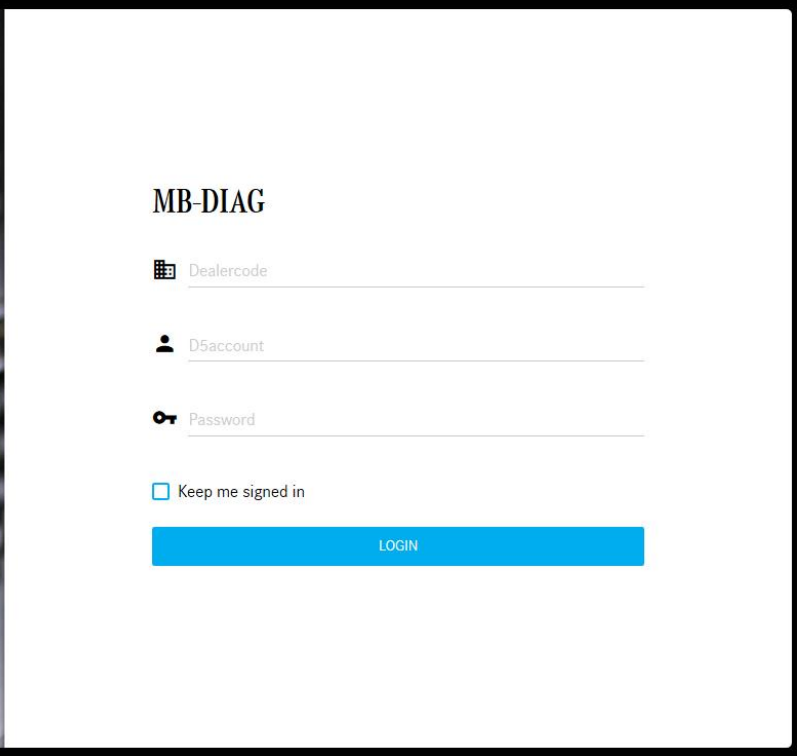
Version:1 (07-2020)



MB-Diag
User documentation

Mercedes-Benz Cars Netherland B.V.
Customer Services

Mercedes-Benz
The best or nothing.

Target:
Mercedes-Benz Cars dealers

Name document:
MB-Diag
User documentation

Date of publication:
07-2020

Version:
01

This brochure is an edition of
Mercedes-Benz Cars Netherlands B.V.
Part of Mercedes-Benz AG
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Introduction

The document aims to generate a concise overview of the capabilities, settings and "Tips & Tricks" in MB-Diag.

MB-Diag is the name of the application developed by Mercedes-Benz Cars Netherland B.V. The purpose of the , on HTML bases technology, application is on the one hand to support the diagnosis process and on the other hand to check the work carried out in the workshop for quality.

The application contains 2 different functionalities. A Diagnosis app and a quality control app functionality.

What has the Diagnosis app has to offer?

- Quick overview from a glance.
- Mechanic's support during diagnosis, based on the technical training: Diagnosis Strategy.
- Readable diagnosis report.
- Audit proof.
- Adding files such as short tests, photos and video’s is very easy.
- No more thick paper files.
- Deployable in feedback/explanation customer.
- Easier for warranty employee, especially on holding level.
- Easy search for an earlier case.

What has the Quality control app has to offer?

- Simple Quality control
- No list check, each check has a different questionnaire in a different order.
- Clear reporting
- Changing the number of questions, for example for different seasons

1.0 MB-Diag access

MB-Diag is an application that is based on HTML technology. This makes the site accessible online with any device, for example smartphones, tabs and computers. In addition, the advantage is that any "bugs" or improvements can be made faster without any approval from the Apple- and/or Playstore.

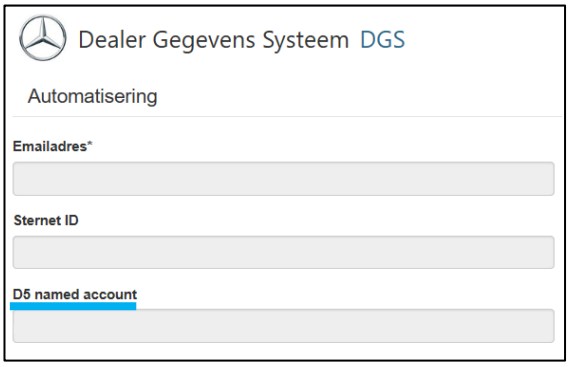
MB-Diag can be used on different devices at the same time within the same profile. In practice, the Diagnosis is completed with an Ipad during the work and files are added with the XENTRY Kit, without having to log in and out. However, it may be necessary to go out and in a case to make changes that have been made with another device visible.

MB-Diag can be reached at the following address: https://MBDIAG.cloud.ecom.nl

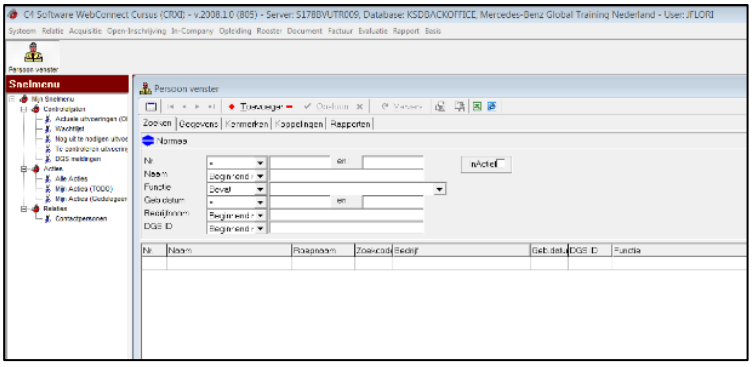
1.1 Registration for MB-Diag

In order to gain access to MB-Diag, the employee in question must be registered in both the Dealer Data System (DGS) and Global Training Netherlands (GTNL).

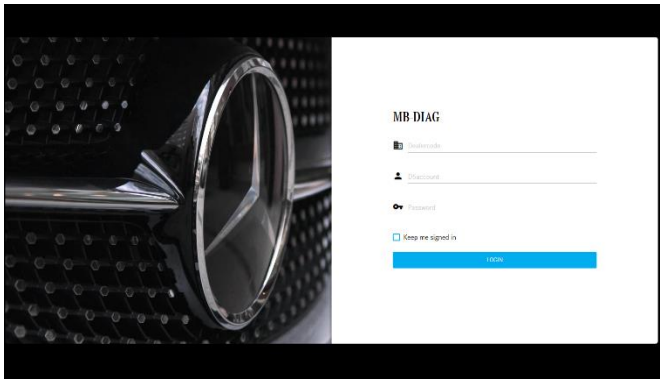
1. The first step is to register all employees within the Mercedes-Benz organization in the Dealer Data System. This is usually done by the various Human Resources departments within the holdings. This action is necessary for the publication of the relevant employee within Mercedes-Benz. An important point is the announcement of the employee within the DGS and linking of the employee D5-account.
2. The second step is register the employee within GTNL. This last registration determines the role of the user and thus the access and relevant functionalities within MB-Diag.
3. The third step is the upload. The upload is weekly done. In addition, new employees will be announced and employees who are no longer employed will be set to inactive. Inactive employee will be removed after a month. This way, the system is always up-to-date and information remains secure within the network.
4. The fourth and last step is a task for the foreman. Once the upload has taken place, the chef or service manager must generate a password for the employee. See also Password settings.



1. Register employee and D5 code within DGS.



2. Linking employee to function via Global Training NL.



3. New employees will be announced and employees who are no longer employed will be set to inactive. After a month, inactive employees, will be removed.

2.0 Password settings

The password settings has 3 different options:
1 Generate password for new users.
2 Password reset for users.
3 Change user password.

2.1 Generate password for new users

FO | SM | ASM | LA | GA

When a user is first registered within MB-Diag after going through the steps, the user will be uploaded to MB-Diag. Once the new user is uploaded into the system, the foreman, Service Manager and After Sales Manager can generate a password for the new employee.

Local Administrators can change/reset the passwords nationally.
Global Administrators can change/reset the passwords globally.

2.2 Password reset for users

FO | SM | ASM | LA | GA

When a user has password problems, the foreman, service manager and after sales manager can reset the password. See the table below for all password functionalities.

The Role of the account that has to be reset

Active role	ME	SA	FO*	SM*	WH	QM	ASM*	LO	LA*	GO	GA*	MA
Mechanic	X	X	X	X	X	X	X	X	X	X	X	X
Service Advisor	X	X	X	X	X	X	X	X	X	X	X	X
Foreman	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Service Manager	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Warranty Holding	X	X	X	X	X	X	X	X	X	X	X	X
Quality Manager	X	X	X	X	X	X	X	X	X	X	X	X
AS Manager	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Local Observer	X	X	X	X	X	X	X	X	X	X	X	X
Local Admin	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	✓
Global Observer	X	X	X	X	X	X	X	X	X	X	X	X
Global Admin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Media	X	X	X	X	X	X	X	X	X	X	X	X

*Only other persons with the same role can reset passwords.

Local Administrators can change/reset the passwords nationally.
Global Administrators can change/reset the passwords globally.

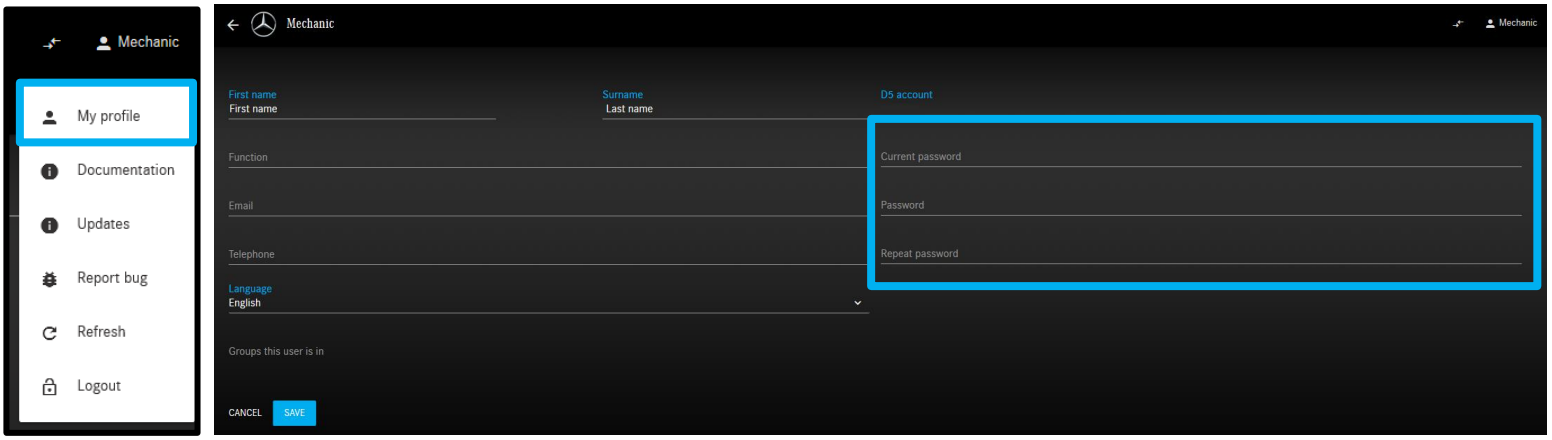
2.3 Change user password

ME | SA | FO | SM | QM | WH | ASM
LO | LA | GO | GA

Every user, except the user “media”, can change the password in their own profile.

Go to Menu, My Profile.
Enter the current password, and then the new password.

The user “media” needs to go to the national representative.



3.0 Roles in MB-Diag

There are several roles in MB-Diag presence. The role determines which functionalities are visible within MB-Diag. See also "Registration for MB-Diag".

