Clear

[Table of content](#)

# 14. DTC Search in Shop manual – Using Keyword Search

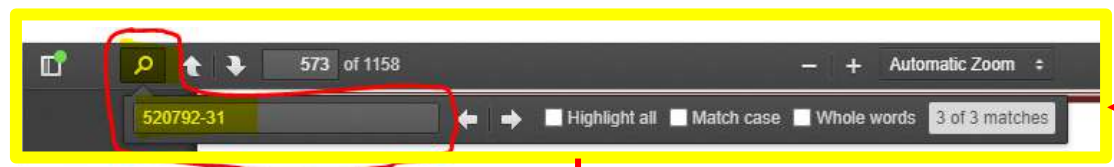
After login in the Fuso Ascent Portal, you can be able to do DTC search to identify the context, cause, failure mode, & solution of the fault.

## DTC Search from Descriptive manual keyword search

## Search Results

**“Click” any one document below**

- 1.SMN - 00ELT0103\_GROUP 13E ENGINE CONTROL SYSTEM.pdf  
520792-31 (520792 31) pm sensor internal fault
- 2.SMN - 00ELT0103\_GROUP 13E ENGINE CONTROL SYSTEM.pdf  
dtc (520792-31) pm sensor internal fault .....
- 3.SMN - 00ELT0103\_GROUP 13E ENGINE CONTROL SYSTEM.pdf  
dtc (520792-31) pm sensor internal fault



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

**DTC Resolution**

[Table of content](#)

**DTC (520792-31) PM sensor internal fault**

**Control Module: PM Sensor**

**Context:**  
After each PM sensor regeneration soot is burned and residual interdigital electrode current must fall below a defined threshold

**Cause:**  
PM sensor reports a functional sturt error (interdigital electrode signal current after sensor regeneration too high )

**Possible failure modes:**

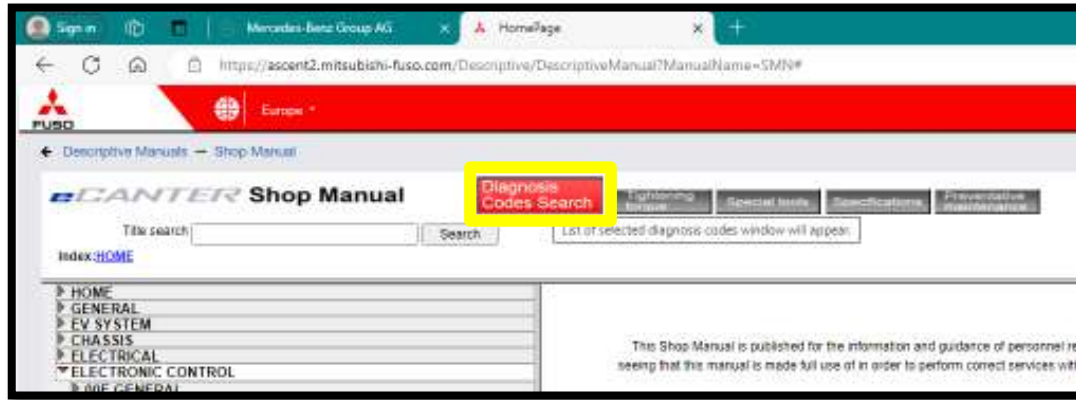
- Soot (or other) deposit in the PM sensor, interdigital electrode cannot be properly regenerated

**Solution:**

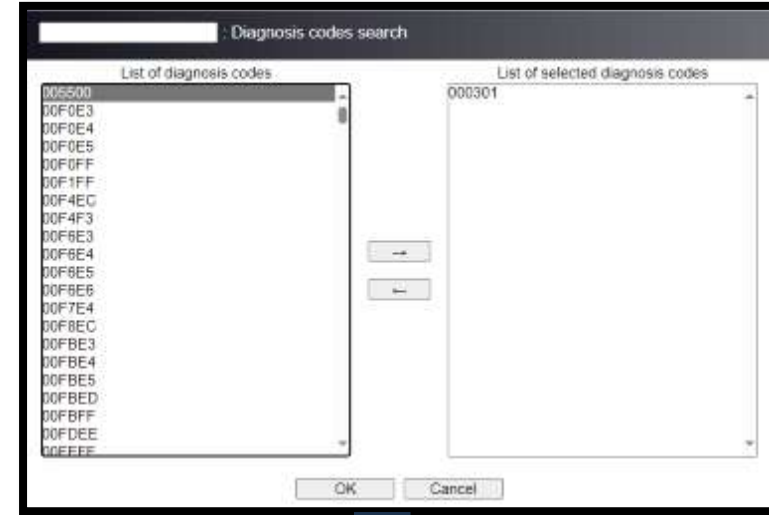
# 14. DTC Search in Shop manual – HTML Version & PDF Version

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	<ul style="list-style-type: none"> <li>Fault of EVSE (charging station)</li> <li>Abnormality of charging inlet box</li> </ul>		
Recoverability	<ul style="list-style-type: none"> <li>System recovers if normal signal is received when starter switch is ON.</li> </ul>		
Control effected by electronic control unit	<ul style="list-style-type: none"> <li>Inability to charge HV battery (high voltage battery)</li> </ul>		
Warning display	<table border="1"> <tr> <td>EV SYS</td> <td>(Amber)</td> </tr> </table>	EV SYS	(Amber)
EV SYS	(Amber)		
Possible causes	<ul style="list-style-type: none"> <li>Malfunction of EVSE (charging station) (Try to use another EVSE (charging station).)</li> <li>Malfunction of charging cable</li> <li>Open circuit, short circuit, or ground fault of harness between DCB and charging inlet box (See <a href="#">54-895.</a>)</li> <li>Malfunction of charging inlet box coupler (such as damaged pin and contact failure)</li> <li>Malfunction of DCB (See <a href="#">54-#350.</a>)</li> </ul>		

[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	<a href="#">ES-C0010</a>		Europe	ALTERNATOR 140A	2009	DOKB
2	<a href="#">ES-G0010</a>		Europe	FAINAL REDUCTION GEAR RATIO	2009	DOKB
3	<a href="#">ES-G0020</a>		Europe	LIMITED SLIP DIFFERENTIAL	2009	DOKB
4	<a href="#">ES-M0010</a>		Europe	TACHOGRAPH(ANALOG)	2009	DOKB
5	<a href="#">ES-M0020</a>		Europe	TACHOGRAPH(DIGITAL)	2009	DOKB
6	<a href="#">ES-R0010</a>		Europe	CENTER DOOR LOCK+2KEY LESS ENTRY SYSTEM	2009	DOKB

Search Result Shows available DOKB files

[Table of content](#)

# 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](#)*

# 1. Diagnostic User role

## 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.

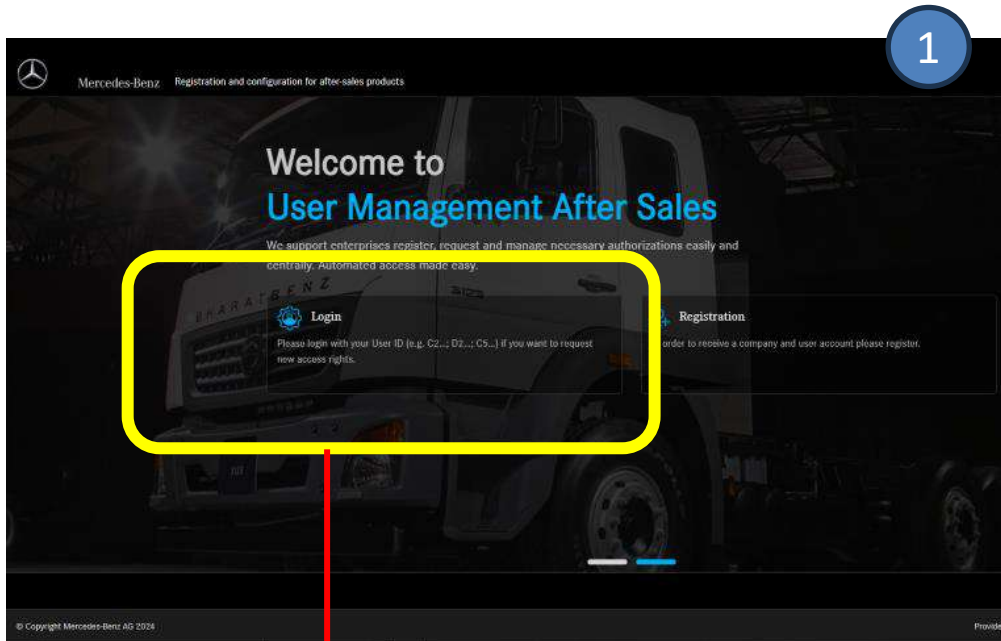
**Note:** IDnow is available worldwide, supporting ID documents (passports, ID cards, Residency permits, and Driver's licenses) in accordance with the common ICAO standard of country specific. Please refer [IDnow](#) for your country ID proof eligible document. [Table of content - Diagnostics](#)



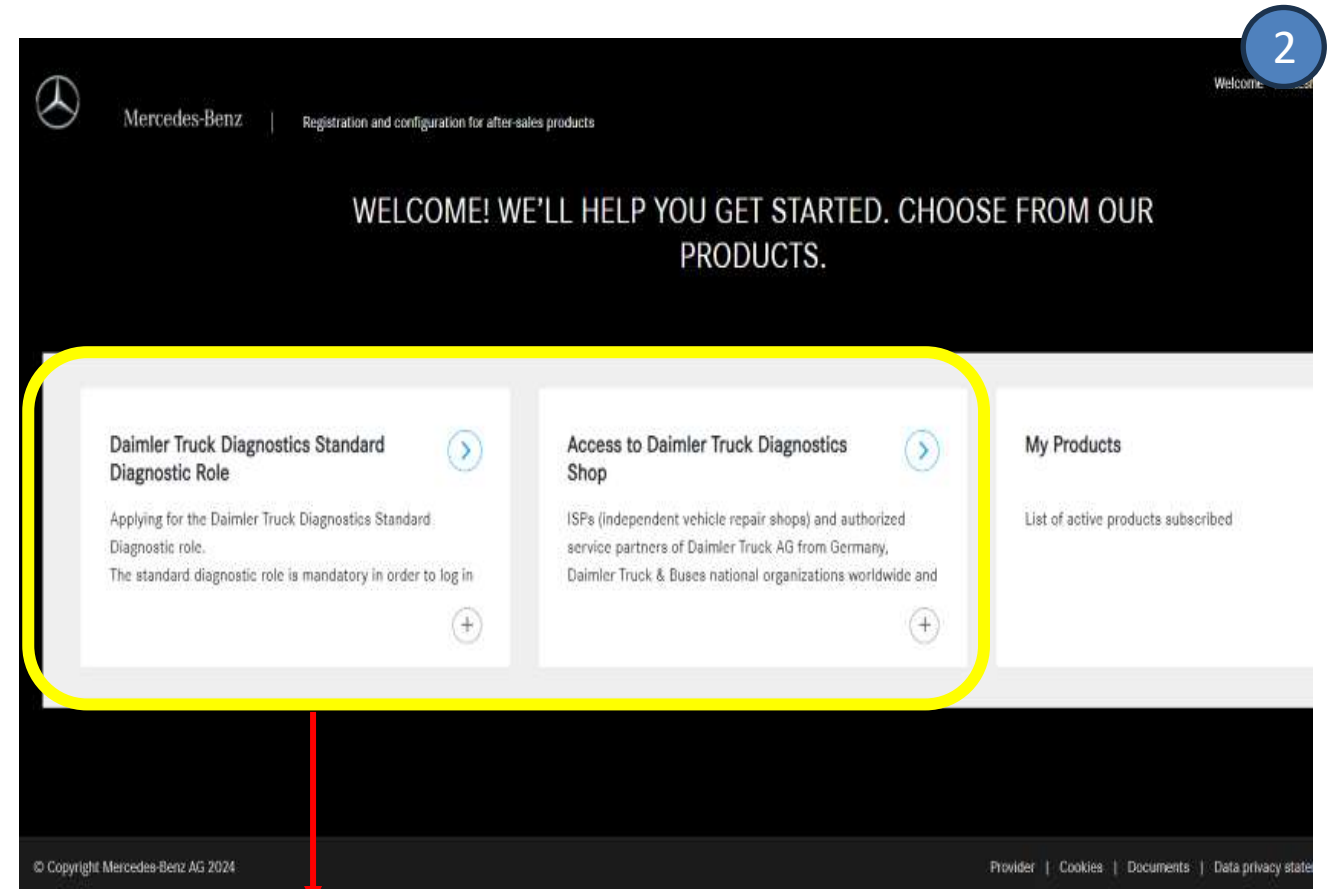
# 1. Diagnostic User role

## 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

Selected products	Quantity
XENTRY Standard Diagnosis	1

I hereby accept the [Software AGBs der Mercedes-Benz AG](#).  
 I consent to the use of my personal data according to the description in the [Datenschutzerklärung](#).  
 I consent to the transmission of my data (first name, last name) to IDnow for identification purposes.

**Send**

Check Terms and condition and If agreed, Please click on "Send"

Mercedes-Benz | Registration and configuration for after-sales products

Welcome Luis Brenes

## Order confirmation

Your order number is:  
**723 179 498 315 8372**

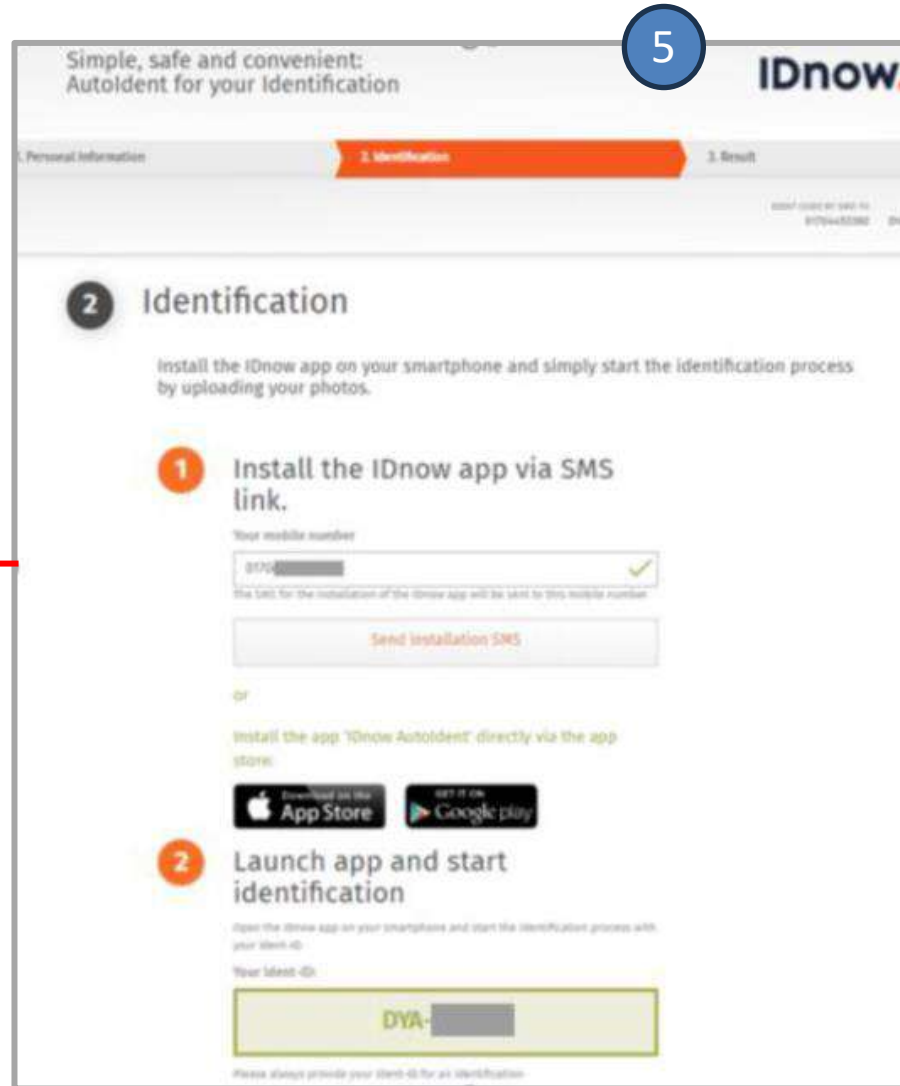
Begin your online identification process now:

**Start now**

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.