In the table below there is an overview of the various roles and functionality present:

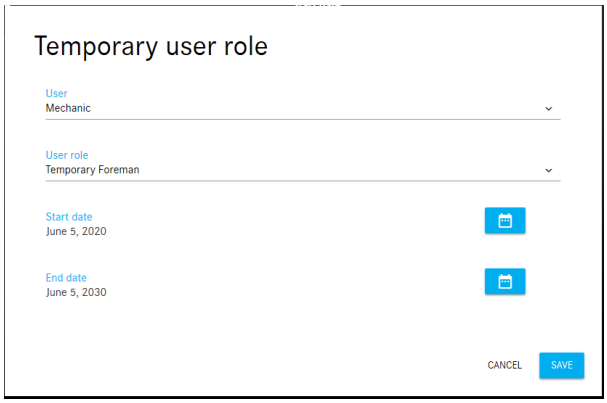
Function		Diagnosis app		Quality control app				Settings			
MB-Diag role		Edit	View cases	Edit	View controls	Employee results	Target Tab	Questions regarding quality control	Assign temporary role	Manage groups	Set Quality goal
Mechanic	ME	✓	✓	-	-	-	-	-	-	-	-
Foreman	FO	✓	✓	✓	✓	✓	-	✓	✓	-	Location
Service Advisor	SA	ID-Tab	✓	-	-	-	-	-	-	-	-
Service Manager	SM	ID-Tab	✓	✓	✓	✓	-	✓	✓	Location	Location
Warranty holding	WH	-	✓	-	-	-	-	-	-	-	-
Quality manager	QM	-	-	✓	✓	-	✓	-	-	-	Holding view only
AS Manager	AS	-	✓	-	✓	✓	✓	-	✓	Holding	Holding
Local Observer	LO	-	✓	-	✓	-	-	-	-	-	-
Local Admin	LA	✓	✓	-	✓	✓	✓	✓	✓	National	National
Global Observer	GO	-	✓	-	✓	-	-	-	-	-	-
Global Admin	GA	✓	✓	-	✓	✓	✓	✓	✓	Global	Global

3.1 Temporary userrole

FO | SM | ASM

MB-Diag has the possibility to grant someone an extra role temporarily, for example holiday periods. The following 3 roles can set up a temporary replacement for a maximum period of 10 years:

- Foreman can assign a temporary foreman
- Service Manager can assign a temporary foreman and service manager
- After Sales Manager can assign a temporary after sales manager.



1. Go in the upper right corner to Menu,
2. Select Temporary user role.
3. Select the user.
4. Select the desired period
5. Select Save.

By assigning the temporary user role, the desired user will have multiple functionalities available, as well as privacy sensitive information within the branch/holding company.

3.2 External user role

FO | SM | ASM | LA | GA

A number of locations work with temporary workers or often with colleagues from other locations. An employee can only be registered in one location. To use MB-Diag, these employees can use the external account, each location has 3 external accounts.

This account can be set up by the foreman and service manager. They can add a first- and last name and generate a password.

The password remains active. Change this regularly to avoid a security leak.

4.0 Diagnosis app

ME | SA | FO | SM | WH | ASM
LO | LA | GO | GA

MB-Diag Diagnosis app is only available for certain roles. Depending on the user role, the Diagnostic App functionality is opened immediately, or must be opened by selecting the "Diagnostic app" tile.

See table for functionality per user role

Function		Diagnosis app					
MB-Diag role		Available via	Open/Edit cases	View cases	Remove Onhand cases	Search tab	Reporting tab
Mechanic	ME	Directly	✓	✓	-	Search holding	-
Foreman	FO	Tile in mainscreen	✓	✓	✓	Search holding	Location
Service Advisor	SA	Directly	Only ID-Tab	✓	-	Search holding	-
Service Manager	SM	Tile in mainscreen	Only ID-Tab	✓	-	Search holding	Location
Warranty holding	WH	Directly	-	✓	-	Search holding	-
Quality manager	QM	-	-	-	-	-	-
AS Manager	AS	Tile in mainscreen	-	✓	-	Search holding	Holding
Local Observer	LO	Tile in mainscreen	-	✓	-	Search national	National
Local Admin	LA	Tile in mainscreen	✓	✓	✓	Search national	National
Global Observer	GO	Tile in mainscreen	-	✓	-	Search Global	Global
Global Admin	GA	Tile in mainscreen	✓	✓	✓	Search Global	Global
Media	MA	Only link attachments	-	-	-	-	-

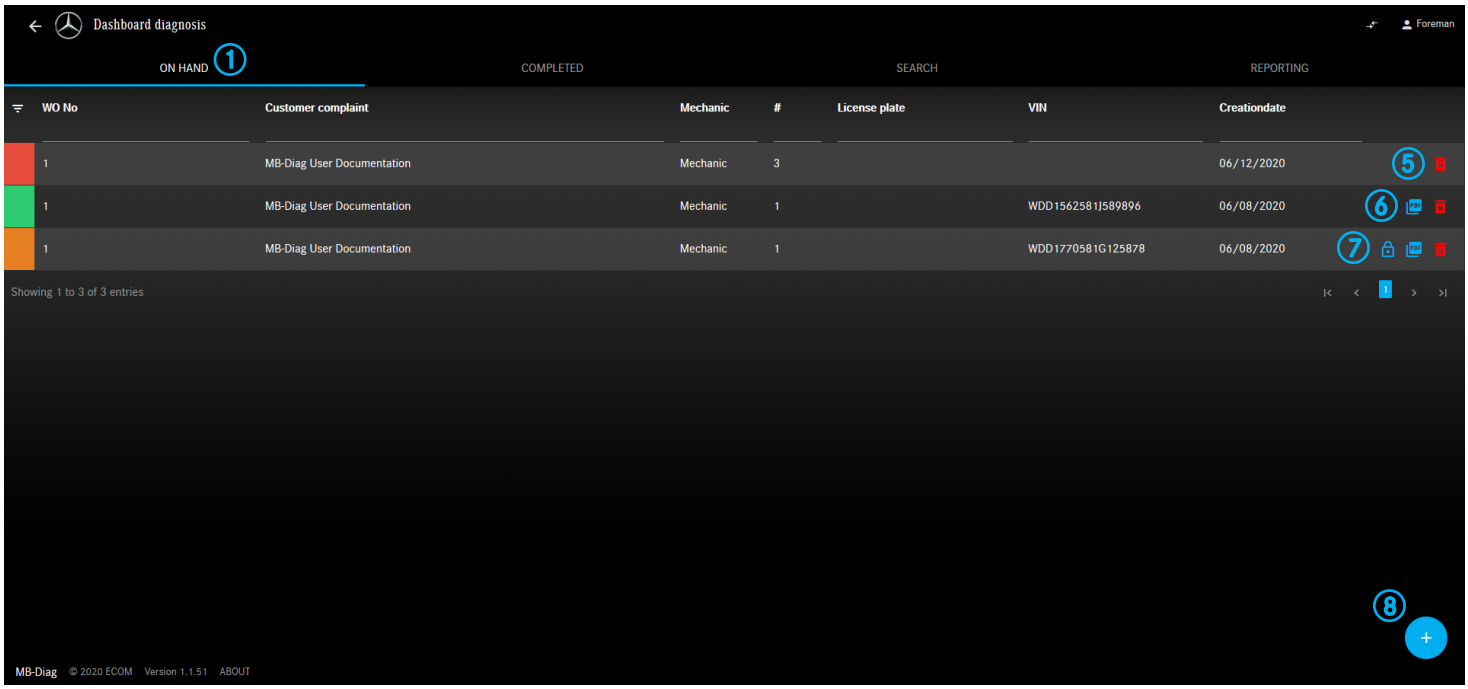
Depending on the user role, the following tabs are displayed, which are briefly explained in this chapter:

- 4.1 Onhand
- 4.2 Completed
- 4.3 Search
- 4.4 Reporting
- 4.5 Content of tabs

4.1 Diagnosis - Onhand

ME | SA | FO | SM | WH | ASM
LO | LA | GO | GA

The On hand tab contains all open diagnosis cases.



1 Active tab
2 Red: The diagnostic case is openened and ID-tab hasn't been fully filled in.
3 Green: Diagnostic case has been signed off by mechanic.
4 Orange: Diagnostic case is onhand.
5* Trashcan: Remove a diagnostic case. Only available for foreman, local- and global admin.
6 Generate a draft "Diagnosis" form.
7 There is a user at work in the diagnosis case.
8 Open a new diagnostic case.

4.1.1 Open a new diagnostic case

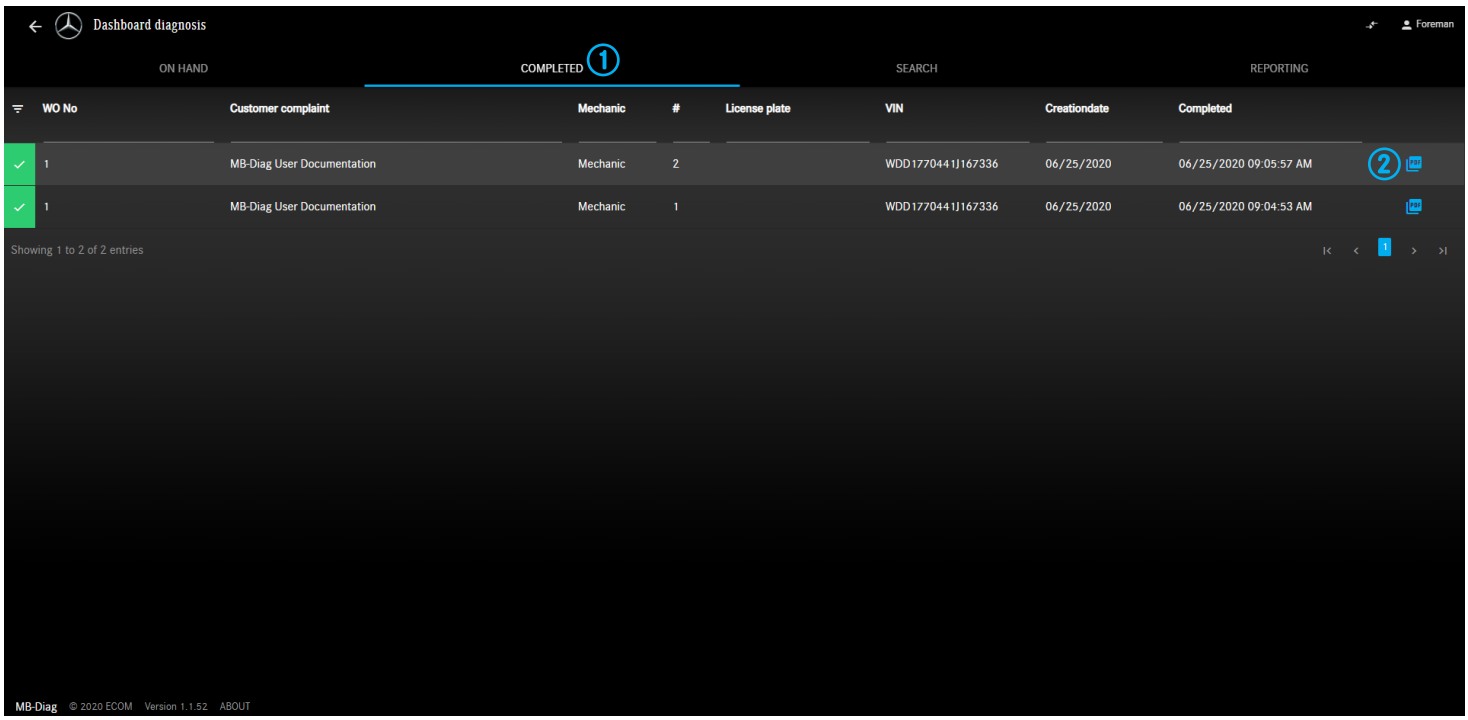
ME | SA | FO | SM | LA | GA

To open a new diagnostic case, press the "+" button in the bottom right corner in the On Hand tab.

4.2 Diagnosis - Completed

ME | SA | FO | SM | WH | ASM
LO | LA | GO | GA

Depending on the user role, the completed tab contains all completed diagnosis cases of one group, location, nationality or global.



1 Active tab
2 Generate a "Diagnosis" form with or without attachments.

Removing a completed diagnosis case is not possible.

4.3 Diagnosis - Search

ME | SA | FO | SM | WH | ASM
LO | LA | GO | GA

In the search tab, you can search for a number of attributes within the diagnostic cases.

Conditions:

- Minimum entry is ≥2 characteristics.
- The search item must be known within the Holding.
- There will be no result from other holdings or within Mercedes-Benz AG.