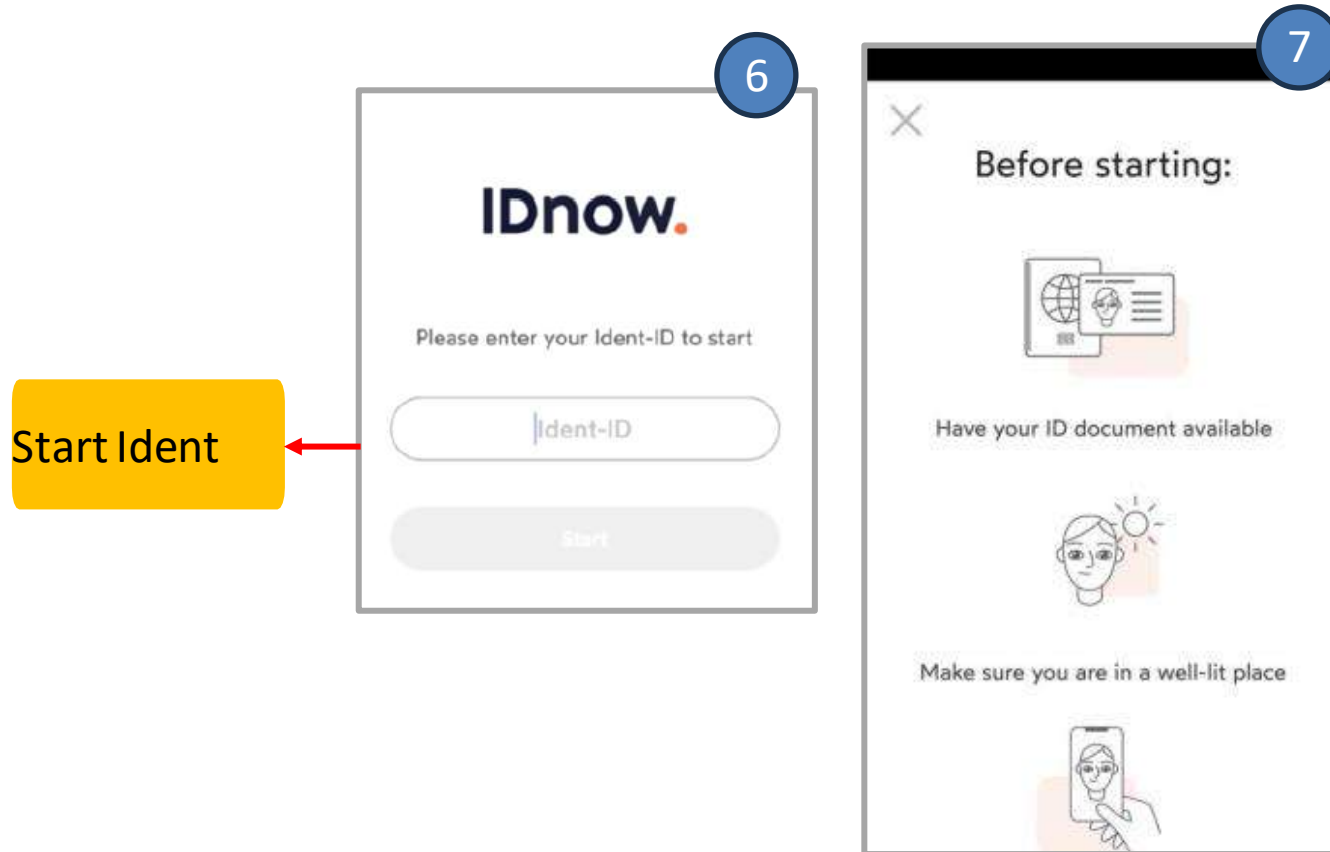
Here DYA-XXXXX

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..

# 1. Diagnostic User role

Now follow the instructions in the app step by step.

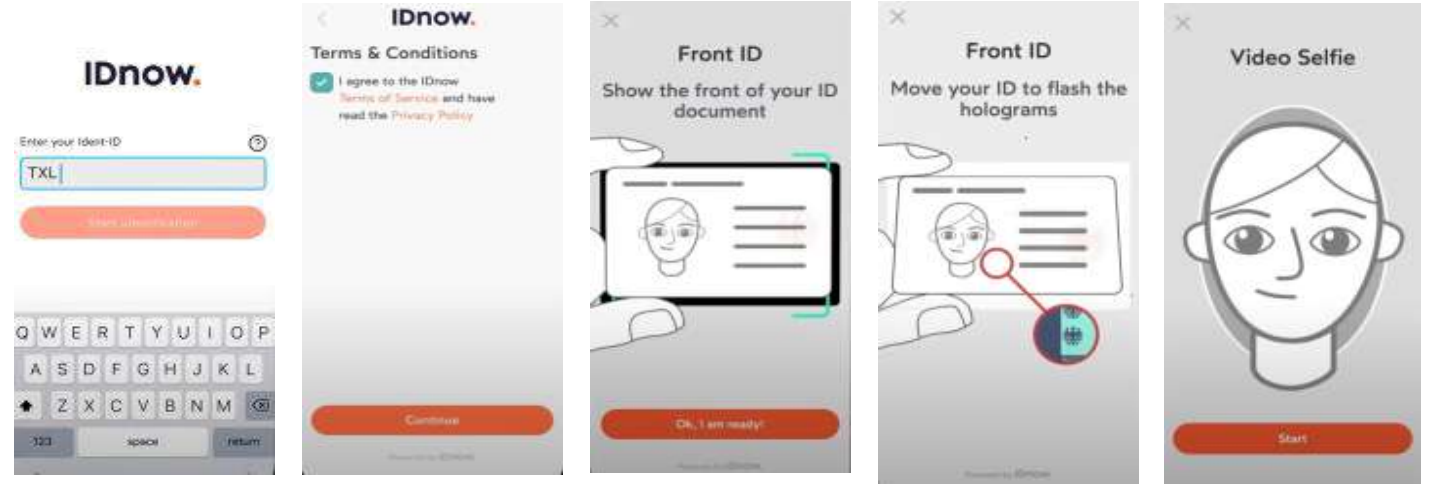
You will now be guided through the Ident-process step by step.

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.

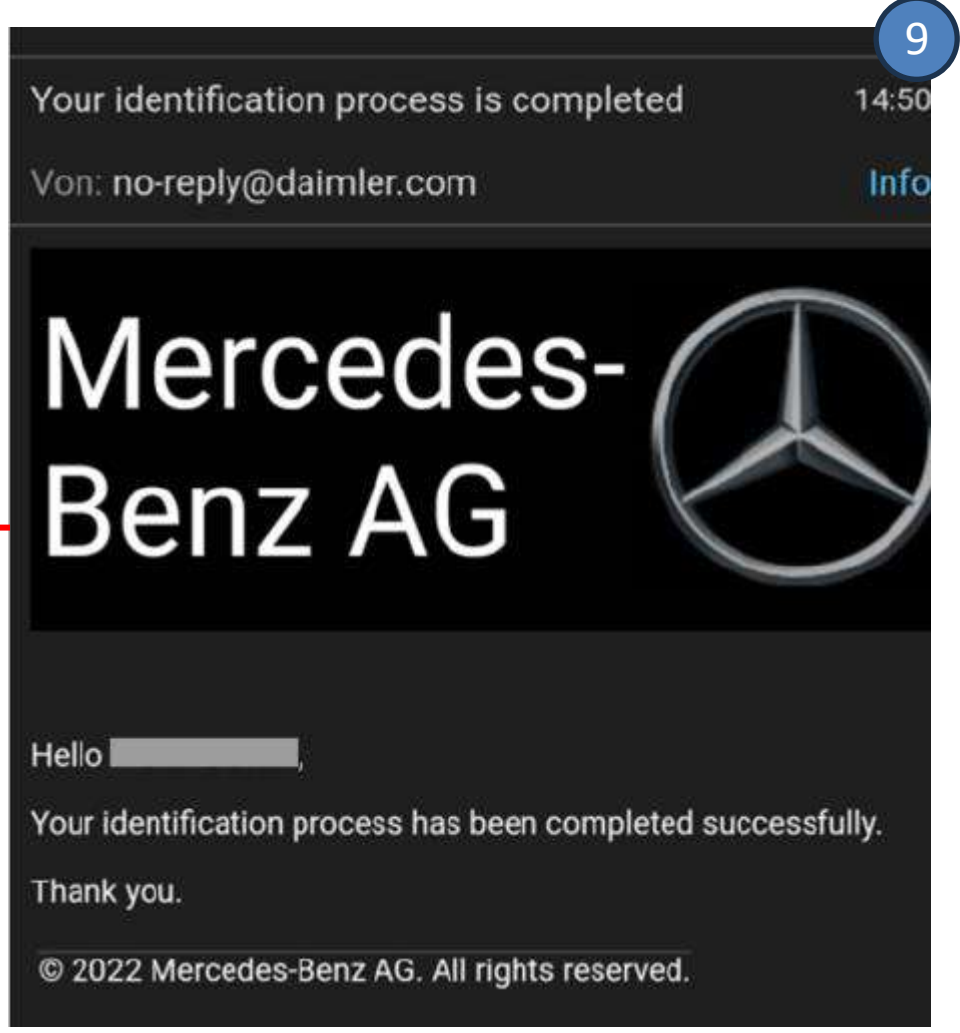
Execute ident



[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

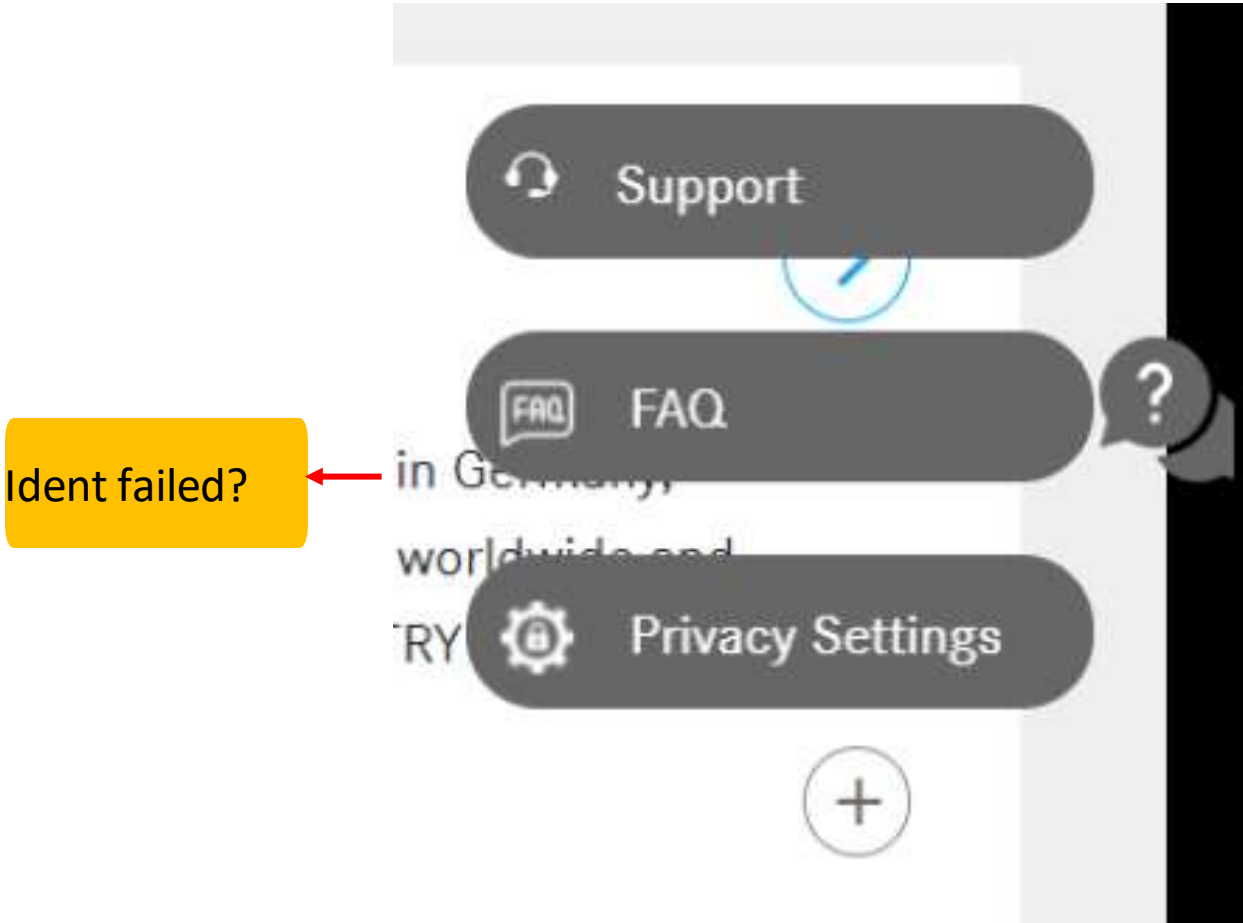
You will then receive an email from [no-reply@daimler.com](mailto:no-reply@daimler.com) that your identification has been successfully completed. Please also check your spam-folder.

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.

# 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

# 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

The screenshot shows the 'Alice Access' interface. At the top, there's a user profile for 'MB' with a red box around the name. Below that, the organization 'Daimler India Commercial Vehicles Private Limited' is listed. The main content area is titled 'Roles' and has tabs for 'Manual Assignments' and 'Dynamic Assignments'. Two roles are highlighted with yellow boxes and red arrows pointing to them:

- Standard Diagnostic role:** DTDIAG.ALL.WORKSHOP.STANDARDDIAGNOS... (DTDIAG.ALL.WORKSHOP.STANDARDDIAGNOSTICS.UMAS)
- Flashing role:** DTDIAG.FUSO.WORKSHOP.INITIALSTARTUPDIAGNO... (DTDIAG.FUSO.WORKSHOP.INITIALSTARTUPDIAGNOSTICS)

The 'Standard Diagnostic role' has a validity of '20/12/2025' and '2103 Days left'. The 'Flashing role' also has a validity of '20/12/2025' and '2103 Days left'. There are 'Modify' and 'Delete' icons for each role.

[Table of content - Diagnostics](#)



## 2. Diagnostic Hardware

### 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. Diagnostic Hardware

## 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 function



[Table of content - Diagnostics](#)

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

## 2. Diagnostic Hardware

### 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.

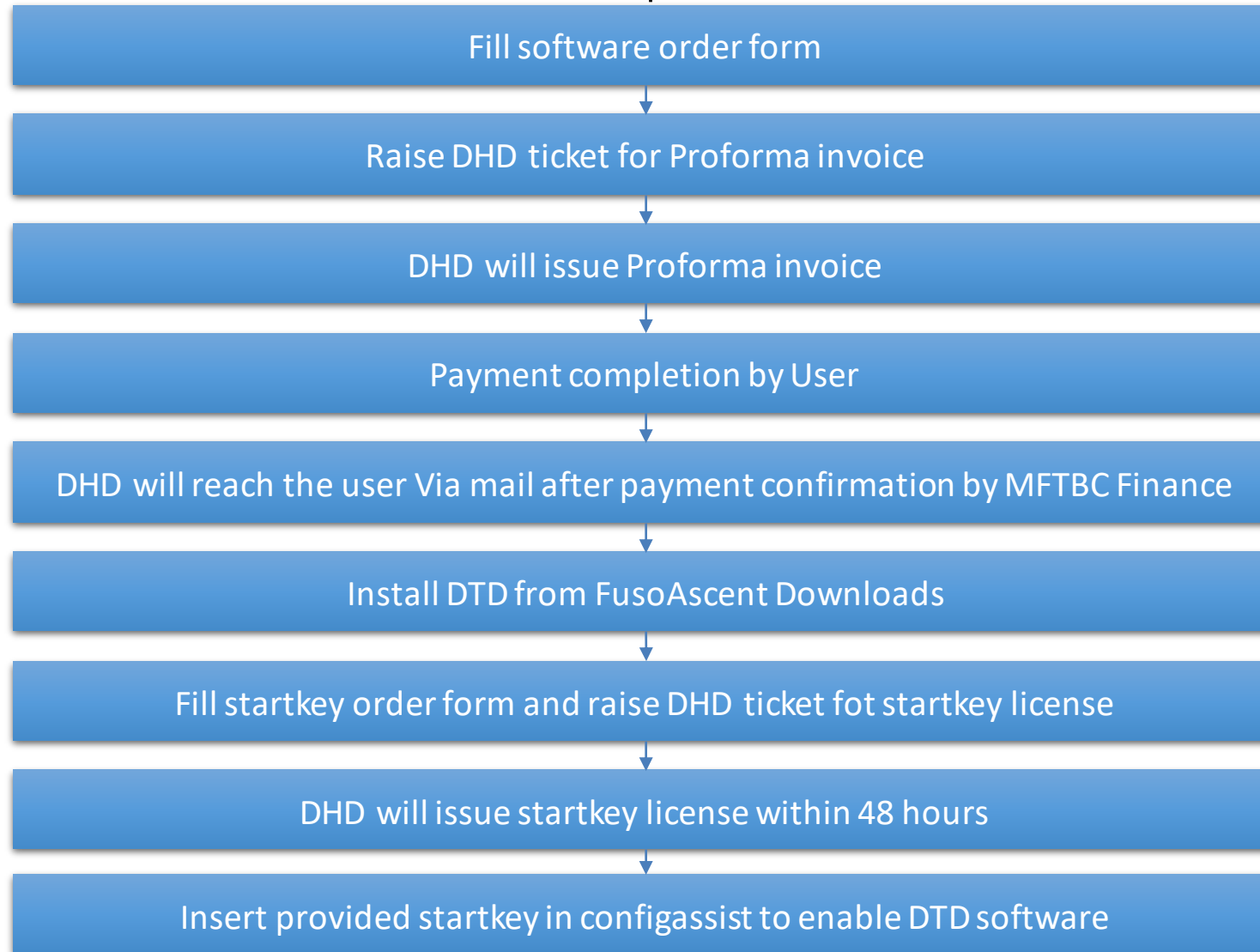
[fusoascent-helpdesk@daimlertruck.com](mailto:fusoascent-helpdesk@daimlertruck.com)

[Table of content - Diagnostics](#)

### 3. Diagnostic Software

#### 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



**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 Okura-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

# 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

**Raise Ticket**

Sub Area \*  
Diagnostics

Category \*  
Query

Model  
FEC91

Classification Code  
HL4SU3N

V.I.N  
JLMBNH1A1RK000235

Subject \*  
Daimler Truck Diagnosis (DTD)

Subtopic \*  
Start Key application

Priority \*  
Vehicle On Road

Country \*  
India

Company \*  
Mitsubishi Fuso Trucks & Bus Corporation

Short Description \* Length: 20  
New Startkey request

+ Add Files | Start Upload | Delete

Please convert .dat & .xml file to .zip and upload

Details \*  
Please issue Startkey for attached request

\*: mandatory fields

Subtopic select  
"Start Key application"

Details  
"Add your remarks"

Submit  
"To raise new ticket"

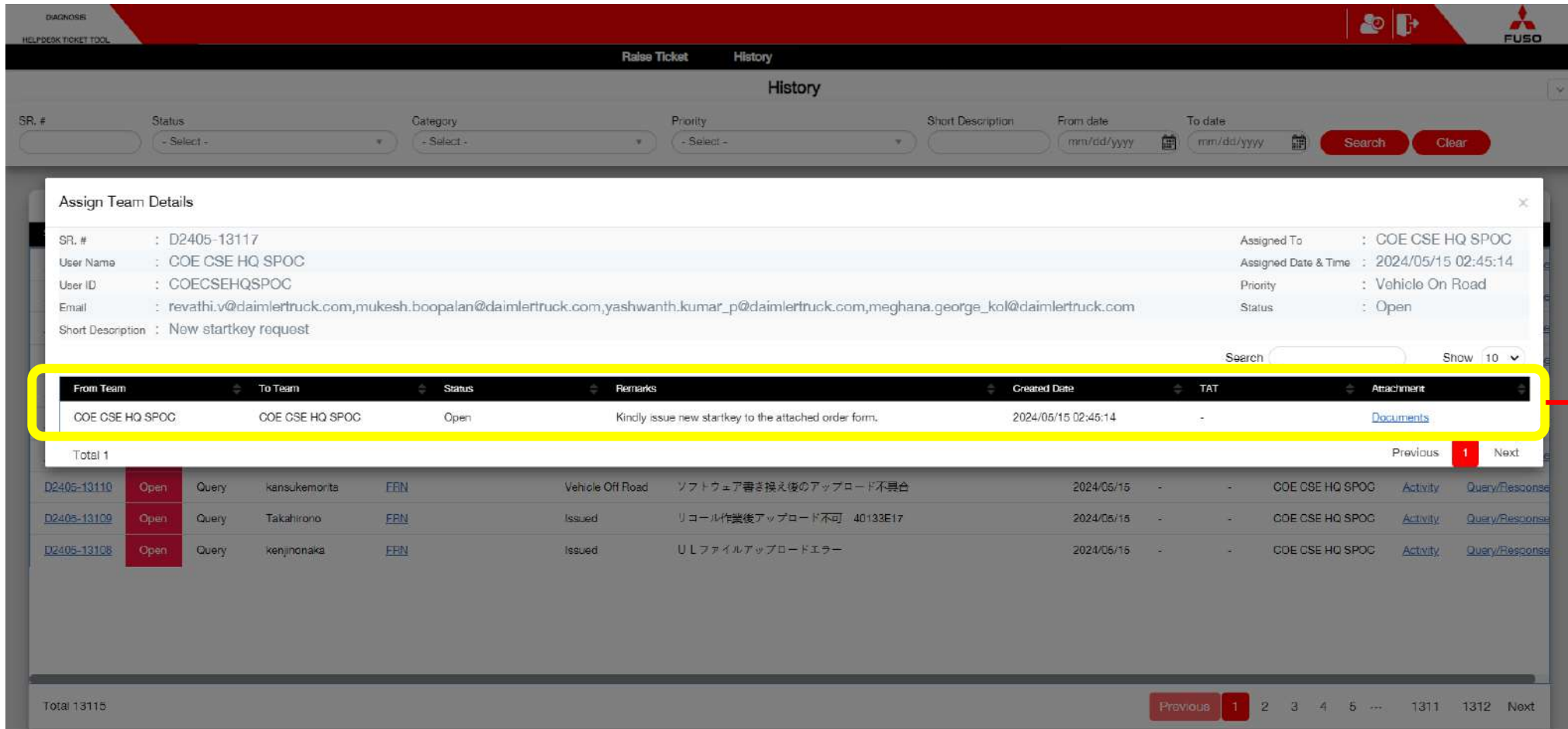


[Table of content - Diagnostics](#)

# 3. Diagnostic Software

## 3.1 Order form for new license request

New ticket issued to MFTBC for License request



The screenshot shows the 'History' tab in the diagnostic software. At the top, there are search filters for SR. #, Status, Category, Priority, Short Description, From date, and To date. Below the filters is a table of tickets. A yellow box highlights a new ticket entry with the following details:

From Team	To Team	Status	Remarks	Created Date	TAT	Attachment
COE CSE HQ SPOC	COE CSE HQ SPOC	Open	Kindly issue new startkey to the attached order form.	2024/05/15 02:45:14	-	<a href="#">Documents</a>

A red arrow points from this entry to a yellow callout box on the right that says "New Ticket will be created".

New Ticket will be created

# 3. Diagnostic Software

## 3.1 Orderform for new license request

DHD will issue Proforma invoice against the ticket raised

**Assign Team Details**

SR. # : D2405-13117  
 User Name : COE CSE HQ SPOC  
 User ID : COECSEHQSP0C  
 Email : revathi.v@daimlertruck.com,mukesh.boopalan@daimlertruck.com,yashwanth.kumar\_p@...  
 Short Description : New startkey request

From Team	To Team	Status	Remarks
COE CSE HQ SPOC	COE CSE HQ SPOC	Open	Kindly issue new startkey to
COE CSE HQ SPOC	COE CSE HQ SPOC	Closed	Startkey has been issued -

Total 2

**PROFORMA INVOICE**

MITSUBISHI FUSO TRUCK & BUS CORPORATION  
 18, Oshino-cho, Nishikuwa-ku, Kawasaki, 211-0232, Japan

PROFORMA INVOICE

Customer: Masechi Trading Company W.L.L.  
 PO BOX 2102 SAFAI, KUWAIT 13028

TEL: 0265561  
 ATTN: Mr. Kunal Sood/Kumar  
 FROM JAPAN  
 TO: Kuwait  
 FROM: ADVANCE PAYMENT

MARKS & NOS	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
	FUSO DELTA/SHARON KUBOTA/501 New Issue	1	JPY 170,000	JPY 170,000
	Startkey ID : 18C17C05488			
	Target PCV with license created and delivered on the site/brand.			JPY 170,000

Kindly note payment is not bank transfer (VIA telegraphic transfer with)  
 MUBU Bank, Ltd. HEAD OFFICE: BAHIG ACCOUNT No. 9029300100000140000001  
 SWIFT CODE: MUBUJ333  
 Mitsubishi Trust Bank Corporation

Note: Bank transfer 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 bank fees shall be borne by payer.

YASHWANTH KUMAR, Manager  
 Diagnostics, Mobility & Digital Solutions Technical Fuel  
 FUSO Technical Field Services and Warranty  
 Daimler Trucks India

**Attachment**

User Name	Date	File Name
COECSEHQSP0C	2024/05/08	Masechi Trading Company W.L.L., COE-D24-ETAR.pdf

Open to documents to view the invoice

(i)

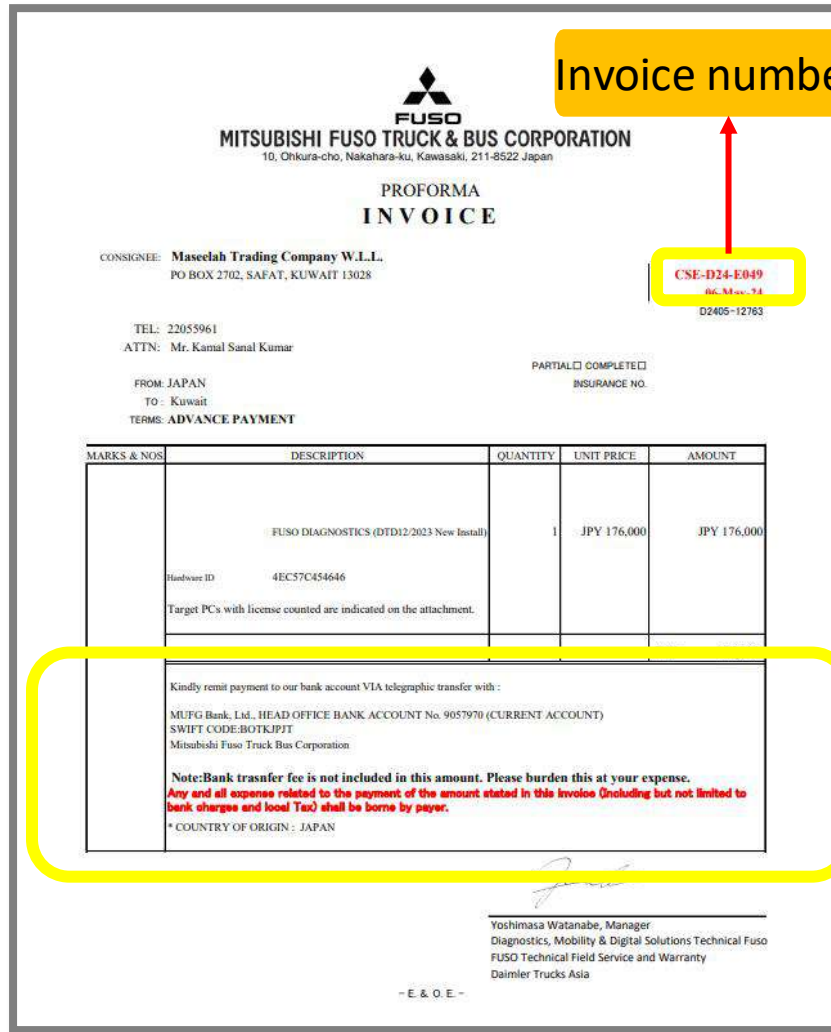
(ii)



# 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

TEL: 22055961  
ATTN: Mr. Kamal Sanal Kumar

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 transfer 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

CSE-D24-E049

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 transfer 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

# 3. Diagnostic Software

## 3.2 DTD Software download procedure

### Log In FusoAscent



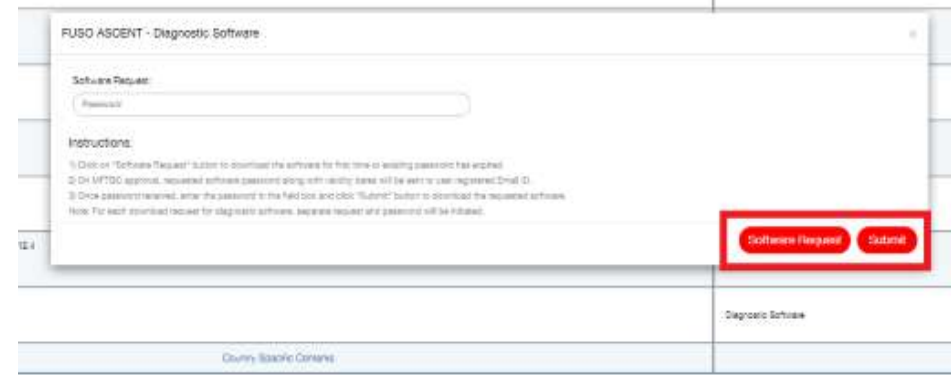
### Click on **Downloads** in left down concern



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

File Name	Date	File Size	Actions
2	Date W: 2020-12-30 File Size: 102 KB		Download
3	INDOCHINA_FMS_G22-1 Date W: 2020-12-30 File Size: 380 MB	Diagnostic Software	Download
4	Diagnostic Tool Operatw App Date W: 2020-12-30 File Size: 10 KB	App-ware	Download
5	EU-Diagnos DTC_01 (R-2019_11-05-2022) Date W: 2024-02-14 File Size: 482 MB	Flash file	Download
6	EDU-Operatw V2.4 Date W: 2020-05-20 File Size: 133 MB	Diagnostic Software	Download
7	Daimler Truck Diagnostics Operatw_23.12.4 Date W: 2024-07-31 File Size: 6564 MB	Diagnostic Software	Download
8	INDOCHINA Diagnostics Operatw_23.0.4 Date W: 2024-06-31 File Size: 22 GB	Diagnostic Software	Download
9	Country Specific Contents		

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



### 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	49AXXX3E7	Concessionário XPTD	(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.

*Table of content - Diagnostics*

# 3. Diagnostic Software

## 3.3 Payment confirmation and license request

**Assign Team Details**

SR. # : D2405-13117  
 User Name : COE CSE HQ SPOC  
 User ID : COECSEHQSPQC  
 Email : revathi.v@daimlertruck.com,mukesh.boopalan@daimlertruck.com,yashwanth.kumar\_p@daimlertruck.com,meghana.george\_kol@daimlertruck.com  
 Short Description : New startkey request

Assigned To : COE CSE HQ SPOC  
 Assigned Date & Time : 2024/05/15 02:45:14  
 Priority : Vehicle On Road  
 Status : Closed

From Team	To Team	Status	Remarks	Created Date	TAT	Attachment
COE CSE HQ SPOC	COE CSE HQ SPOC	Open	Kindly issue new startkey to the attached order form.	2024/05/15 02:45:14	-	<a href="#">Documents</a>
COE CSE HQ SPOC	COE CSE HQ SPOC	Closed	Startkey has been issued - Test ticket	2024/05/15 02:47:16	-	<a href="#">Documents</a>

Total 2

**Attachment**

User Name	Date	File Name
COECSEHQSPQC	2024/05/14	<a href="#">494ADEEE6848_252_2024...</a>