Topics to search for:

- VIN
- Customer complaint
- Licenseplate
- Error code or/and description of errorcode

Searches are carried out within the entire holding company. For example: If the holding company where you work contains 4 locations, searches are made within these 4 locations on the specified topics

Searches aren’t carried out within Mercedes-Benz AG platforms such as XENTRY TIPS and TIPS-cases.

4.4 Diagnosis - Reporting

FO | SM | ASM | LO | LA | GO | GA

The reporting tab can show four different types of info, depending of the user role:

- The foreman and service manager see the number of opened and completed diagnosis cases per month on their location.
- The after sales manager sees the number of opened and completed diagnosis cases per month for the holding.
- The local observer and –admin see the number of opened and completed diagnosis cases per month national.
- The global observer and –admin see the number of opened and completed diagnosis cases per month global.

1 Active tab
2 Filter results per groups, if available.
3 Filter on users
4 Results
5 See details and color differences.
Dark color is on hand diagnostic cases.
Light color is completed diagnostic cases.

4.5 Diagnosis - Content of tabs

ME | SA | FO | SM | WH | ASM
LO | LA | GO | GA

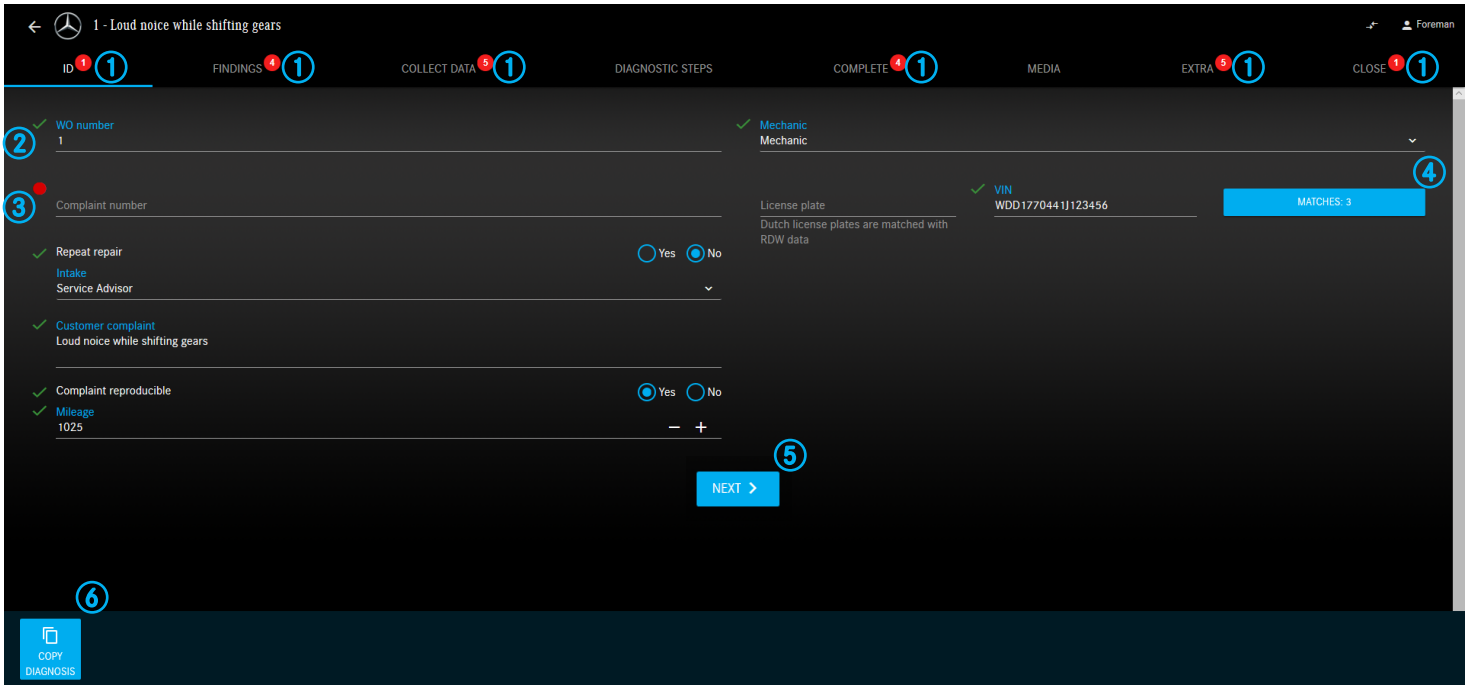
This chapter gives a picture of the build-up of a diagnosis case. A diagnosis case contains the following tabs:

4.5.1 ID
4.5.2 Findings
4.5.3 Collect data
4.5.4 Diagnostic steps
4.5.5 Complete
4.5.6 Media
4.5.7 Extra
4.5.8 Close

4.5.1 ID-tab

ME | SA | FO |SM | LA | GA

WH | ASM | LO | GO



1. The number tells the number of required fields for an audit proof case.
2. The required rule has been filled in. Note: The app doesn't check the filled in content.
3. The required rule has to been filled in to get the diagnosis case Audit proof.
4. The button shows the number of cases with the same VIN within the holding.
5. This button is only available when every required rule is filled in.
6. This button will give the option to copy the diagnostic case, in- or excluded test drives and short tests.

ID-Tab Fields:

Field	Required
WO Number	Y
Customer complaint number	Y
Repeat repair	Y
Intake	N
Customer complaint	Y
Complaint reproducible	Y
Milage	Y
Mechanic	N
License plate	N
VIN	Y

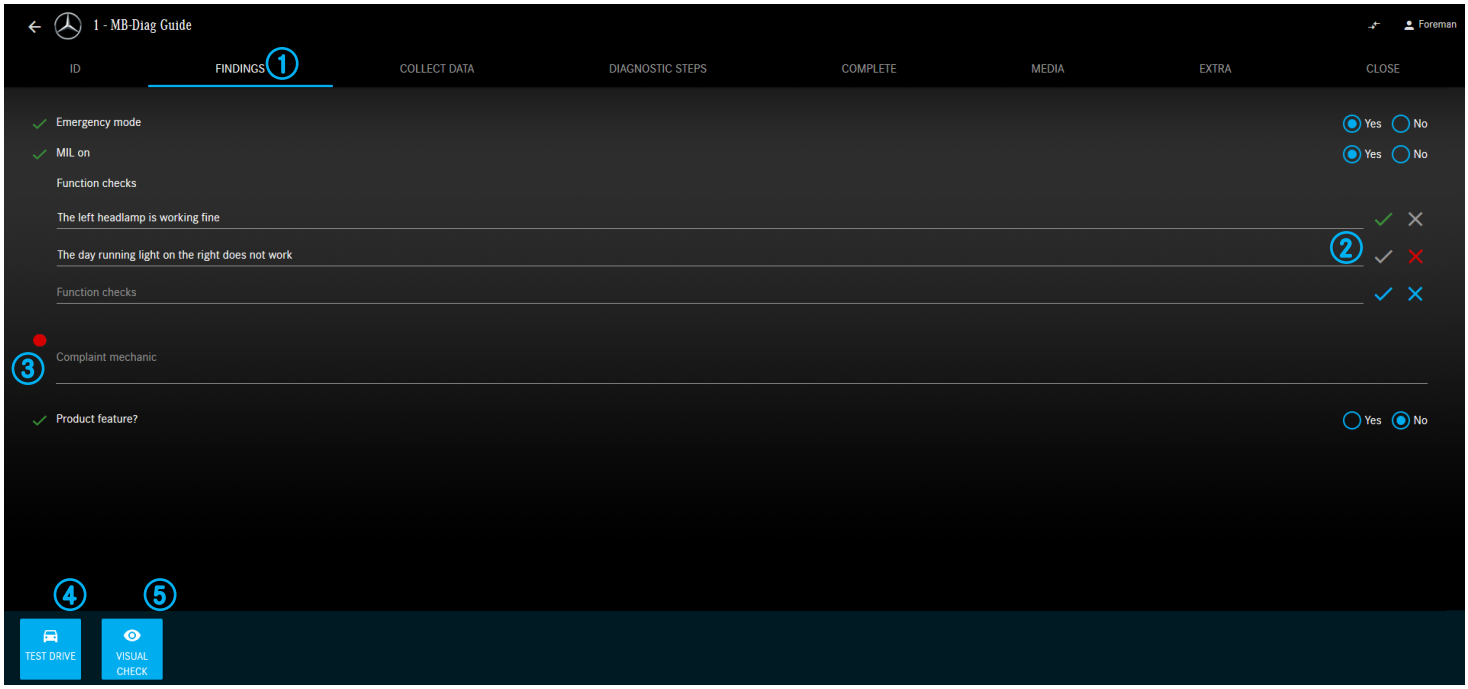
The service advisor (SA) and service manager (SM) can only fill in the ID-tab.

The user can use the next button to fill the next tab, but can also move directly to the next or other tab. The number of unfilled fields will then appear in red next to the tab name.

4.5.2 Findings-tab

ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO



1 Active tab
2 Execute a function check and indicate: good or not good
3 The required rule has to been filled in to get the diagnosis case Audit proof.
4 Do a test drive and log it completely
5 Do a visual check and make photos or video's

Finding Fields:

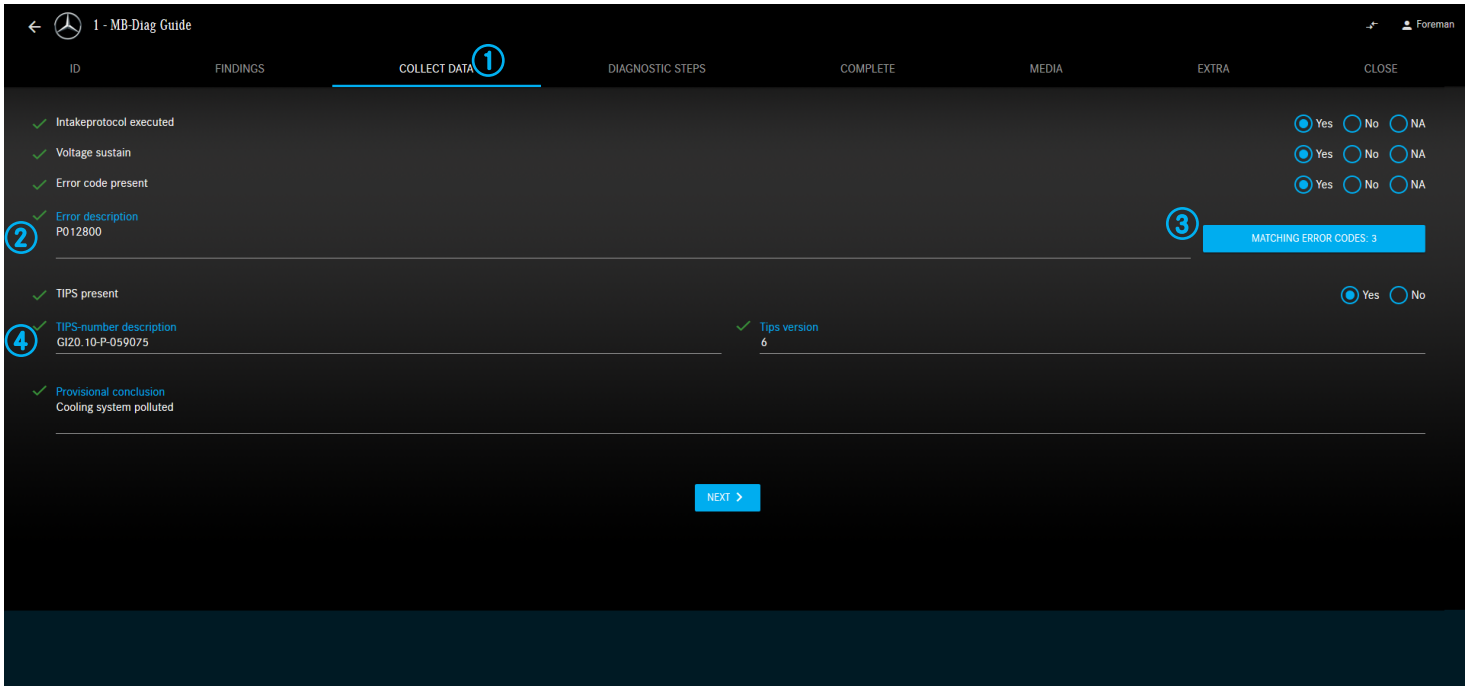
Field	Required
Emergency mode	Y
MIL on	Y
Function check	N
Complaint in words of mechanic	Y
Product feature	Y

By opening this tab, the diagnosis timer will start. See also Diagnosis timer.