**(ii)**

```

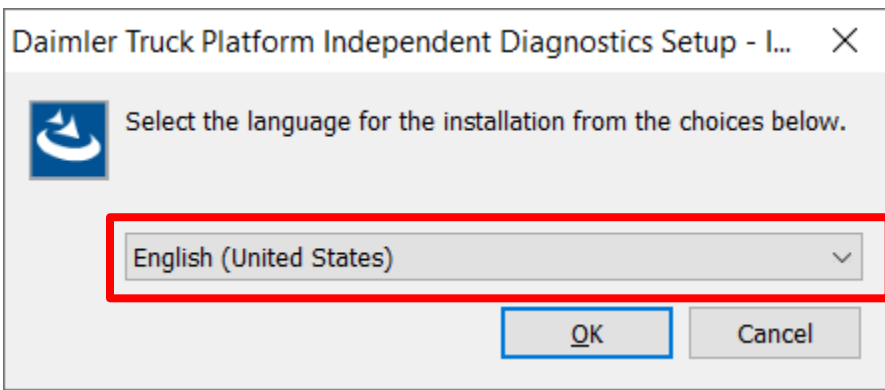
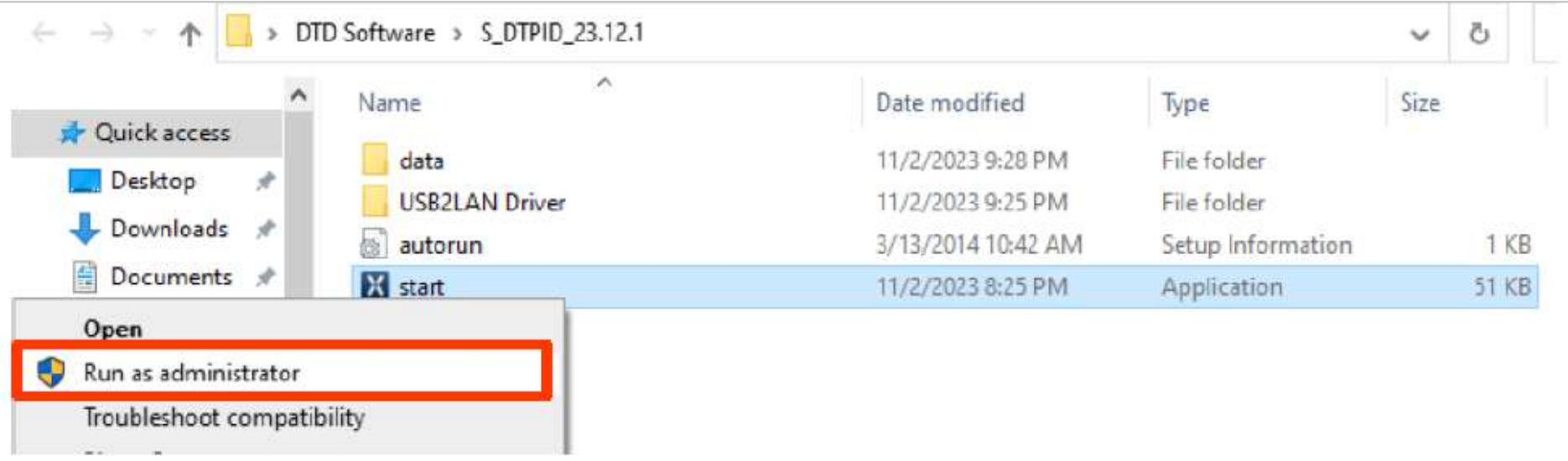
6LPY8QML5P8 (1).txt - Notepad
File Edit Format View Help
78MG-A575-QH5V-YMGV-E8YB-KWP3-9A2Q-XAVY-G85F-VHTR-KCLL-H57E-PN5D-QXX5-H3LL-YBXX-FEHA-CU2Y-VFZ6-KCZQ-VL6E-G6M7-D545-
  
```

Click on documents to view the Starkey

# 3. Diagnostic Software

## 3.4 DTD Software Installation

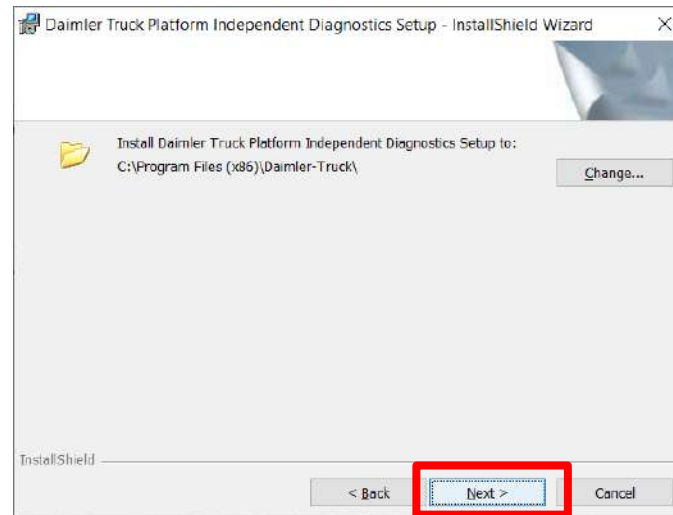
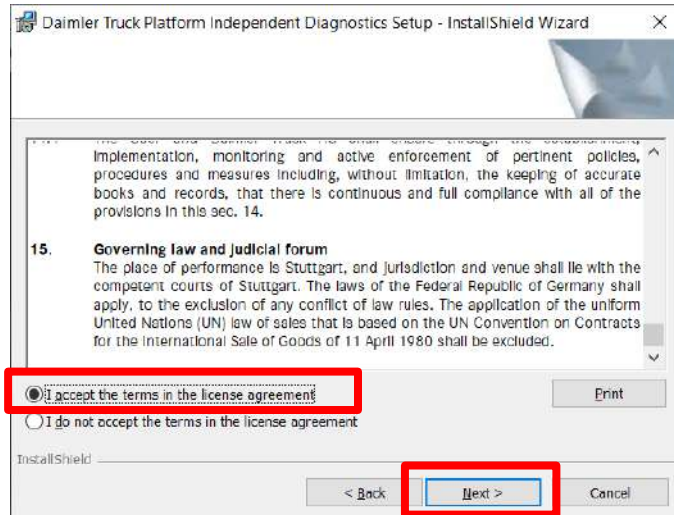
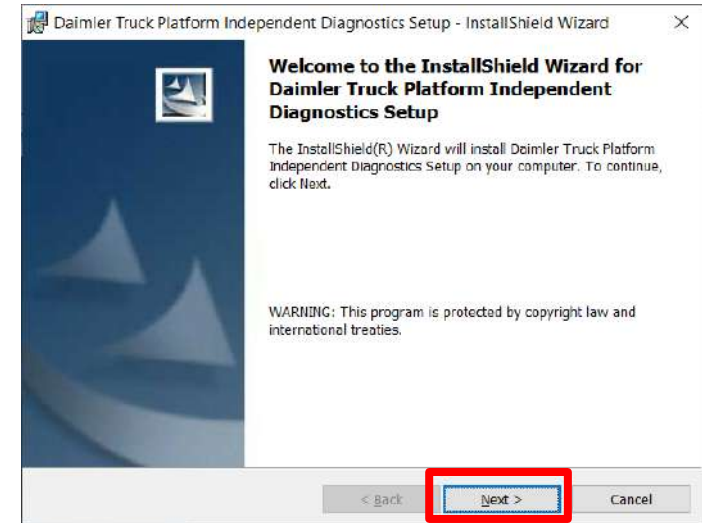
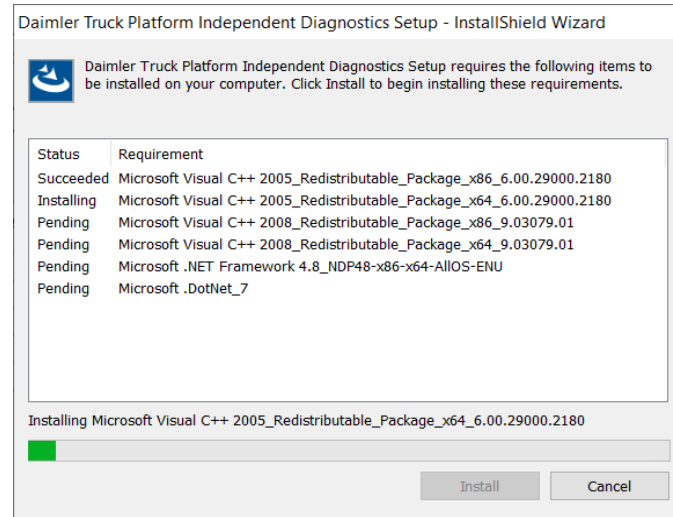
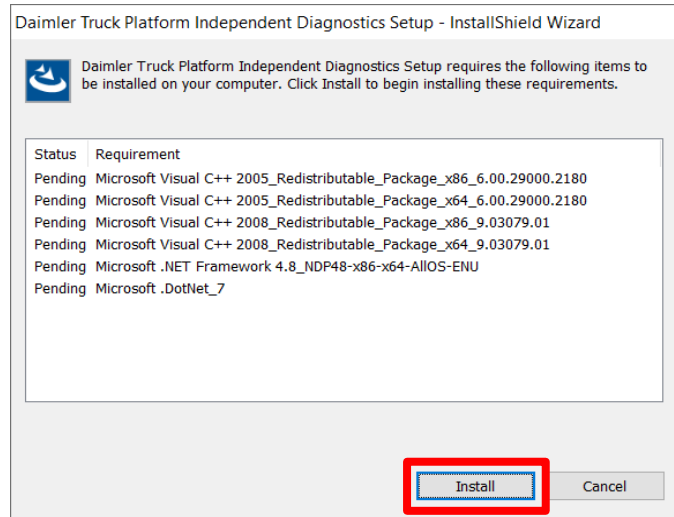
Download the latest setup from the FusoAscent download page. Then unzip the file and make a right click on “start.exe” and select „Run as administrator“ to install the basic setup.



# 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:

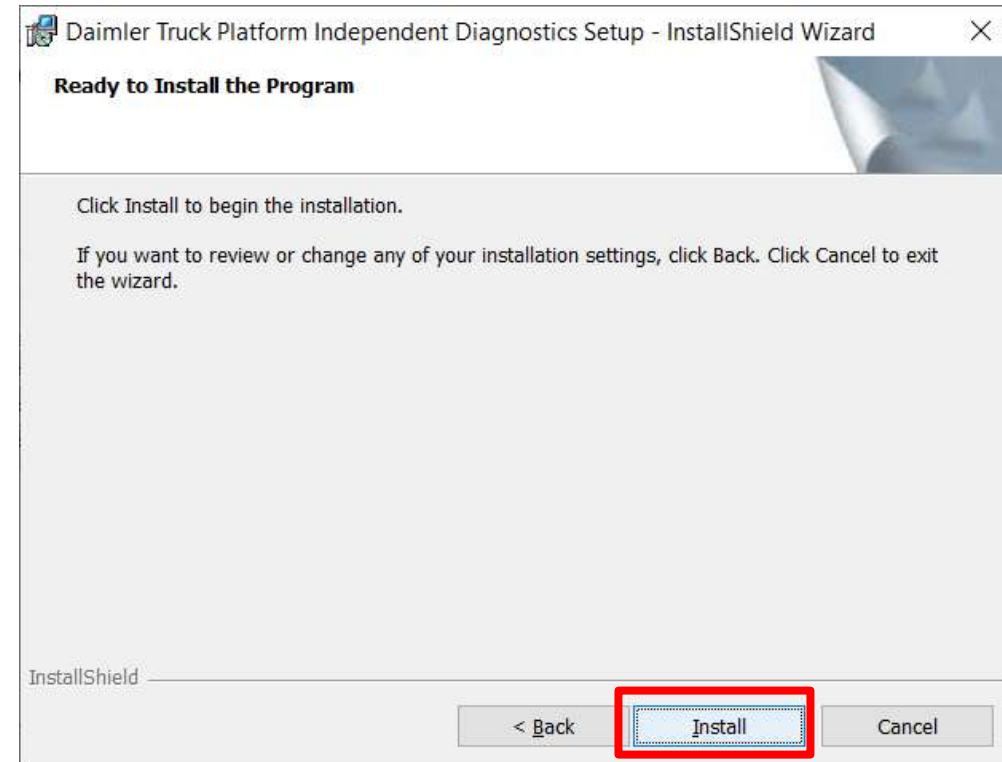
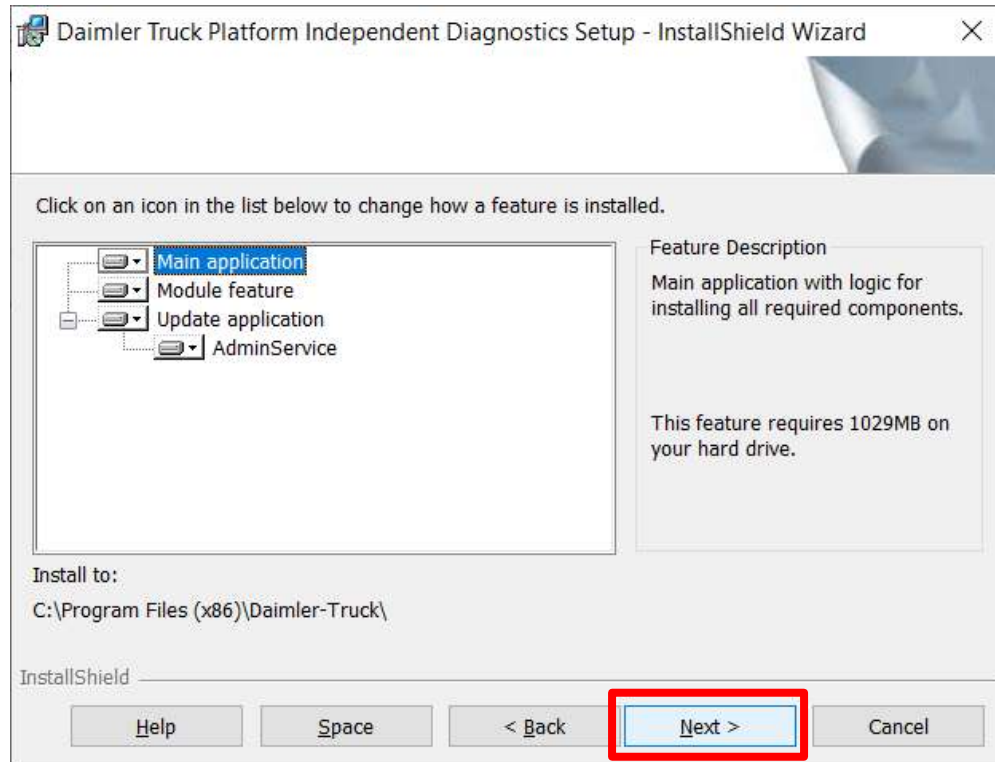


[Table of content - Diagnostics](#)

## 3. Diagnostic Software

### 3.4 DTD Software Installation

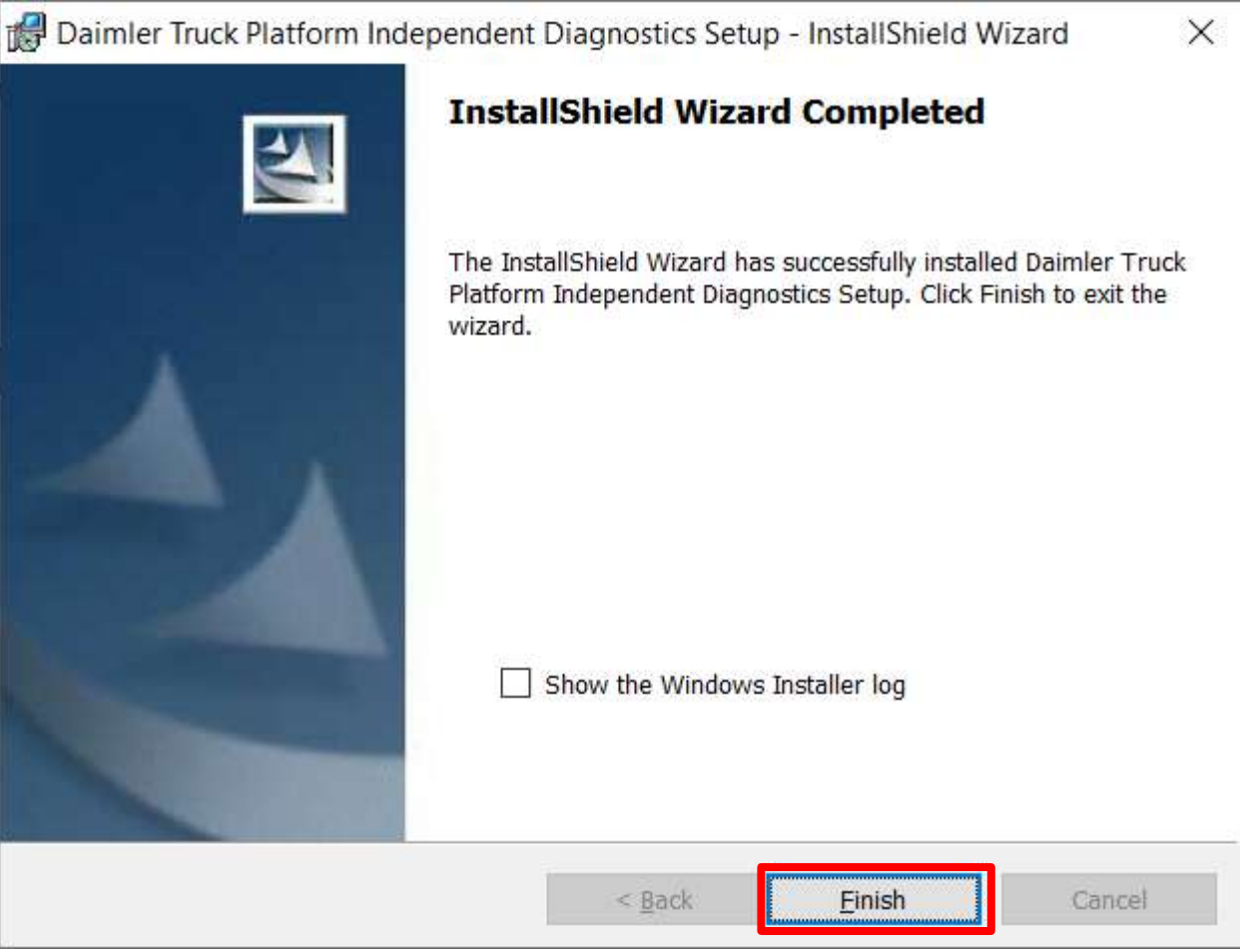
During the next two steps click first on “Next” and then on “Install”.