4.5.3 Collect data-tab

ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO



1 Active tab

2 Give in every error code. MB-Diag will search for known cases within the holding with similar error code.

3 Number of error code matches.

4 Give in known TIPS-Documents with version number, conclusion and as an option; the time spent in minutes.

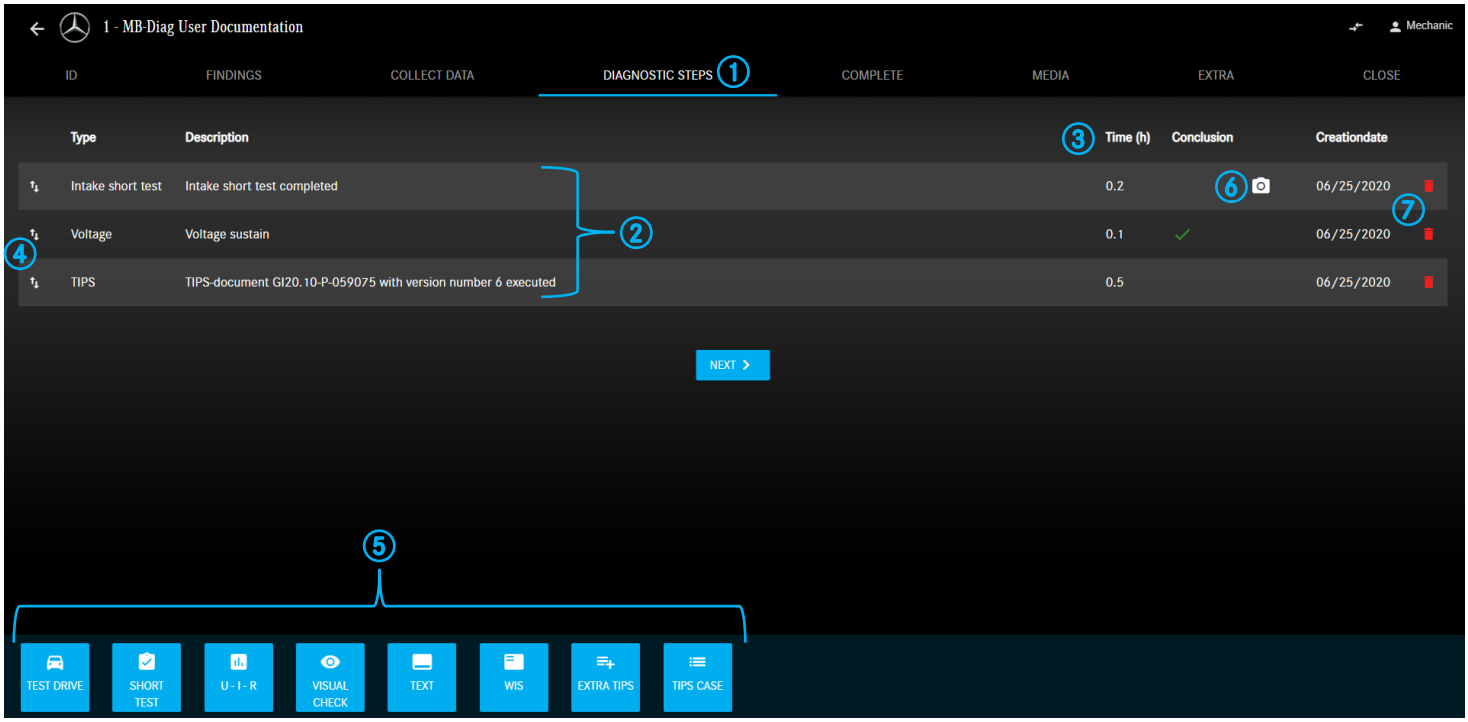
Collect data fields:

Field	Required
Intake protocol executed	Y
Voltage sustain	Y
Error code present	N
TIPS present	Y
Provisional conclusion	Y

4.5.4 Diagnostic steps-tab

ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO



1 Active tab

2 The fields entered in tab Collect data are listed here for an accurate overview.

3 In each step, the mechanic can enter the time spent for the warranty employee. This is especially practical by “ZM” times in ASRA.

4 Shifting rules for a chronological order.

4 Delete rules

5 Use pre-selected steps for faster entries

6 User has attached documents.

7 Delete steps

Diagnostic steps fields:

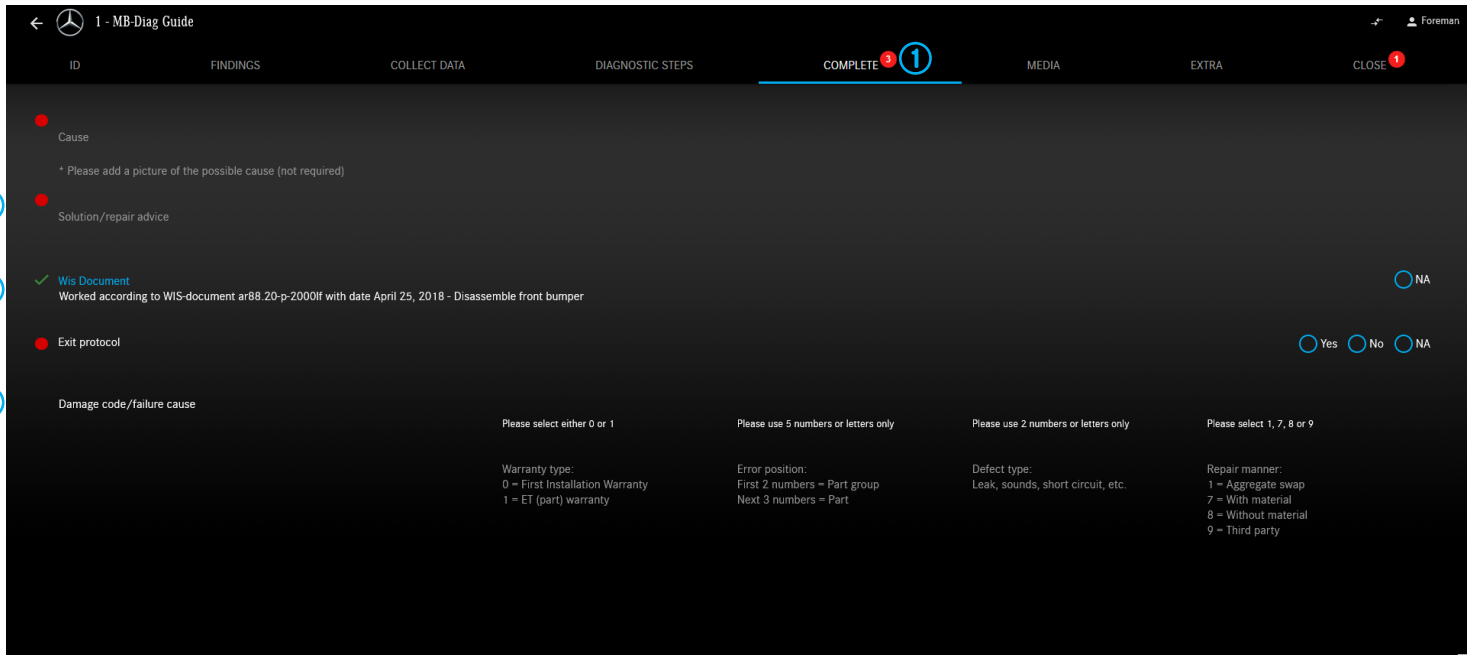
Field	Function
Test drive	Log a test drive
Short test	Insert an extra short test.
U – I - R	Insert measurements
Voltage measurement	
Voltage measurement with load	
Resistance measurement	
Current measurement (A)	
Scope measurement	
12V Battery test	
Visual check	Make photos or video’s
Text	Insert text
WIS-Document	Make a reference to a WIS-Document
Extra TIPS-Document	Insert an extra TIPS-Document
TIPS-case	Collect all the fields in MB-Diag to create a TIPS-case more quickly and easily.

When the mechanic has closed the diagnostic case, the tab Diagnostic steps can still be changed by both the mechanic and the foreman. When the foreman or manager signs off this is no longer possible.

4.5.5 Complete-tab

ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO



1 Active tab

2 The required rule has to been filled in to get the diagnosis case Audit proof.

3 The last WIS-Document the user has given in during the diagnostic steps is copied to the Complete tab.

4* Damage can filled in here. *The location can decide for itself whether this field should be mandatory. See also Settings.*
Extra: Use the copy function in WIS.

Complete fields:

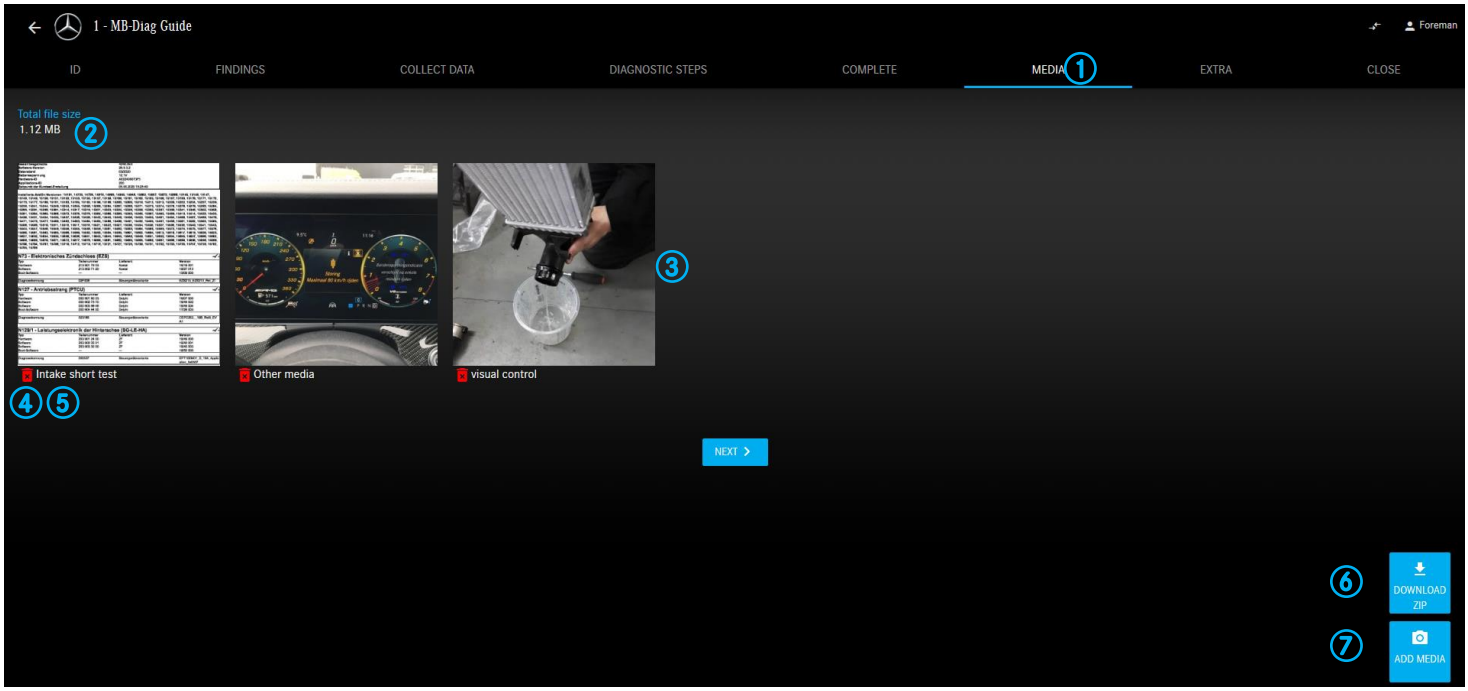
Field	required
Cause	Y
Solution / repair advice	Y
Wis-Document	Y
Exit Protocol	Y
Damage code	Option

The damage code can be a required field for the location. See settings for more info.

4.5.6 Media-tab

ME | FO | LA | GA | MA*

SA | SM | WH | ASM | LO | GO



1. Active tab
2. The total file size.
3. Small Thumbnail of attachment.
4. Trash icon for removing attachments
5. Title of attachment
6. Download all files as ZIP. *Only available by attachments*
7. Add Media

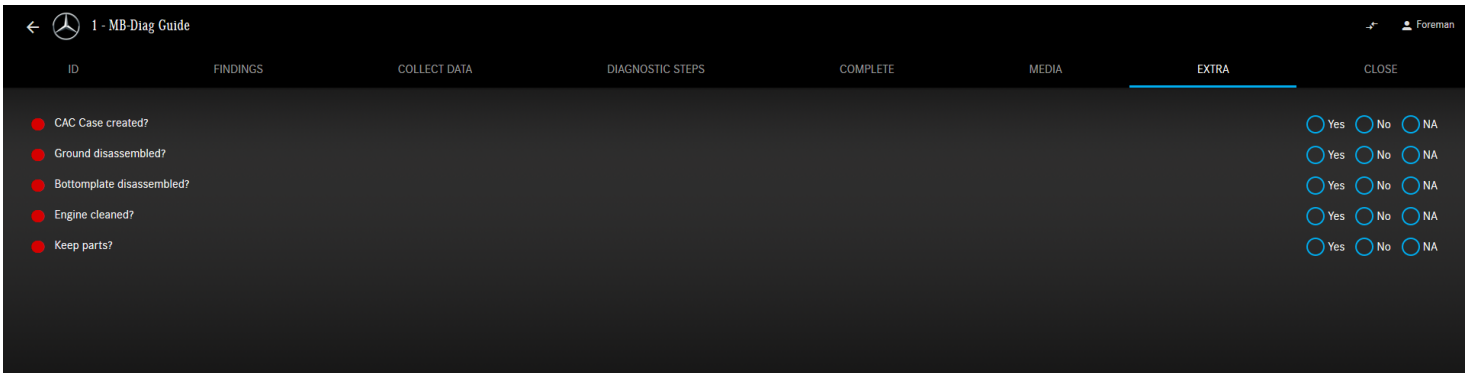
When the mechanic has closed the diagnostic case, the tab Diagnostic steps can still be changed by both the mechanic and the foreman. When the foreman or manager signs off this is no longer possible.

Each attachment has a direct link. The user role Media can only see the attachment via that link.

4.5.6 Extra-tab

ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO



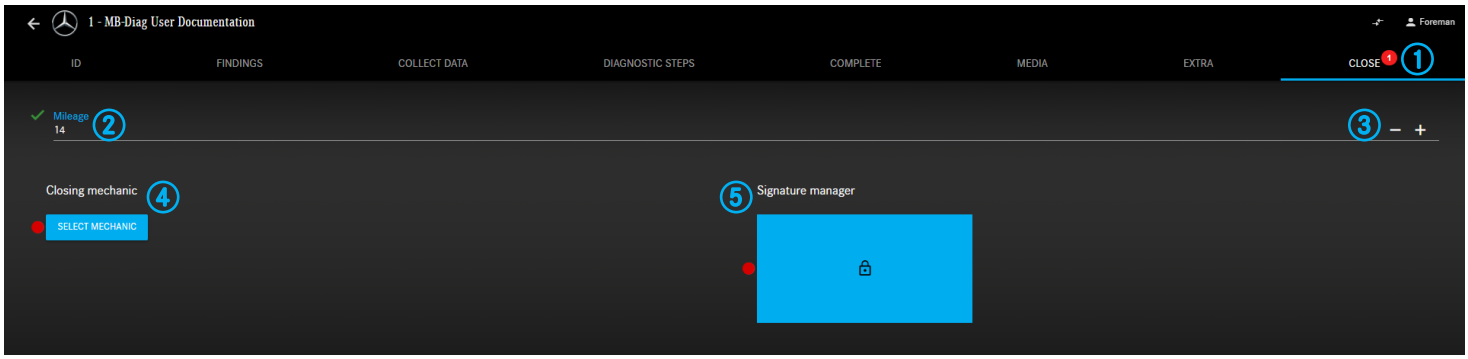
Fields	Required
CAC Case created	Y
Ground disassembled	Y
Bottom plate disassembled	Y
Front	
Middle	
Rear	
Engine cleaned	Y
Keep parts	Y

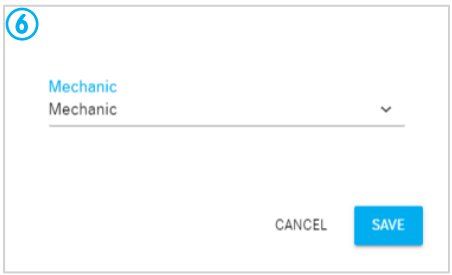
When the mechanic has closed the diagnostic case, the tab “Extra” can still be changed by both the mechanic and the foreman. When the foreman or manager signs off, this is no longer possible.

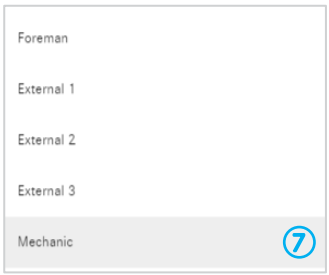
4.5.7 Complete-tab

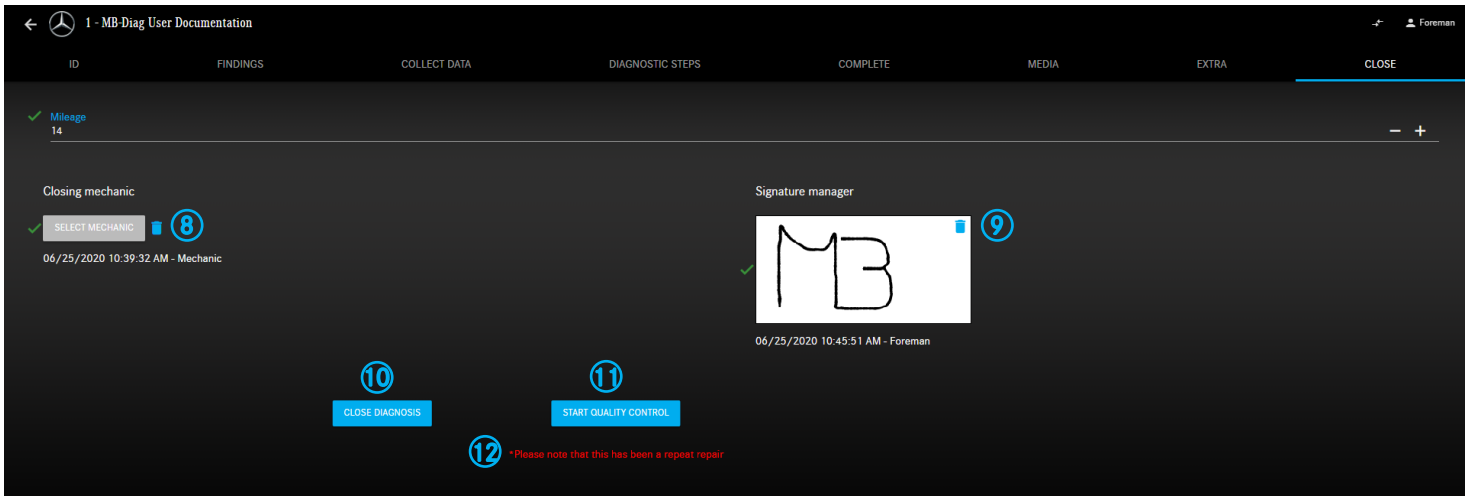
ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO









1 Active tab
2 The outgoing mileage, Start + Test drive's.
3 Adjust outgoing mileage manually.
4 Mandatory field, mechanic has to signoff this diagnostic case.
5 The foreman has to signoff the diagnostic case.
6 Pop-up that opens while selecting mechanic
7 Choose mechanic from the list. *The list is compiled from the users of the location or group*.
8 Trashcan to remove the mechanic signature so the mechanic can change information in tabs. *Only available for foreman.*
9 Trashcan to remove the foreman signature. *Only available when the Close tab isn't closed.*
10 Close case and return to On hand page.
11 Start a Quality Control directly.
12 Reminder of a repeat repair. This indicates to start a Quality control for extra service.

Fields	Mandatory
Mileage	Y
Closing mechanic	Y
Signature Manager	Y

When the mechanic has closed the diagnostic case, the tab Diagnostic steps can still be changed by both the mechanic and the foreman. When other fields need to be changed, the signature of the mechanic must be removed.

When the foreman or manager signs off the diagnostic case and closes the screen, there are no changes possible.

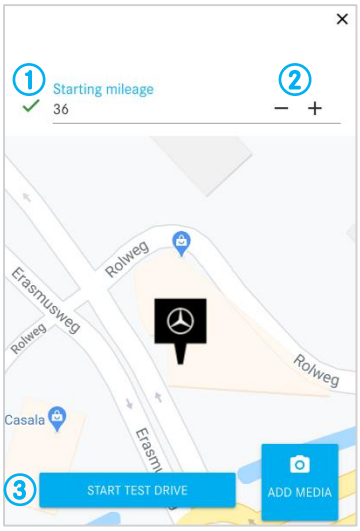
4.6 Testdrive log

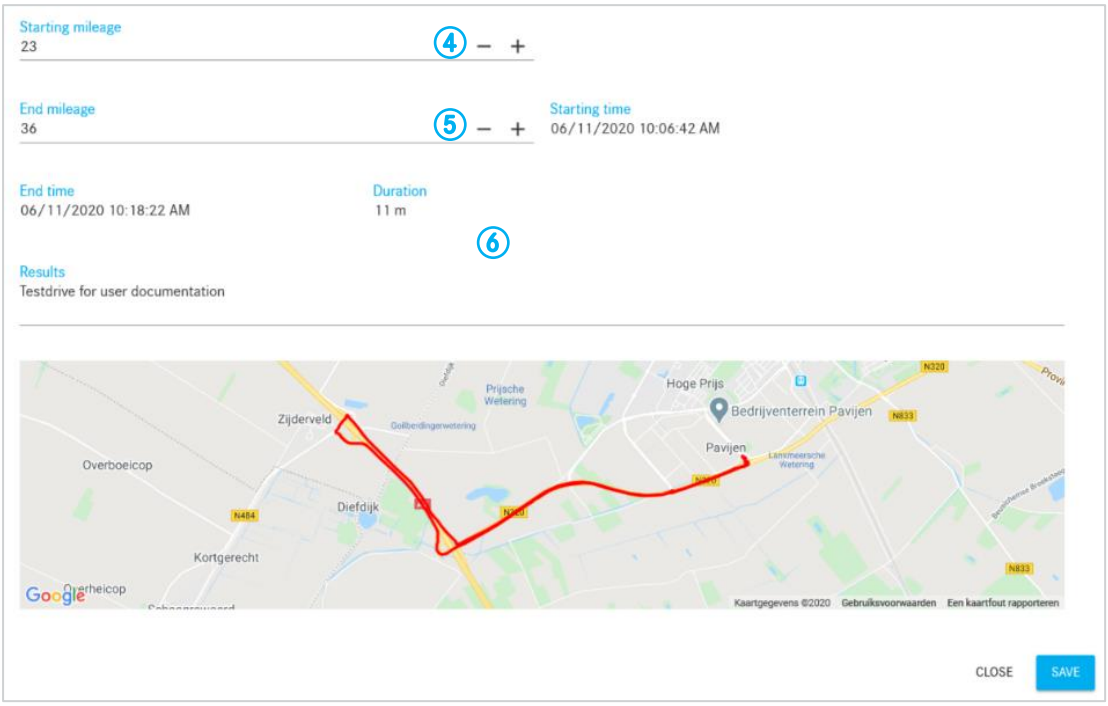
ME | FO | LA | GA

SA | SM | WH | ASM | LO | GO

To make a testdrive log, select the test drive shortcut in Tab Findings or Diagnostic steps.

A good internet and GPS connection is required. Depending on the car, it is possible that signals can't enter the interior. Also make sure that the Location Services in combination with your browser are enabled.