# 3. Diagnostic Software

## 3.4 DTD Software Installation

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



[Table of content - Diagnostics](#)

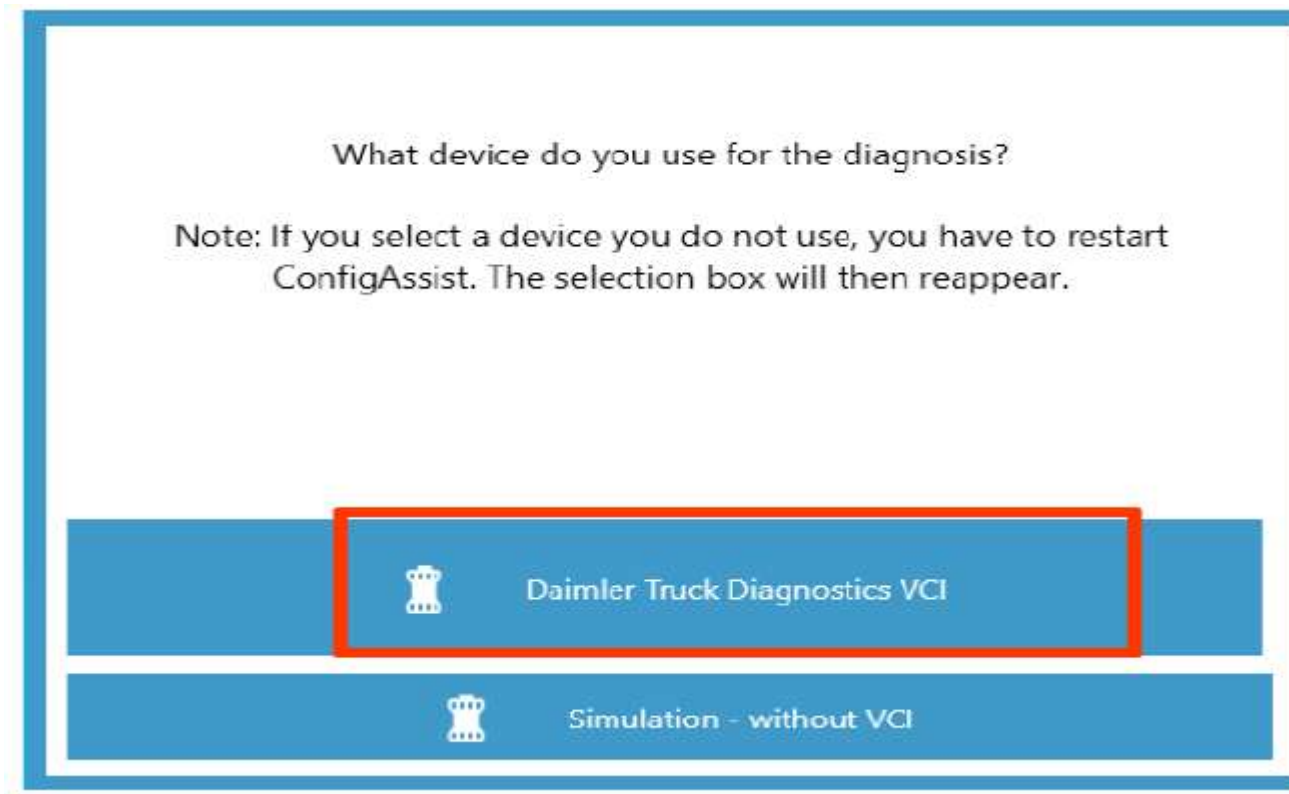


### 3. Diagnostic Software

#### 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.

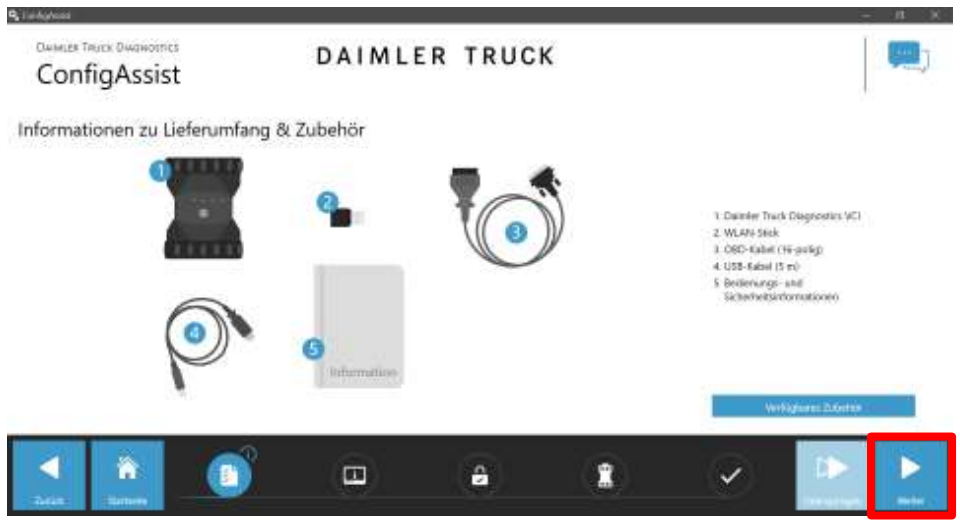
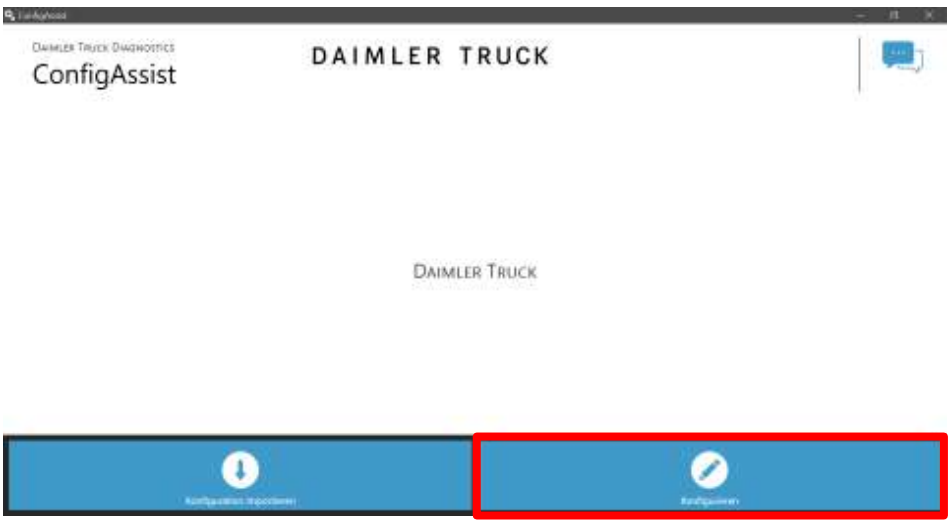
*If the DTD VCI screen doesn't open, Please click on configassist to open DTD VCI app.*



# 3. Diagnostic Software

## 3.5 DTD Configuration and Commissioning

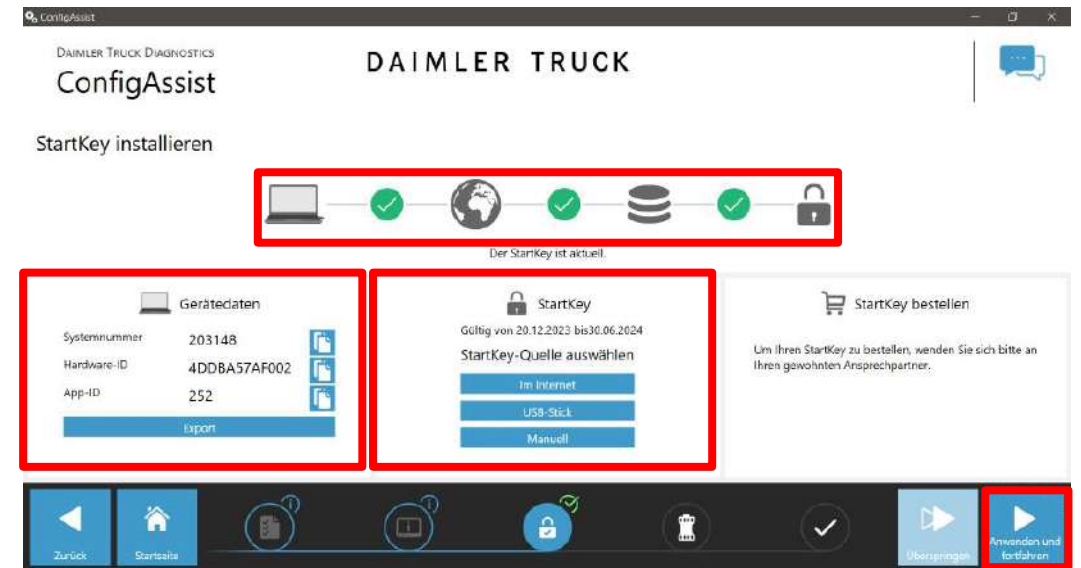
After selecting the hardware, a welcome screen appears. Choose "Configure" and click on "Continue".



# 3. Diagnostic Software

## 3.5 DTD Configuration and Commissioning

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.



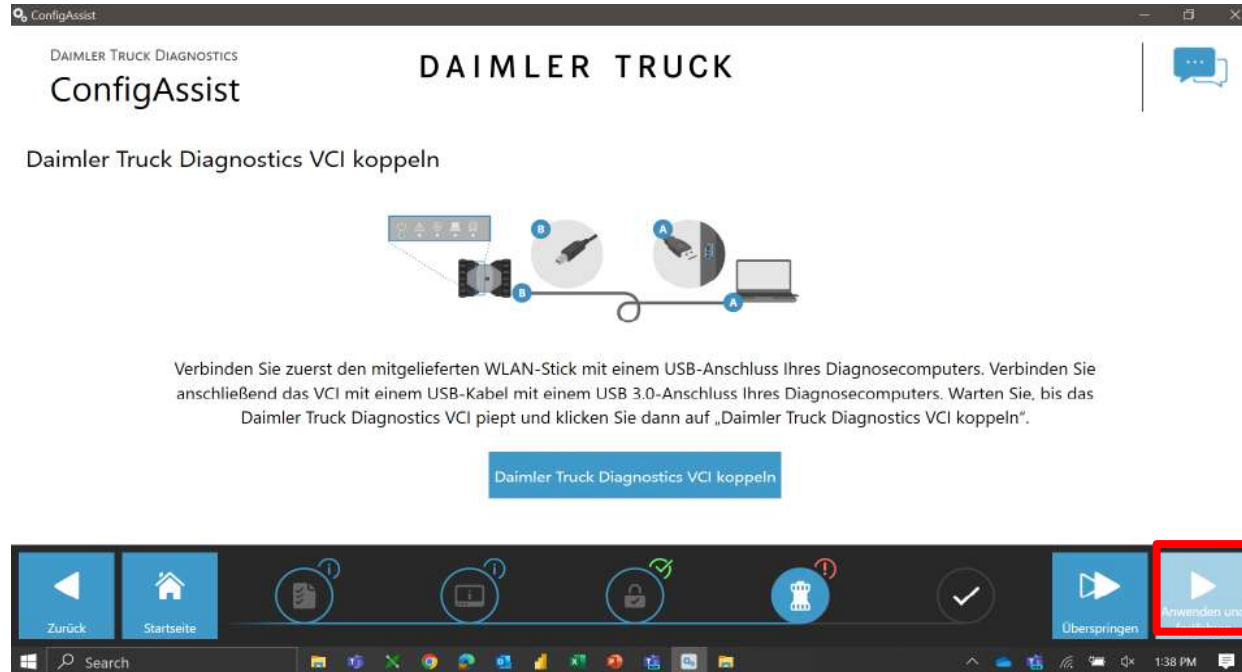
**NOTE:** Once you receive the Start Key-mail you can load the Start Key online or install it manually (2). Click on “Apply and continue“.

[Table of content - Diagnostics](#)

# 3. Diagnostic Software

## 3.5 DTD Configuration and Commissioning

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”.



# 3. Diagnostic Software

## 3.5 DTD Configuration and Commissioning

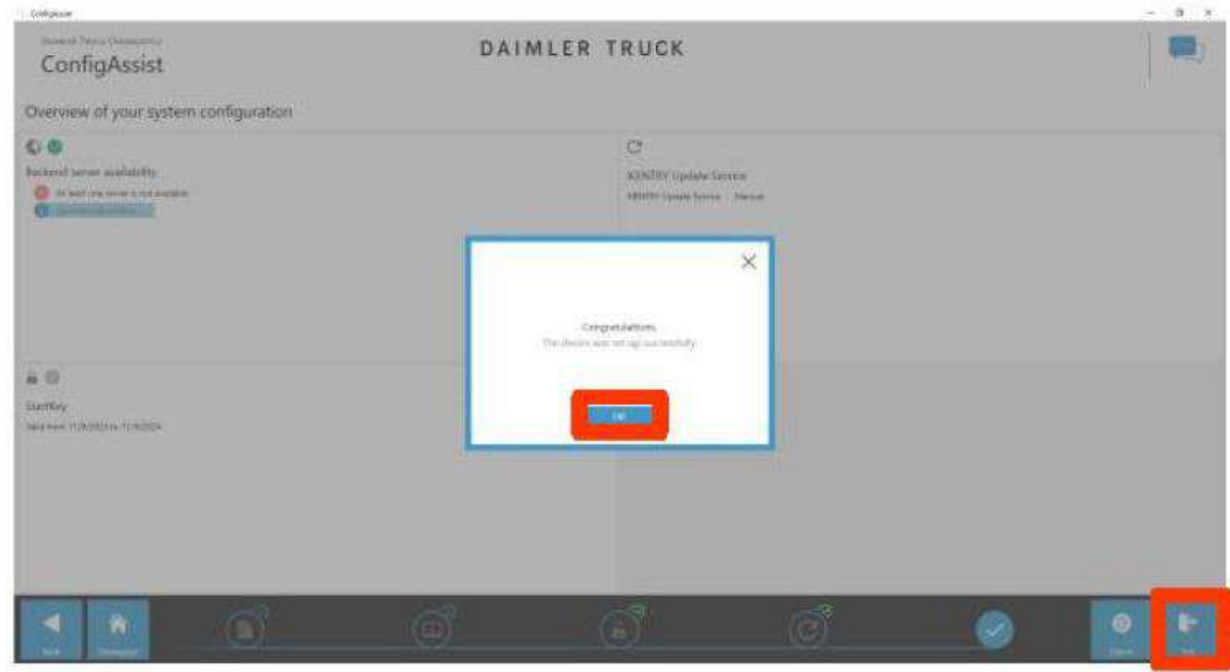
On the next page “Configure Daimler Truck Diagnostics Update Service“ you can set the Update Service to either automatic or manual.



# 3. Diagnostic Software

## 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.



### 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



[Table of content - Diagnostics](#)

# 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 VCI can be searched for on WLAN Computer software is too old	Please downgrade the VCI firmware by running "Update" in VCI Manager.
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.



# 3. Diagnostic Software

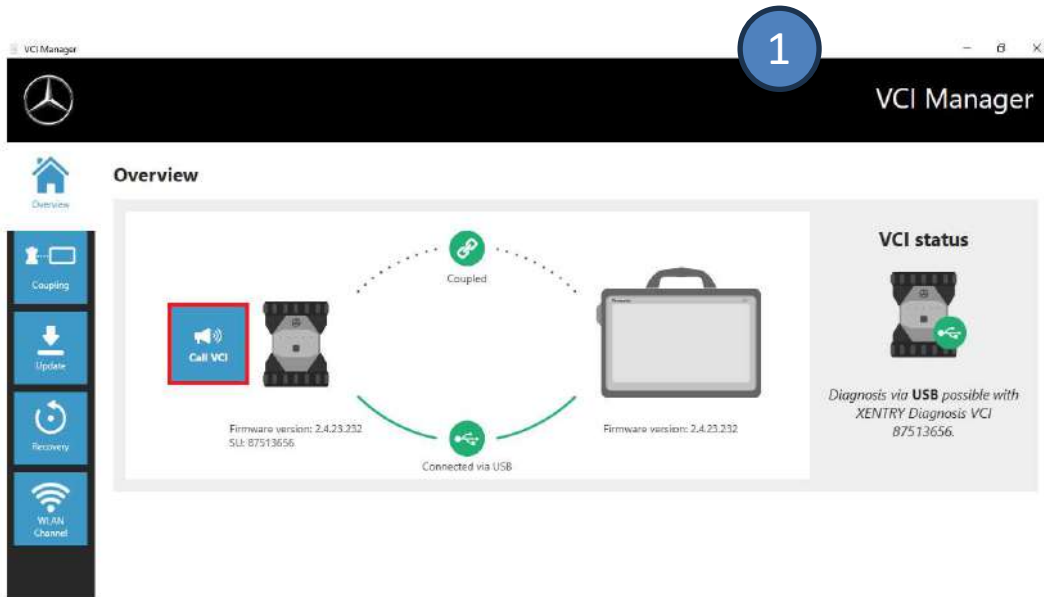
## 3.7 VCI Recover

### 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 VCI. To launch the VCI, open the VCI 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.

# 3. Diagnostic Software

## 3.7 VCI Recover

### 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

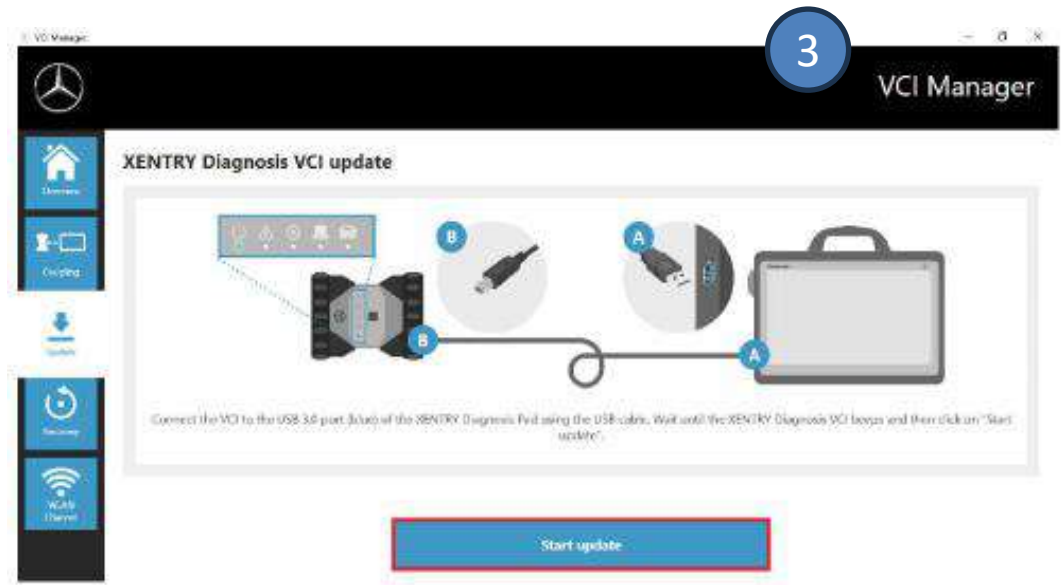


# 3. Diagnostic Software

## 3.7 VCI Recover

### Daimler Truck Diagnosis VCI Firmware Update

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



## 3. Diagnostic Software

### 3.7 VCI Recover

#### 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.



# 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.



← Downloads

Note: These diagnosis software is available for a fee, it cannot be ordered from this download page. If you want to these software, please refer the News Letter to ordering instructions. [Click Here](#)

2	Date till : 2030-12-30 File Size : 92 kB	Add-ons	Download
3	05EXK0136_FMS-E22-1 Date till : 2030-12-30 File Size : 897 MB	Diagnostic Software	Download
4	Diagnostic Tool Organizer App Date till : 2030-12-30 File Size : 90 kB	Add-ons	Download
5	ECUSpace-DIGV_01-01-2013_11-30-2023 Date till : 2024-02-14 File Size : 462 MB	Patch file	Download
6	ECU space V2.4 Date till : 2025-06-30 File Size : 123 MB	Diagnostic Software	Download
7	Daimler Truck Diagnostics OpenShell_23.12.4 Date till : 2024-07-31 File Size : 6960 MB	Diagnostic Software	Download
8	XENTRY Diagnostics OpenShell_23.9.4 Date till : 2024-05-31 File Size : 22 GB	Diagnostic Software	Download
9	Country Specific Contents		

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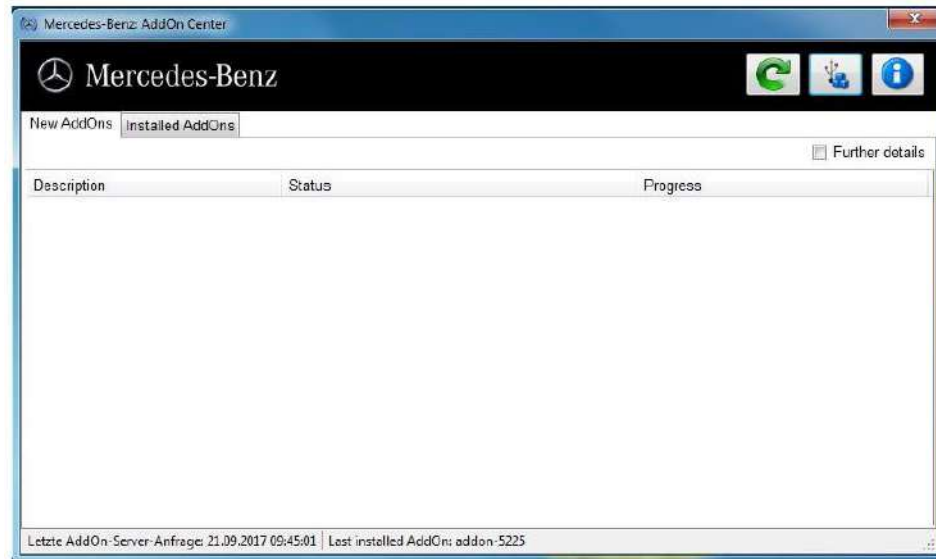
### 3. Diagnostic Software

#### 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 is requested by the user in Add-On center.

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



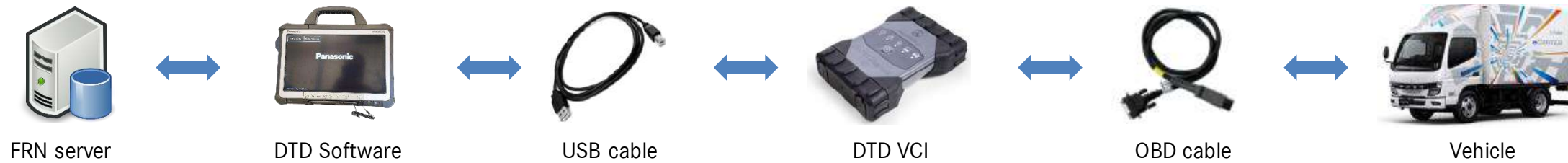
- Check whether new AddOns are available online



# 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.*



### How to get FRN access

Independent Service Providers



Fuso Diagnostic support (DHD)

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

# 4. FRN System

FRN Access request form to be attached while raising new request

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

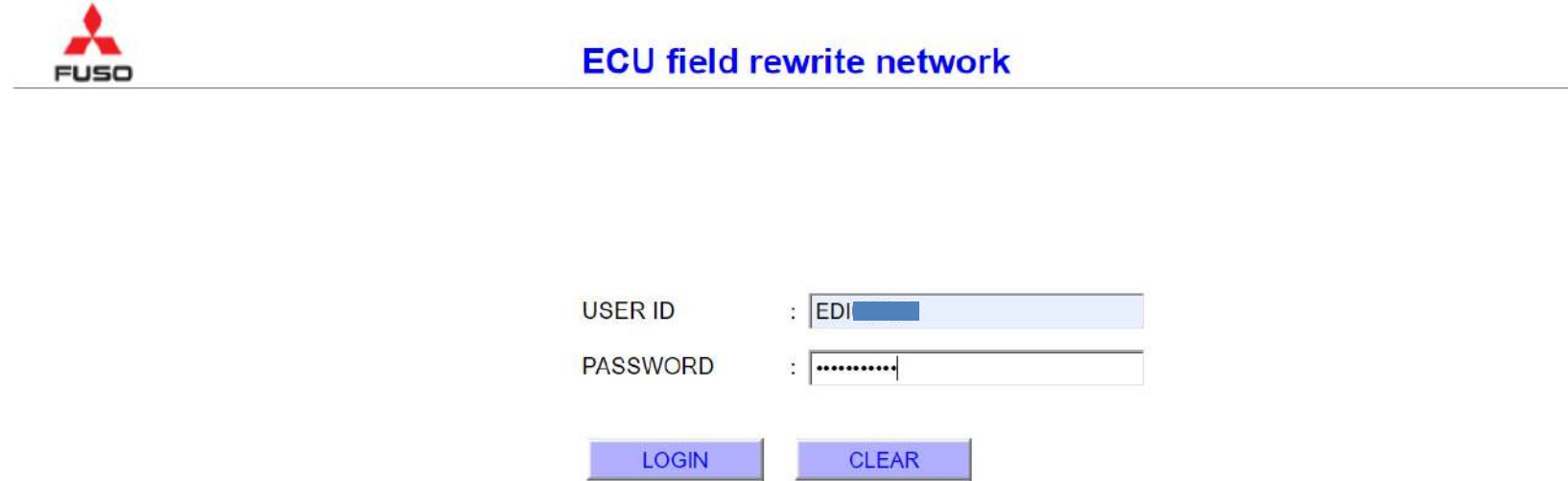
#	Country	Corporate name or Dealer name	User Name (Full name)	e-Mail	User ID <small>(MFTBC will fill in later)</small>	Initial Password <small>(MFTBC will fill in later)</small>
1						
2						


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.



## 4. FRN System

Log in FRN server with credentials provided by DHD team



 **ECU field rewrite network**

---

USER ID : EDI

PASSWORD : .....

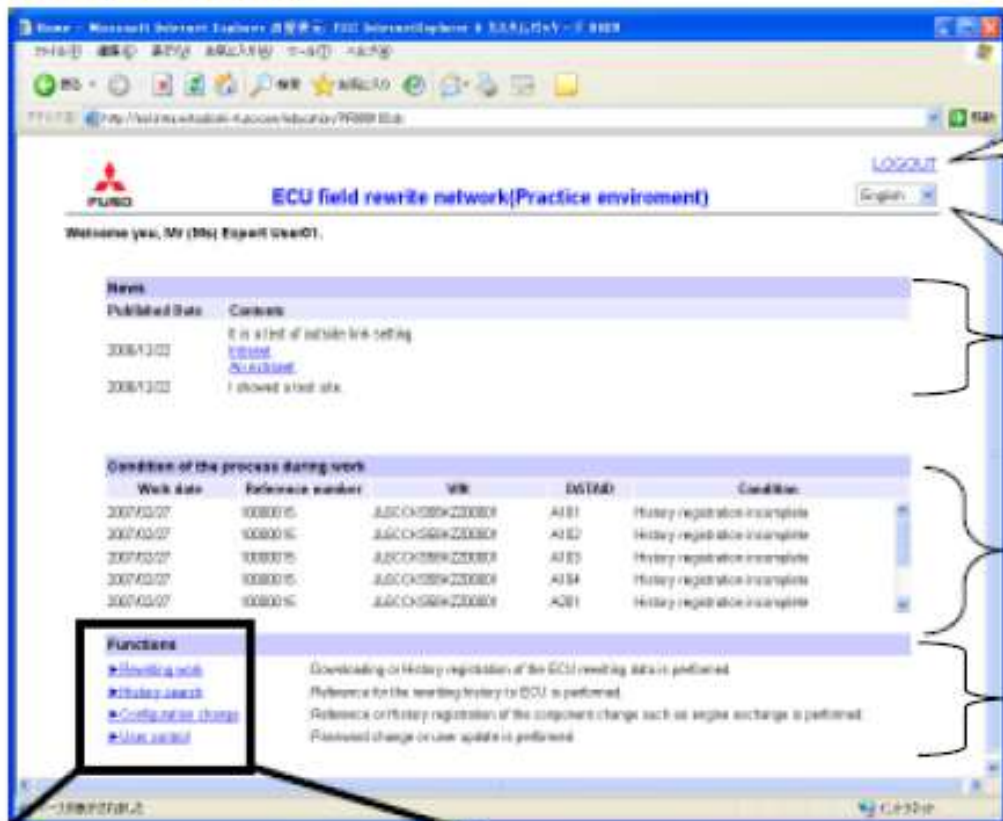
When you set the initial password, Please follow below rules:

- 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.

# 4. FRN System

Window: Top page

## FRN Home Page Overview



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](#)

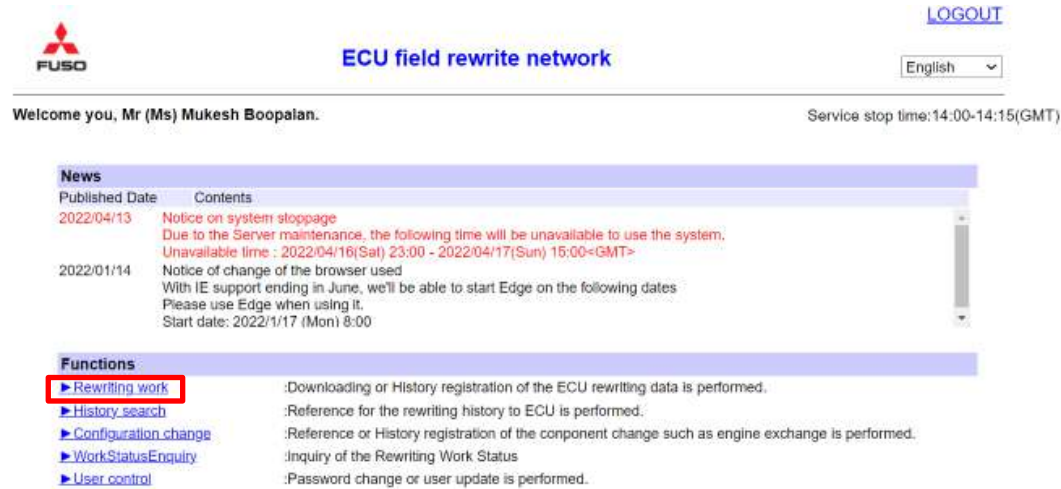
Makes it possible to change passwords.

[Table of content - Diagnostics](#)

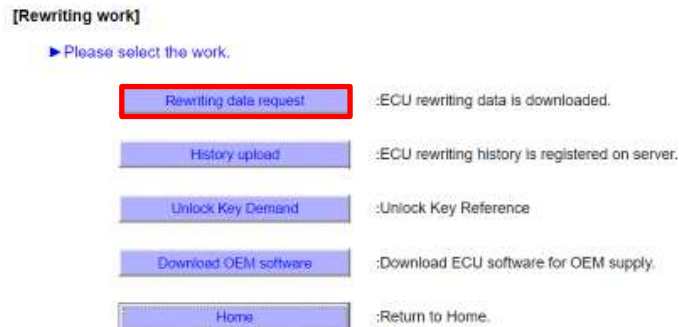
# 4. FRN System

## Procedure for downloading DL file from FRN

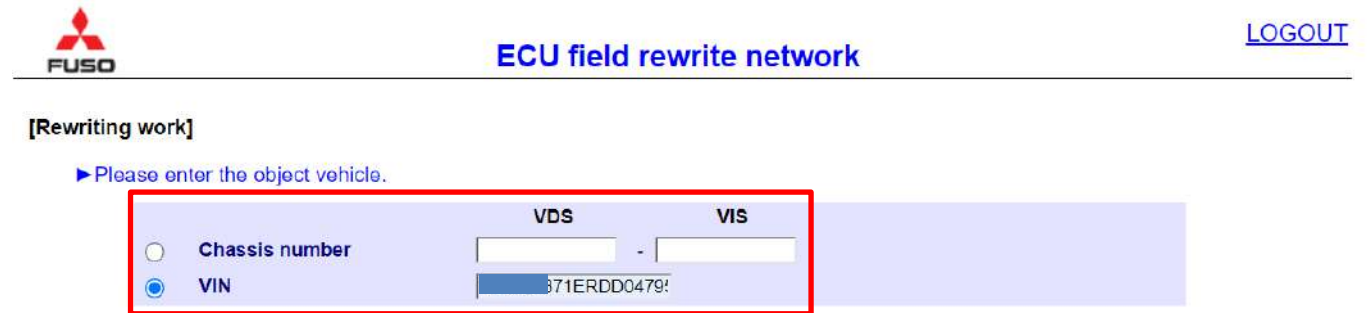
1. Click “Rewriting work”.