7

1. The start mileage is coming from the mileage which has filled in in the ID tab or previous test drives.
2. Adjust the start mileage manually.
3. Start test drive
4. Adjust the start mileage after the testdrive.
5. Adjust the end mileage after the testdrive.
6. All info available for WIS/ASRA 00-9151-01, 00-9152-01, 00-5153-01 and/or 00-9154-01.
7. Short test drive summary in tab diagnosis steps

5.0 Quality control app

FO | SM | QM | ASM
LO | LA | GO | GA

MB-Diag Quality control app is only available for certain roles. Depending on the user role, the Quality control app functionality is opened immediately, or must be opened by the "Quality control app" tile.

See table for functionality per user role:

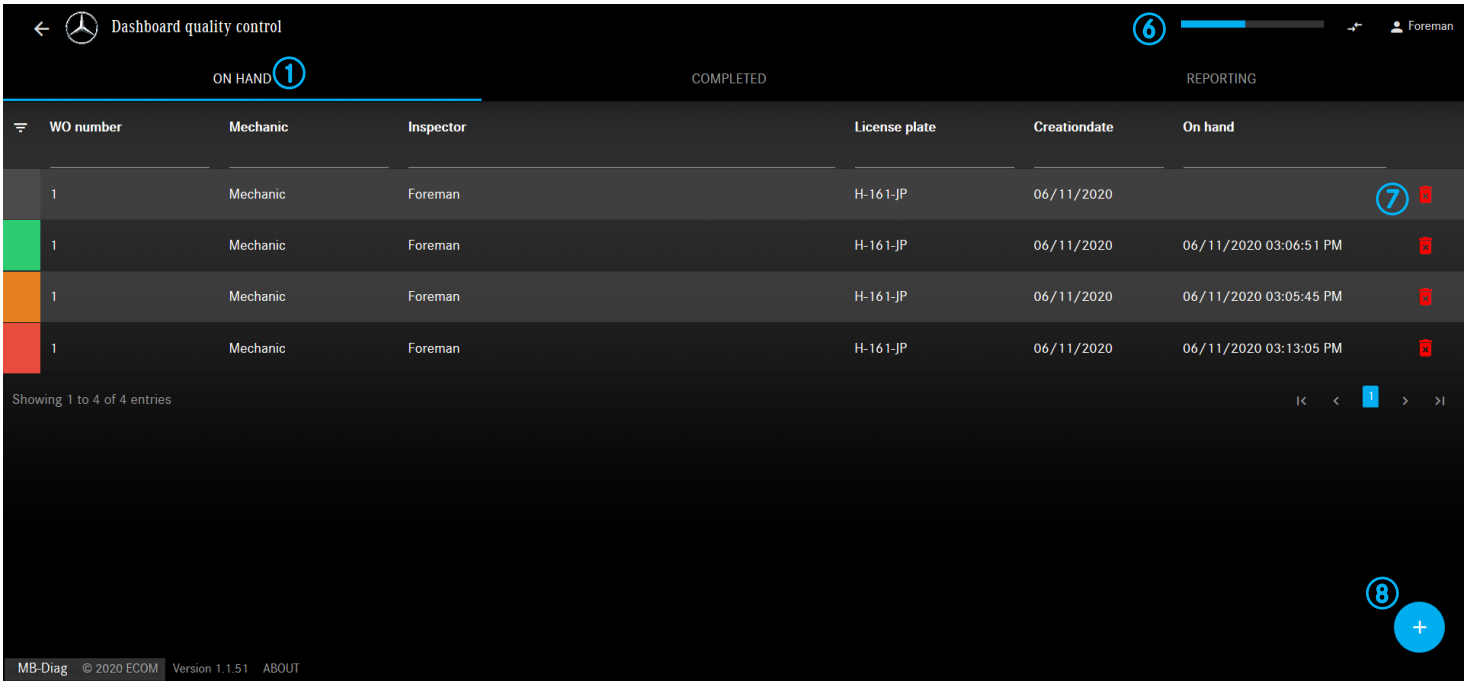
Function		Quality control app			
MB-Diag role		Open new Quality control	View controls	Employee results	Target Tab
Mechanic	ME	-	-	-	-
Foreman	FO	✓	Location	Location	-
Service Advisor	SA	-	-	-	-
Service Manager	SM	✓	Location	Location	-
Warranty holding	WH	-	-	-	-
Quality manager	QM	-	Holding	-	View target settings on Holding
AS Manager	AS	-	Holding	Holding	View target settings on Holding
Local Observer	LO	-	National	-	-
Local Admin	LA	✓	National	National	National
Global Observer	GO	-	Global	-	-
Global Admin	GA	✓	Global	Global	Global
Media	MA	-	-	-	-

Depending on the user role, the following tabs are displayed, which are briefly explained below:

- 5.1 Onhand
- 5.2 Completed
- 5.3 Reporting
- 5.4 Target

5.1 Quality control – On Hand

FO | SM | LA | GA
QM | ASM | LO | GO

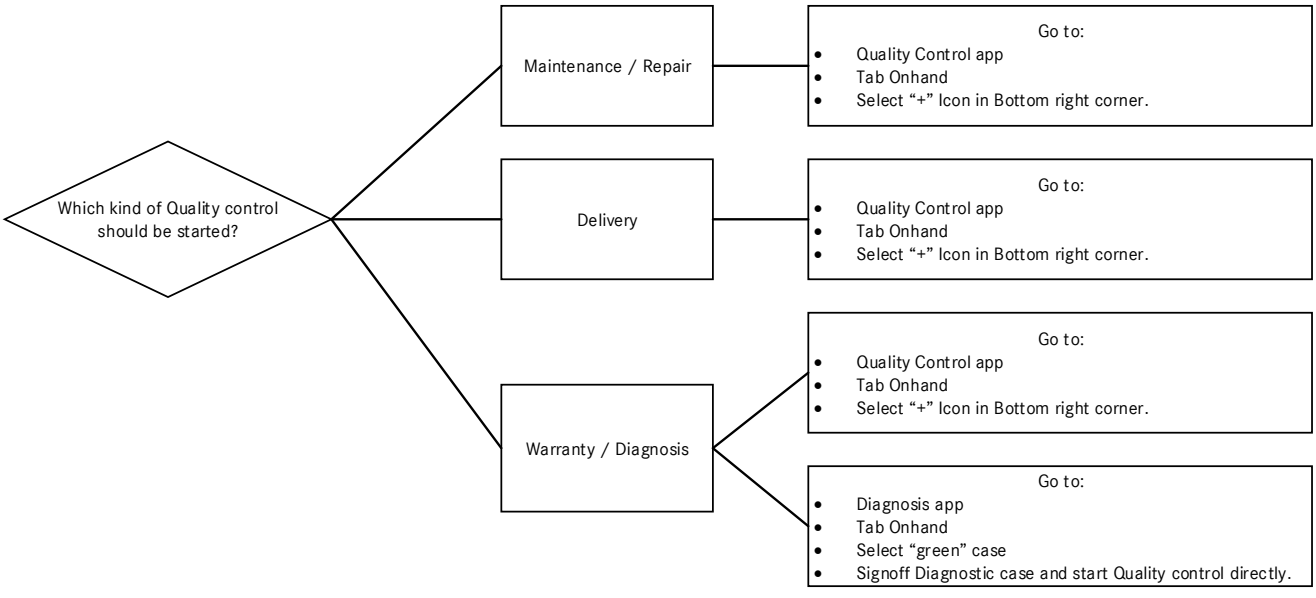


1 Active tab
2 Black: A new Quality control is opened.
3 Green: Quality control is onhand and all questions are good.
4 Orange: Quality control is onhand and 1 not good.
5 Red: Quality control is onhand and 2 or more questions are not good.
6 Quick overview of number of checks relative to target. *Only available on location level.*
7 Delete Quality control
8 Start a Quality control

5.1.1 Opening a Quality control

FO | SM | LA | GA
QM | ASM | LO | GO

The following options are available to open a new Quality control:

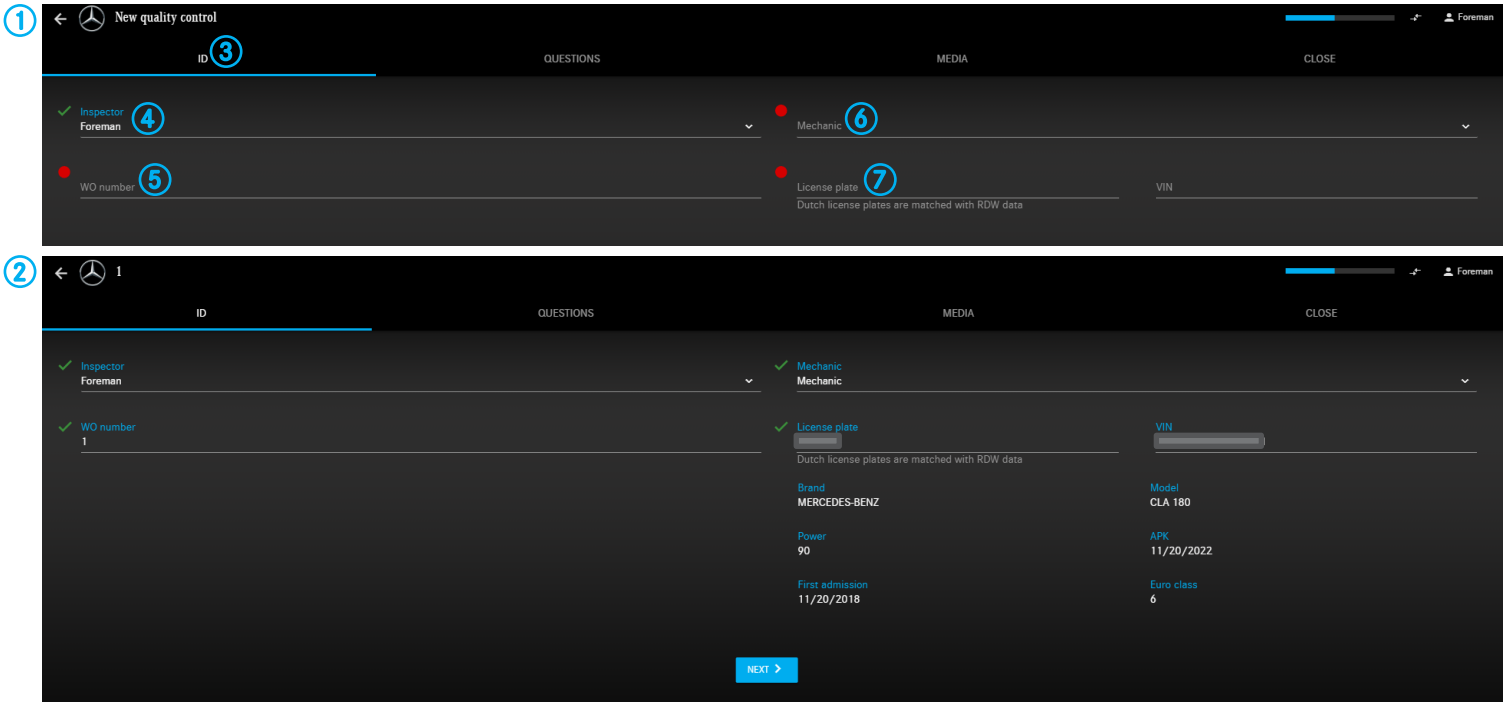


5.1.2 Start a Quality control

FO | SM | LA | GA

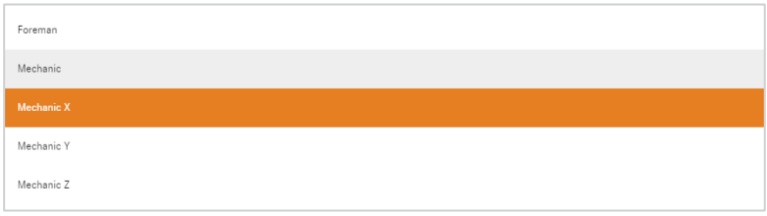
QM| ASM | LO | GO

Depending on how quality control is started, the following screens will be displayed



1 Quality control start screen after selecting the “+” sign in Onhand tab.
2 Quality control start screen from out diagnostic case. *All information is filled in from Diagnostic ID tab.*
3 Active tab.
4 The inspector is filled in due the logged in user.
5 WO Number has to be filled in.
6 Select mechanic.
7 Give in license plate.