2. Click “Rewriting data request”.



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



[Table of content - Diagnostics](#)

# 4. FRN System

## 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
<input type="radio"/>	ABS_EBS01TF ABS EBS	BLTK3C005N	AML311269null
<input checked="" type="radio"/>	EEC02TF EEC		AME427651null
<input type="radio"/>	ICUC01TF ICUC		AL234465139001
<input type="radio"/>	ISS01TF ISS		AL234465850001
<input type="radio"/>	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	---	---	<a href="#">Download</a>	

「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き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き込みを行うと**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](#)

## 4. FRN System

### 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
EEC	----	----	<a href="#">Download</a>
			Password
			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。

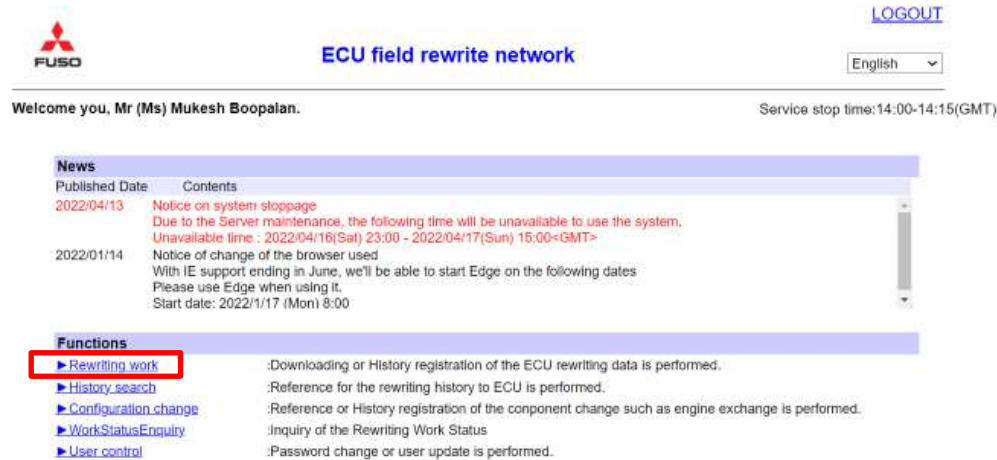
くれぐれも車台番号を間違えないようご注意ください。

- 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.

# 4. FRN System

## Procedure for uploading UL file from FRN

### 1. Click “Rewriting work”.



ECU field rewrite network

Welcome you, Mr (Ms) Mukesh Boopalan. Service stop time:14:00-14:15(GMT)

**News**

Published Date	Contents
2022/04/13	Notice on system stoppage Due to the Server maintenance, the following time will be unavailable to use the system. Unavailable time : 2022/04/16(Sat) 23:00 - 2022/04/17(Sun) 15:00<GMT>
2022/01/14	Notice of change of the browser used With IE support ending in June, we'll be able to start Edge on the following dates Please use Edge when using it. Start date: 2022/1/17 (Mon) 8:00

**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 component change such as engine exchange is performed.
- WorkStatusEnquiry :Inquiry of the Rewriting Work Status
- User control :Password change or user update is performed.

### 2. Click “History Upload”.

[Rewriting work]

Please select the work.

Rewriting data request	:ECU rewriting data is downloaded.
<b>History upload</b>	:ECU rewriting history is registered on server.
Unlock Key Demand	:Unlock Key Reference
Download OEM software	:Download ECU software for OEM supply.
Home	:Return to Home.

### 3. Click “Upload”

Please select the method to update history.

<b>Upload</b>	:History registration when rewriting file from download is used.
History registration	:History registration registered only by MUT, without using a rewriting file.
Stopping rewriting	:History registration when use of downloaded rewriting file is canceled.
CANCEL	:Go to the working select screen.

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# 4. FRN System

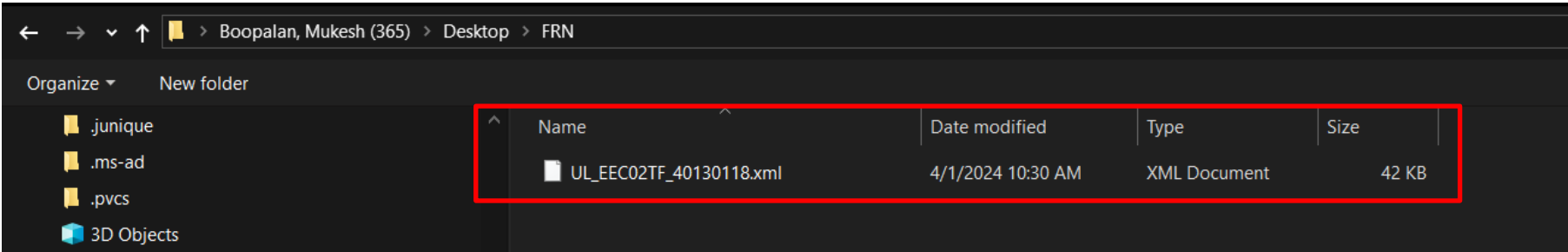
4. Click on Choose file to upload the file

**[Rewriting work]**

▶ Please input the history file to upload.

History file 1  No file chosen

5. Select the UL file needs to be updated



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

**[Rewriting work]**

▶ Please input the history file to upload.

History file 1  UL\_EEC02TF\_40130118.xml

# 4. FRN System

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

**[Rewriting work]**

▶ The information on target file is the following. Do you upload it?

	Inquiry number	Chassis number	DATAID
History file 1	40130118	TYA [REDACTED] D04795	EEC02TF

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

▶ Please select the method to update history.

- :History registration when rewriting file from download is used.
- :History registration registered only by MUT, without using a rewriting file.
- :History registration when use of downloaded rewriting file is canceled.
- :Go to the working select screen.

**[Rewriting work]**

▶ Please input the information of download file to stop rewriting.

Reason for canceling:

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



# 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 component change such as engine exchange is performed.
  - ▶ [WorkStatusEnquiry](#) :Inquiry of the Rewriting Work Status
  - ▶ [User control](#) :Password change or user update is performed.

# 5. Diagnostic Helpdesk ticketing tool process

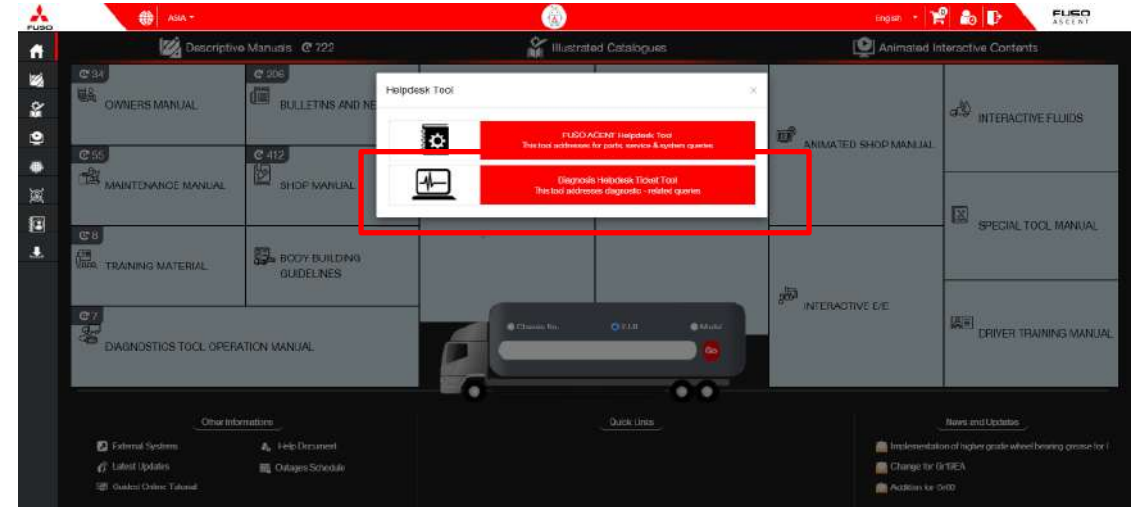
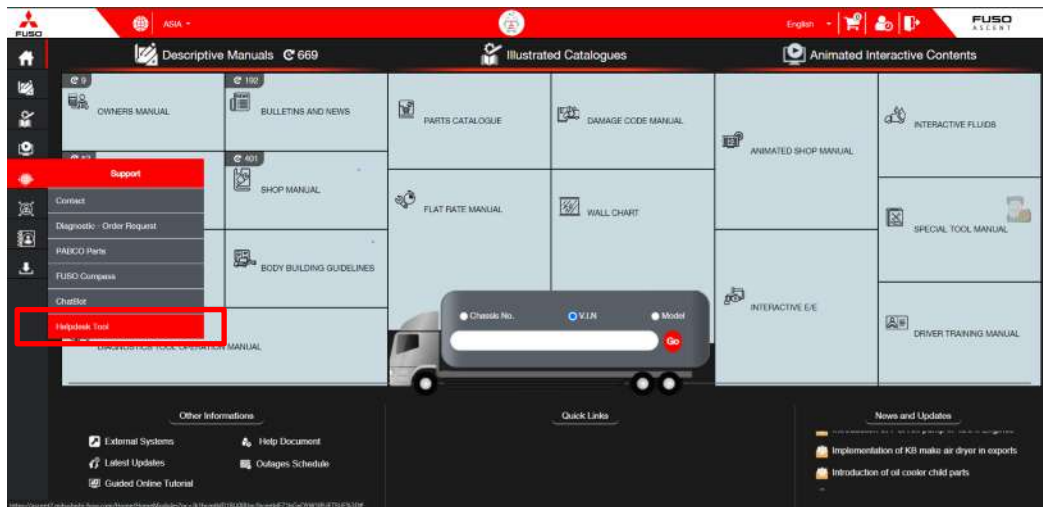
## Login to the Tool

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

[Table of content - Diagnostics](#)



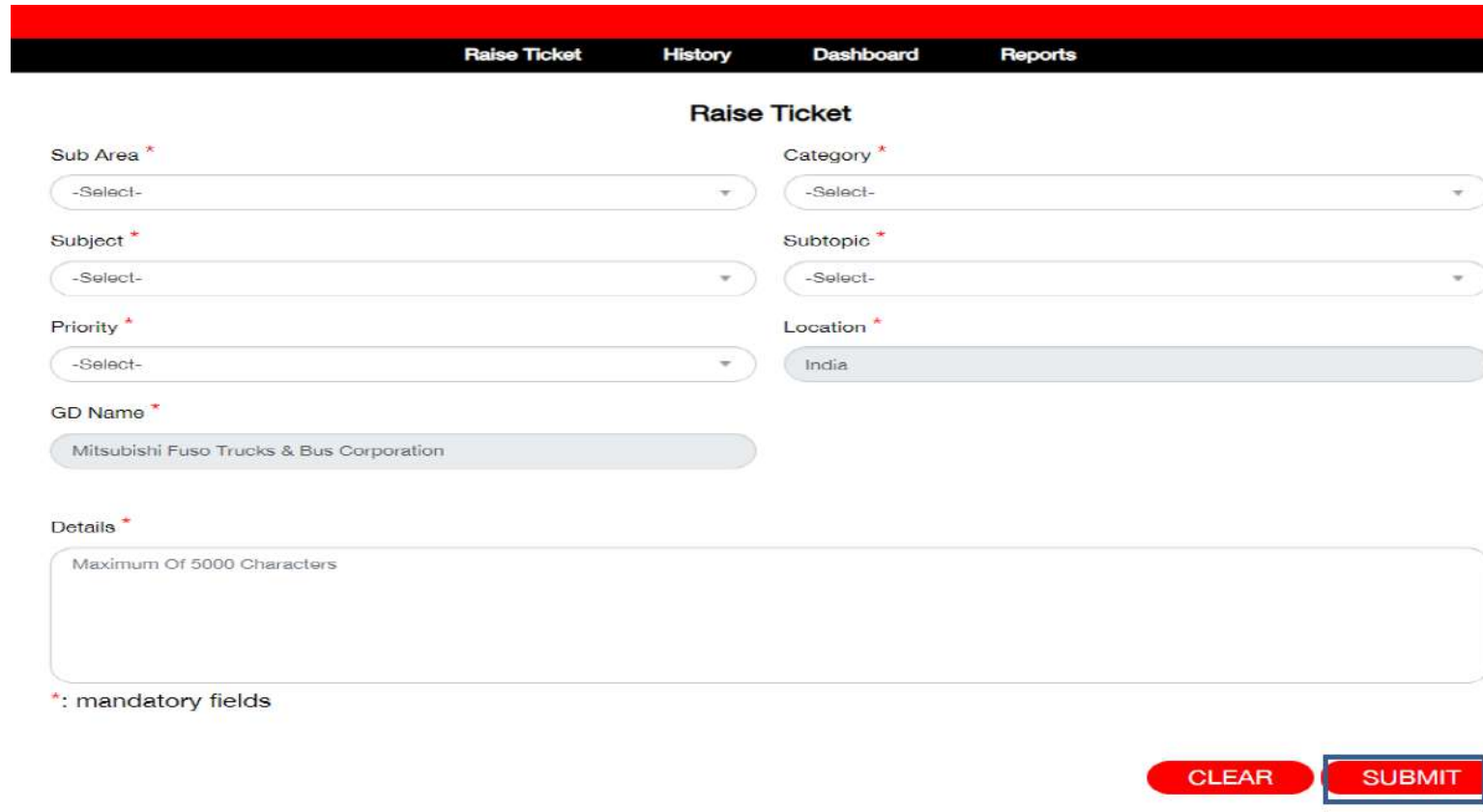
Select the Diagnostic module to raise/track queries



# 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



The screenshot shows a web interface for raising a ticket. At the top, there is a navigation bar with a red background and a black bar containing the menu items: "Raise Ticket", "History", "Dashboard", and "Reports". Below the navigation bar, the main heading is "Raise Ticket". The form consists of several fields:

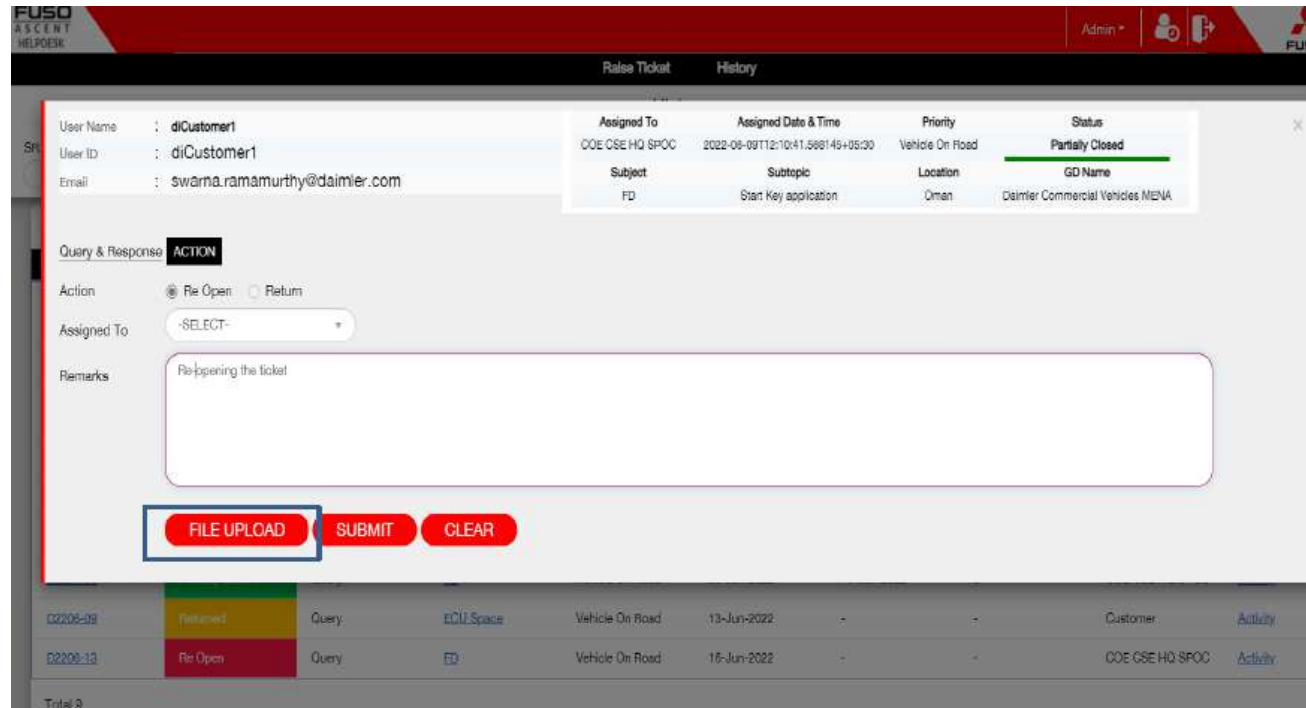
- Sub Area \***: A dropdown menu with "-Select-" as the current selection.
- Category \***: A dropdown menu with "-Select-" as the current selection.
- Subject \***: A dropdown menu with "-Select-" as the current selection.
- Subtopic \***: A dropdown menu with "-Select-" as the current selection.
- Priority \***: A dropdown menu with "-Select-" as the current selection.
- Location \***: A dropdown menu with "India" as the current selection.
- GD Name \***: A text input field containing "Mitsubishi Fuso Trucks & Bus Corporation".
- Details \***: A large text area with a placeholder "Maximum Of 5000 Characters".

At the bottom left, there is a legend: "\*: mandatory fields". At the bottom right, there are two buttons: "CLEAR" and "SUBMIT". The "SUBMIT" button is highlighted with a blue border.

# 5. Diagnostic Helpdesk ticketing tool process

## To Raise Tickets

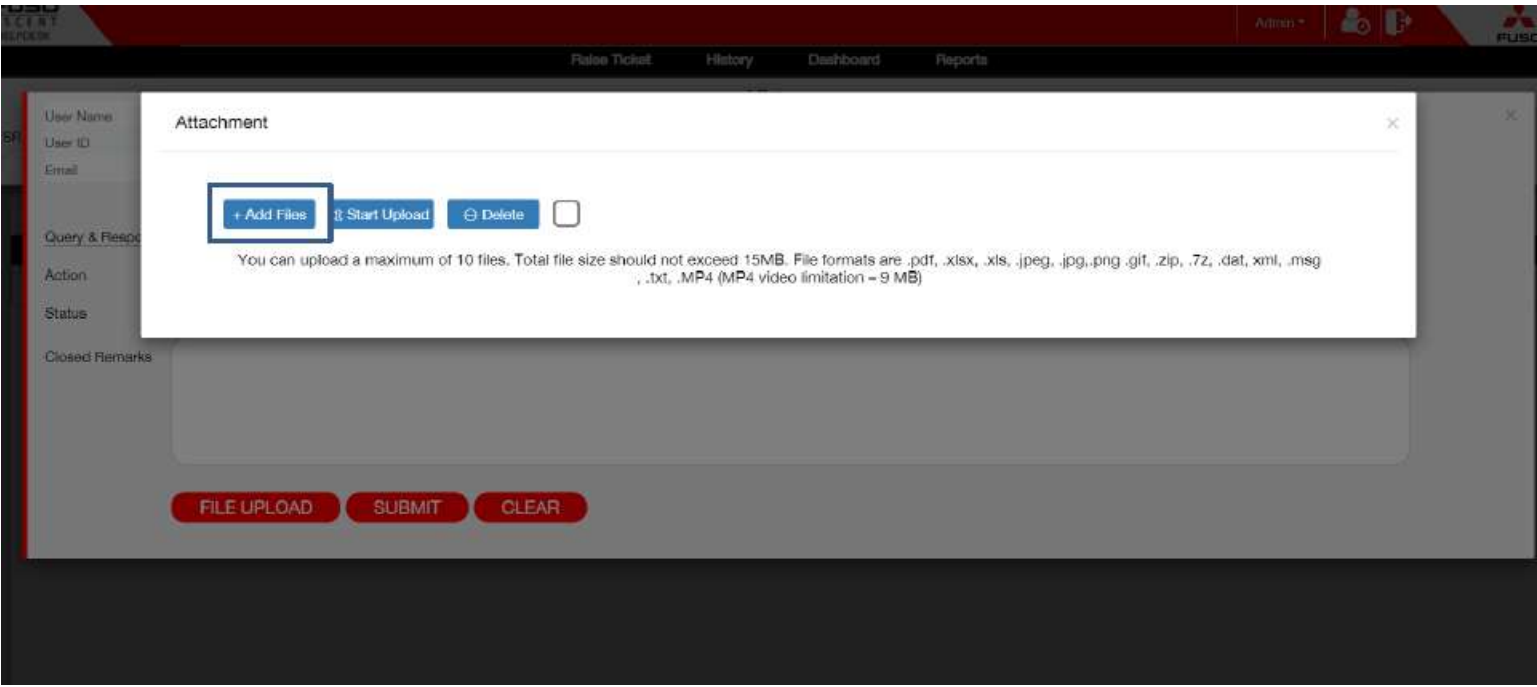
Documents can be attached by selecting 'File Upload'



# 5. Diagnostic Helpdesk ticketing tool process

## To Raise Tickets

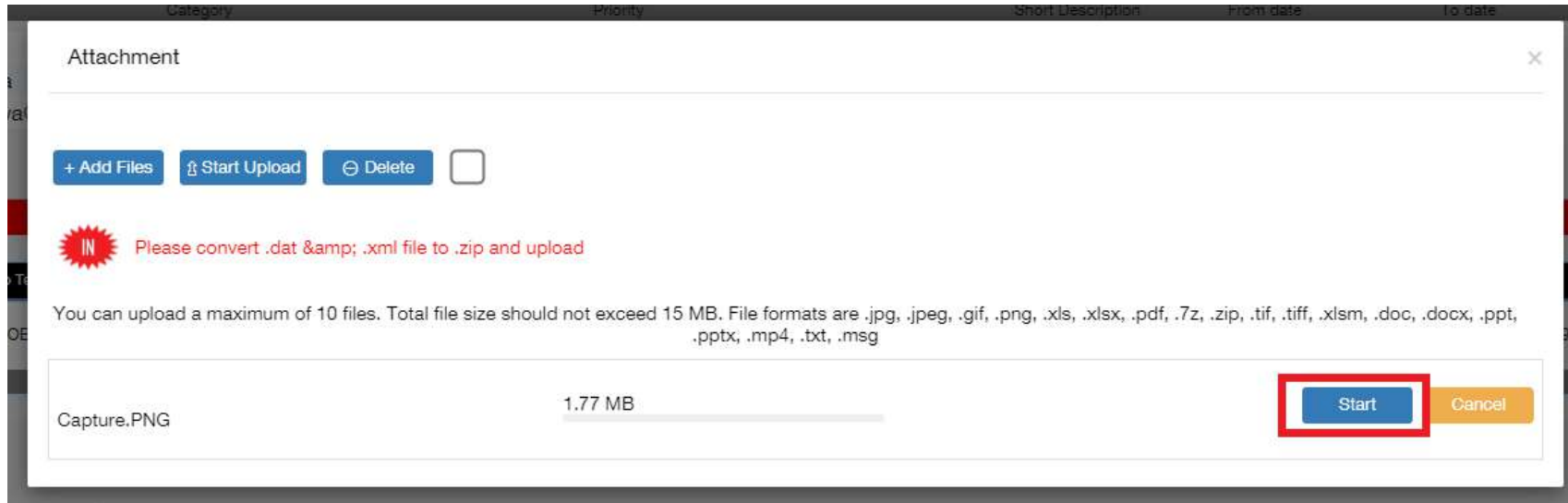
Documents can be attached by selecting 'File Upload' > "Add files" (acceptable formats are mentioned below) and after selecting files, select "start upload"



## 5. Diagnostic Helpdesk ticketing tool process

### To Raise Tickets

Click on start button to upload the file.



## 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.

# 5. Diagnostic Helpdesk ticketing tool process

## To View ticket History

DIAGNOSTIC HELPDESK TOOL

Release Ticket **History** 1

History

SR #  Status **2**  Category  Priority  Short Description  From date  To date

Search  Show 10

SR #	Status	Category	User Name	Subject	Priority	Short Description	Open Date	End Date	TAT	Assigned To	Activity	Query/Response
<a href="#">D2402-8142</a>	Returned	Query	yusukekikuchi	<a href="#">FRN</a>	Vehicle Off Road	アップロード出来ません	2024/02/14	-	-	Customer <b>3</b>	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8141</a>	Returned	Query	yusukekikuchi	<a href="#">FRN</a>	Vehicle Off Road	アップロード出来ません	2024/02/14	-	-	Customer	<a href="#">Activity</a> <b>4</b>	<a href="#">Query/Response</a>
<a href="#">D2402-8140</a>	Open	Query	fumihitomorisaki	<a href="#">FRN</a>	Issued	FRN履歴残ったままD2402-7541完了済み	2024/02/14	-	-	DHD HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8139</a>	Closed	Query	kenchiyagi	<a href="#">FRN</a>	Issued	MCMデータアップロードエラー	2024/02/14	2024/02/15	1	COE CSE HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8138</a>	Closed	Query	fumihitomorisaki	<a href="#">FRN</a>	Issued	アップロード不可FU64VZ-010967	2024/02/14	2024/02/15	1	COE CSE HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8137</a>	Closed	Query	toshiharunakaba	<a href="#">FRN</a>	Issued	MCM番換装のULファイルアップロードエラー	2024/02/14	2024/02/15	1	COE CSE HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8136</a>	Closed	Query	yasuhide	<a href="#">FRN</a>	Vehicle Off Road	アップロードお願いします	2024/02/14	2024/02/15	1	COE CSE HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8135</a>	Open	Query	KENITAN	<a href="#">FRN</a>	Vehicle Off Road	TCM項目なし	2024/02/14	-	-	DHD HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8134</a>	Closed	Query	sosukeakamoto	<a href="#">FRN</a>	Vehicle Off Road	UL出来ない	2024/02/14	2024/02/15	1	COE CSE HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>
<a href="#">D2402-8133</a>	Closed	Query	kenjitakahashi	<a href="#">FRN</a>	Issued	FRNアップロードエラー	2024/02/14	2024/02/15	1	COE CSE HQ SPOC	<a href="#">Activity</a>	<a href="#">Query/Response</a>



## 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

## 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](http://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)

### 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

# 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 \(vehiclesermi.eu\)](https://www.vehiclesermi.eu)



[Table of content - Diagnostics](#)

# 6. SERMI Process

## Apply for a certificate as an Independent Operator

2

NEWS  
 Founding members  
 The Security Process  
 Accreditation scheme  
 Freq. Asked Questions  
 Apply as IO  
[Contact us](#)

**SERMI**

SERMI acts as scheme owner to the European co-operation for Accreditation (EA).

**Apply for a certificate as an Independent Operator + Employee**

Guidance:  
 Please refer to the country list below and find the name(s) of Conformity Assessment Bodies which have been accredited and which are ready to receive your application. If there is more than one CAB showing per country you can choose the company you prefer. If your country isn't listed it is not yet possible to request a SERMI certificate in your country.

Austria - implementation date: Apr. 2024		
<b>Kiwa</b>	Phone: +31 88-998 51 88	Website: <a href="http://kiwa.com">kiwa.com</a>
<b>Global Network Group TIC</b>	Phone: +49 (0)28 22 96 16 053	Website: <a href="http://global-network-group.eu">global-network-group.eu</a>
Belgium - implementation date: Apr. 2024		

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

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# 6. SERMI Process

3

**SERMI** Together

About us About SERMI + FAQ Pricing Apply for certification Contact us Login

English

## SERMI Initial certification (including first employee)

In the initial certification phase we will carry out a document assessment and certify you and your employees.

**WHAT'S INCLUDED**

- 100% Remote assessment
- Resolve any problems without price increases, 5 day certificate guarantee
- No hidden fees, 1st employee & Digidentity Trust Center fees also included.
- Immediately get a certificate and Digidentity login

Every 5 years

**362 + 107.71/employee\*** EUR

[Read more about SERMI Initial certification \(including first employee\)](#)

**Signup now!**

Signup with the company details

# 6. SERMI Process



## Register your organization

Use our registration form to fill in some basic information.



## Perform audit

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



## 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.



## 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.



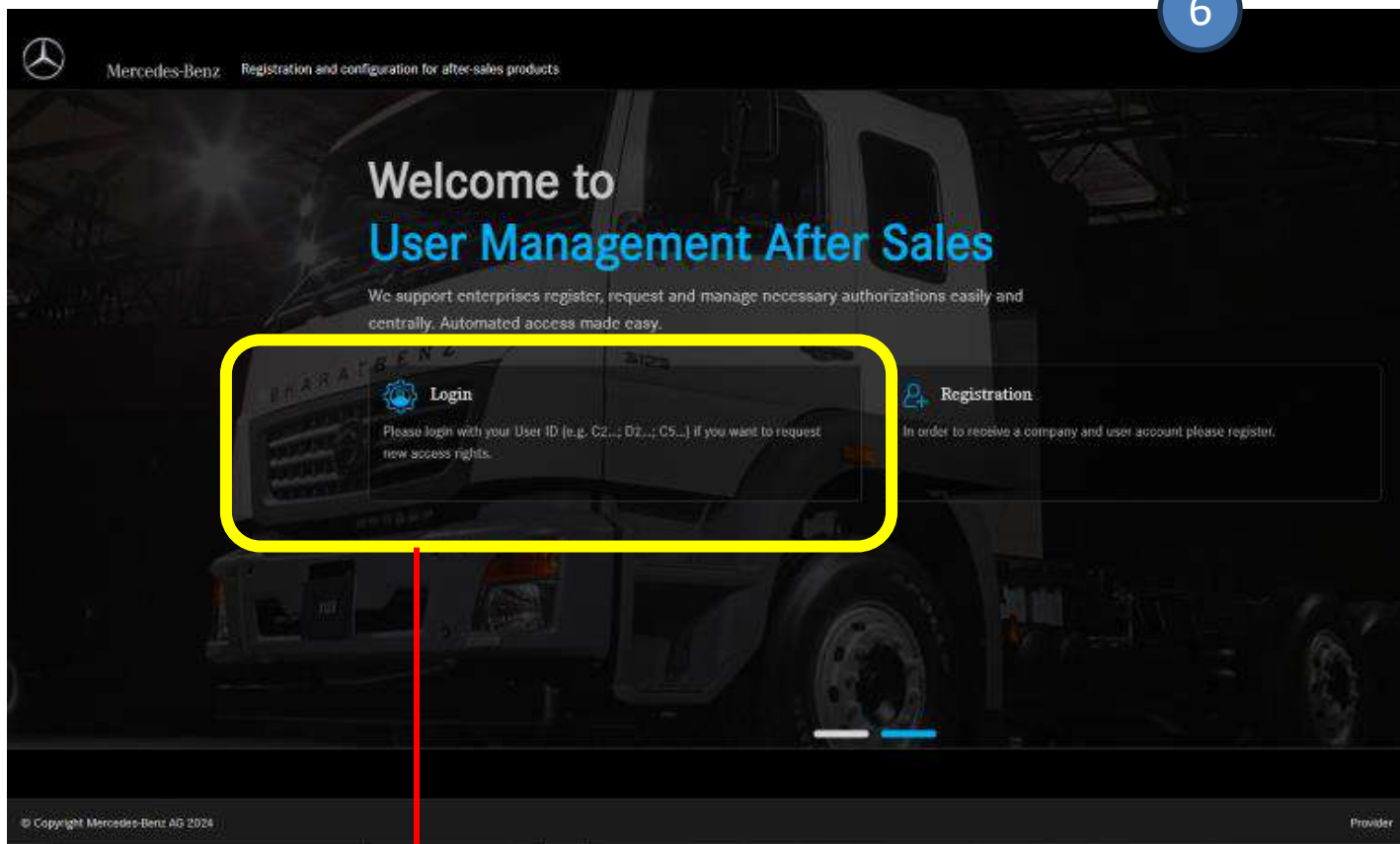
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## 6. SERMI Process

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







**Log in UMAS portal**

# 6. SERMI Process

7

Mercedes-Benz | Registration and configuration for after-sales products

Welcome Mukesh Boopalan (MBOOPLA)

WELCOME! WE'LL HELP YOU GET STARTED. CHOOSE FROM OUR PRODUCTS.

- Daimler Truck Diagnostics Standard Diagnostic Role**  
Applying for the Daimler Truck Diagnostics Standard Diagnostic role. The standard diagnostic role is mandatory in order to log in to the diagnostic software Daimler Truck Diagnostics.
- SERMI Daimler Trucks**  
Organizations will require the SERMI Daimler Trucks role as of 1st August 2023 for special access to security related repair and maintenance information (SERMI).
- My Products**  
List of active products subscribed

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**SERMI access role request**

[Table of content - Diagnostics](#)

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