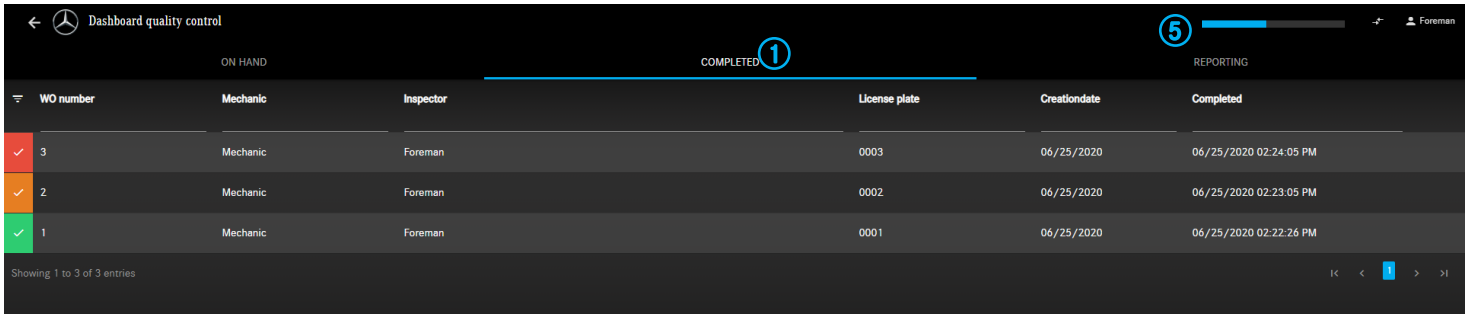
By selecting the mechanic it is possible that names are orange. The orange color means: Compared to other mechanics, fewer checks are carried out.



5.2 Quality control - Completed

FO | SM | LA | GA

QM| ASM | LO | GO



1 Active tab
2 Red: Quality control is finished and 2 or more questions are not good.
3 Orange: Quality control is finished and 1 not good.
4 Green: Quality control is finished and all questions are good.
5 Quick overview of number of checks relative to target. *Only available on location level.*

5.3 Quality control reporting

FO | SM | LA | GA

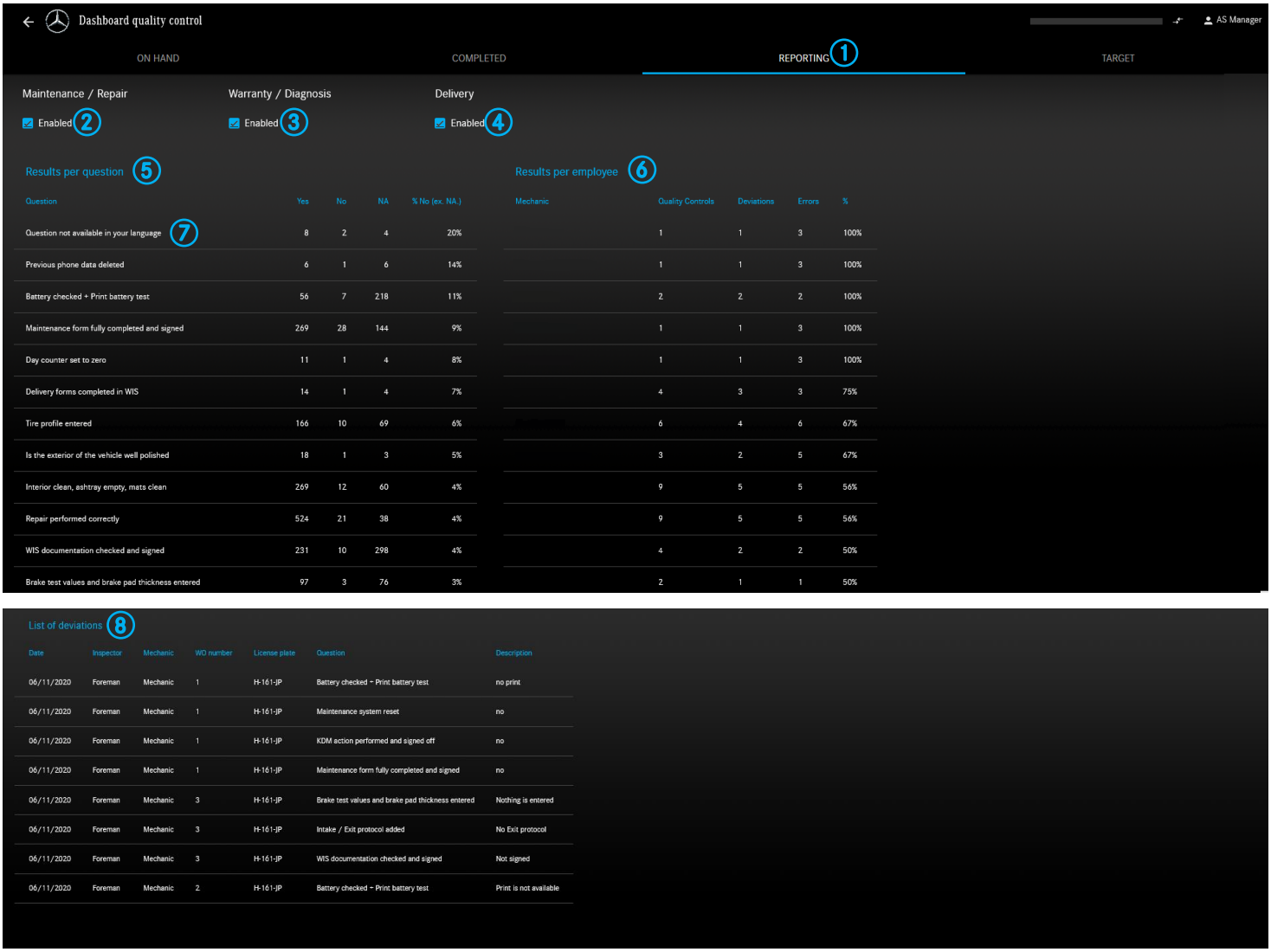
QM| ASM | LO | GO

1 Active tab
2 Filter on Locations. *Only available for ASM and QM.*
3 Filter on Groups. *Only available when location has groups*.
4 Filter on Users.
5 Quick view on target.
6 Range picker for selection of period. *Standard set on last month, in example on last 3 months*.
7 See total and deviations

5.3.1 Quality control reporting details

FO | SM | LA | GA

QM*| ASM | LO* | GO*



1 Active tab colored blue
2 Filter on maintenance/repair quality checks.
3 Filter on warranty/diagnosis quality checks.
4 Filter on delivery checks.
5 See results of specified question. Question with biggest negative deviation at the top.
6 See results per user. User with biggest negative deviation at the top. *Only available for FO, SM and ASM.*
7 Question not available in English, see settings.
8 See details per user. *Only available for FO, SM and ASM.*

Only the foreman, service manager and after sales manager see details on employee level.

5.4 Quality control - Target

QM | ASM | LA | GA

	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	Total
	20 / 20	20 / 20	19 / 20	18 / 20	20 / 20	9 / 20	0 / 20	8 / 20	4 / 20	0 / 20	0 / 20	5 / 20	3 / 20	126
	16 / 15	15 / 15	18 / 15	15 / 15	18 / 15	16 / 15	15 / 15	17 / 15	14 / 15	17 / 15	20 / 15	16 / 15	8 / 15	205
	27 / 30	24 / 30	25 / 30	30 / 30	9 / 30	7 / 30	0 / 30	0 / 30	33 / 30	25 / 30	19 / 30	42 / 30	12 / 30	253
	27 / 15	24 / 15	25 / 15	30 / 15	9 / 15	7 / 15	0 / 15	0 / 15	33 / 15	25 / 15	19 / 15	42 / 15	12 / 15	253
	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	2 / 20	24 / 20	26 / 20	34 / 20	49 / 20	16 / 20	151
	34 / 25	42 / 25	22 / 25	35 / 25	28 / 25	29 / 25	16 / 25	40 / 25	21 / 25	44 / 25	31 / 25	23 / 25	6 / 25	371
	0 / 25	4 / 25	0 / 25	0 / 25	1 / 25	2 / 25	0 / 25	0 / 25	27 / 25	0 / 25	0 / 25	0 / 25	0 / 25	34
	37 / 40	41 / 40	40 / 40	42 / 40	44 / 40	45 / 40	33 / 40	42 / 40	41 / 40	42 / 40	44 / 40	41 / 40	0 / 40	492
	25 / 20	35 / 20	31 / 20	55 / 20	40 / 20	27 / 20	37 / 20	35 / 20	31 / 20	34 / 20	33 / 20	26 / 20	0 / 20	409
	0 / 20	0 / 20	7 / 20	0 / 20	0 / 20	1 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	8
	0 / 20	0 / 20	0 / 20	0 / 20	2 / 20	2 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	0 / 20	4
	18 / 15	36 / 15	8 / 15	32 / 15	23 / 15	21 / 15	16 / 15	32 / 15	22 / 15	18 / 15	18 / 15	28 / 15	9 / 15	281
	10 / 25	12 / 25	20 / 25	16 / 25	15 / 25	13 / 25	4 / 25	12 / 25	20 / 25	14 / 25	12 / 25	14 / 25	3 / 25	165
	0 / 0	0 / 0	0 / 0	0 / 0	4 / 0	5 / 0	6 / 0	0 / 0	6 / 0	16 / 0	2 / 0	3 / 0	5 / 0	47
	18 / 50	18 / 50	41 / 50	40 / 50	35 / 50	37 / 50	47 / 50	46 / 50	32 / 50	45 / 50	43 / 50	60 / 50	18 / 50	480
	29 / 15	28 / 15	36 / 15	29 / 15	43 / 15	55 / 15	43 / 15	63 / 15	28 / 15	47 / 15	37 / 15	39 / 15	20 / 15	497
Total	261	299	292	342	291	276	217	297	336	353	312	388	112	3776

1 See overview of targets per location. *Only available for ASM and QM*.
2 Orange: The target hasn't been achieved.
3 Green: The target is achieved.

6 Settings

MB-Diag has several views and setting possibility's. Depending on the user role, more or less settings are available.

See table for available settings per user role

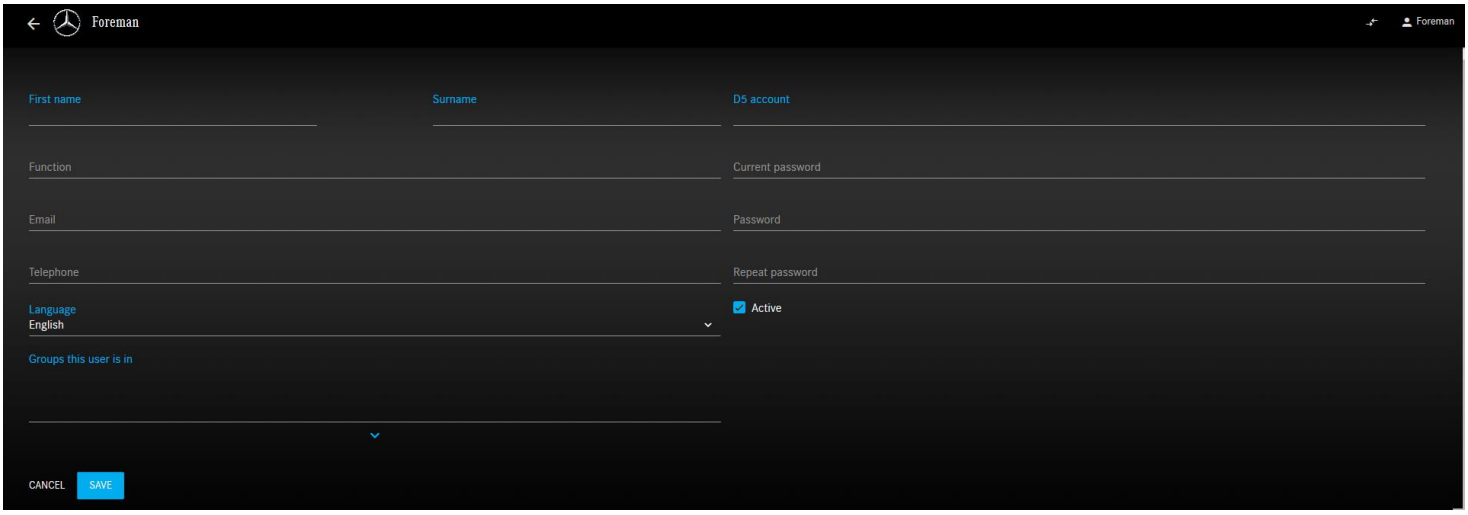
Function		Settings					
MB-Diag role		My Profile	My Company	Questions regarding quality control	Assign temporary role	Manage groups	Set Quality goal
Mechanic	ME	✓	-	-	-	-	-
Foreman	FO	✓	✓	✓	✓	-	Location
Service Advisor	SA	✓	-	-	-	-	-
Service Manager	SM	✓	✓	✓	✓	Location	Location
Warranty holding	WH	✓	-	-	-	-	-
Quality manager	QM	✓	-	-	-	-	Holding view only
AS Manager	AS	✓	✓	-	✓	Holding	Holding
Local Observer	LO	✓	-	-	-	-	-
Local Admin	LA	✓	✓	✓	✓	National	National
Global Observer	GO	✓	-	-	-	-	-
Global Admin	GA	✓	✓	✓	✓	Global	Global
Media	MA	-	-	-	-	-	-

Depending on the user role, the following items are displayed, which are briefly explained below:

6.1 My profile
6.2 My company
6.3 Temporary user roles
6.4 Questions
6.5 Documentation
6.6 Updates
6.7 Report bug
6.8 Refresh
6.9 Logout

6.1 My profile

ME | SA | FO | SM | QM | WH | ASM
LO | LA | GO | GA



Fields	Function
First name	Register users first name.
Surname	Register users last name.
D5 account*	Registered D5 account. *This can't be changed. This is automatically uploaded.*
Function	Register users function. *The entered function is independent of the authorized role.*
Email	Register users email address.
Telephone	Register users telephone number.
Current password	Give in current password to change it.
Password	Give in new password.
Repeat password	Repeat new password.
Language	Select language.
Groups this user is in	The user can see in which group he/she is in.
Active*	This user is active. By turning off the check mark, the user becomes inactive. Inactive users can't login in MB-Diag.

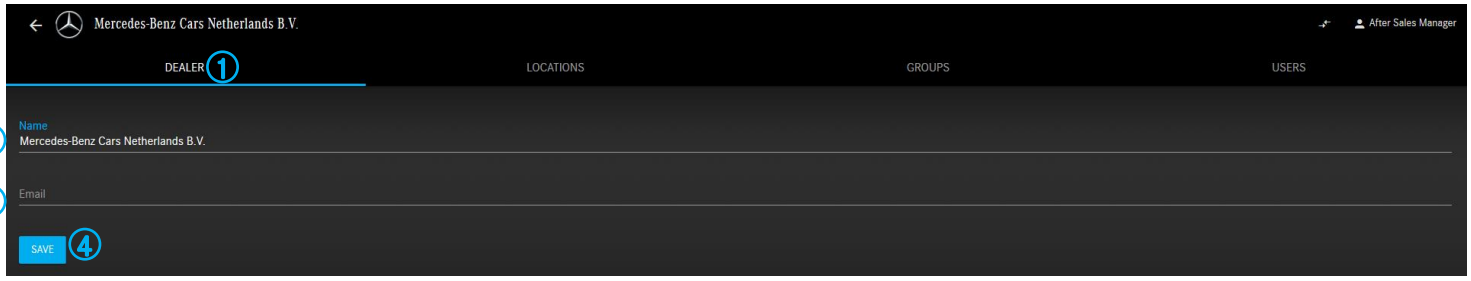
6.2 My company

FO | SM | ASM
LA | GA

The My company settings is an option with serveral functionalitys depending on the userrole. This chapther will explain the serveral screens and options.

6.2.1 My company - Dealer

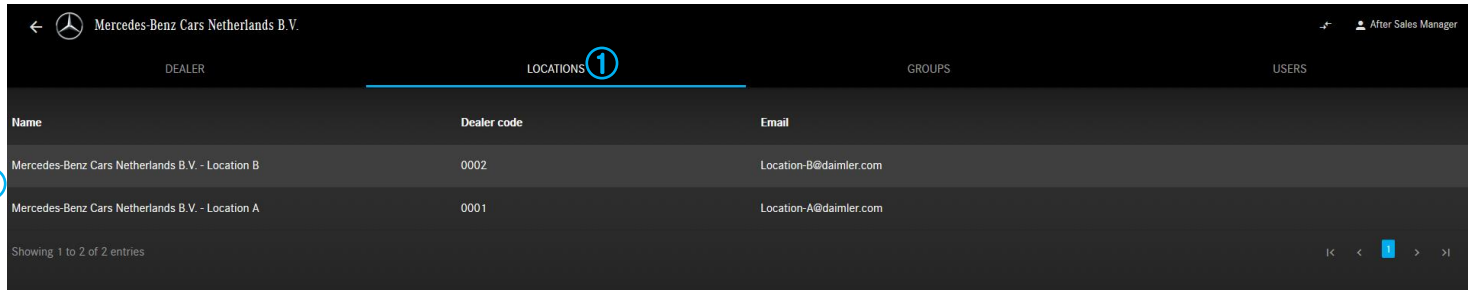
ASM | LA | GA



1 Active tab. *Dealer tab is Only visible for after sales manager, local- and global admin roles.*
2 Dealer/Holding name.
3 Email of After Sales Manager. *The email address isn't used in MB-Diag.*
4 Save settings

6.2.2 My company - Location

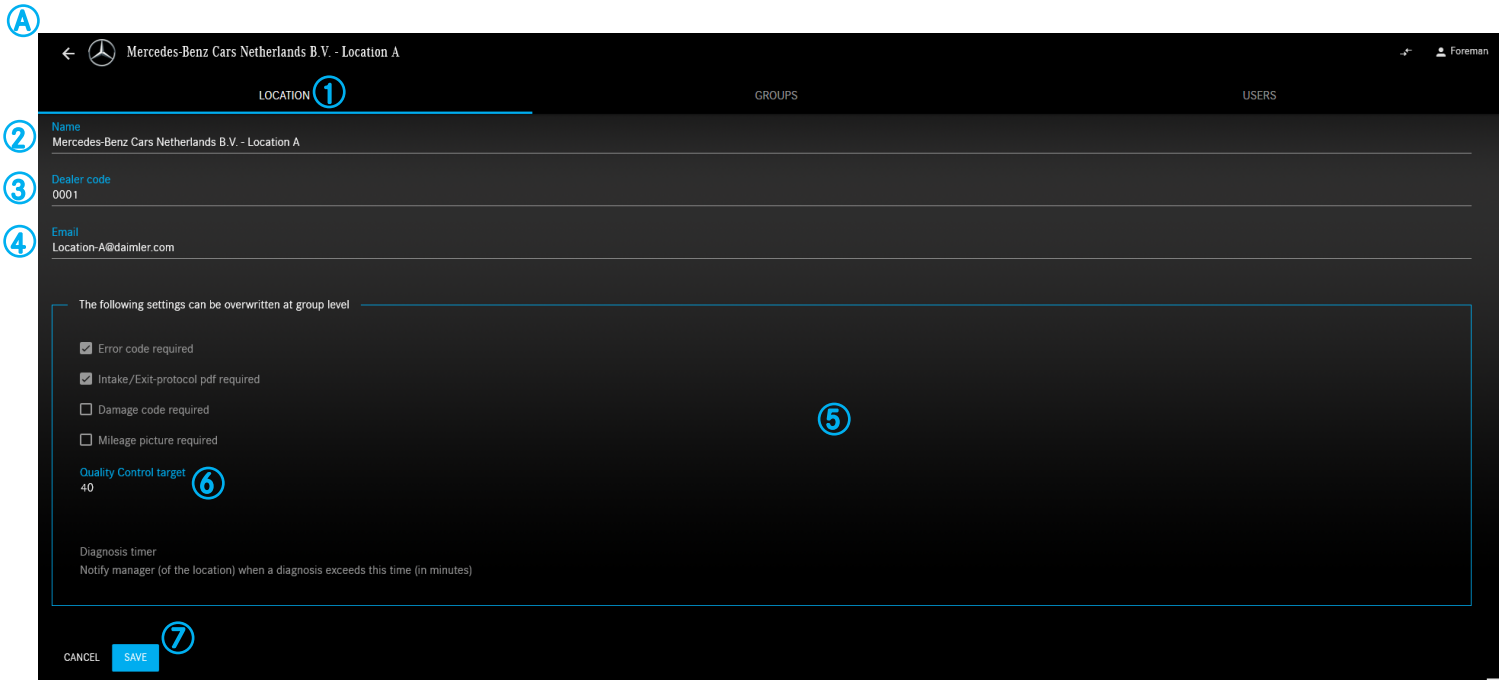
ASM | LA | GA

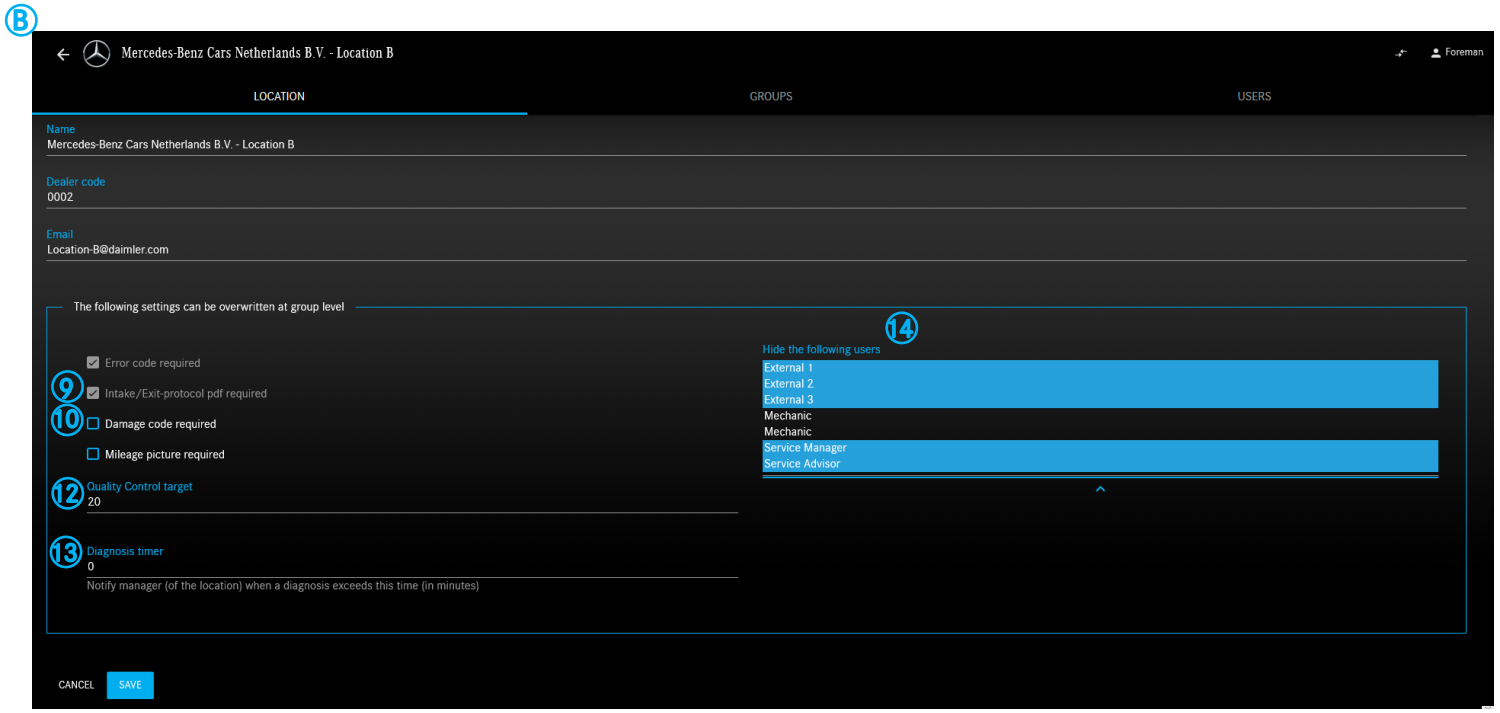


1 Active tab, locations. *The foreman and service manager only see their own location.*
2 Locations within Dealer/Holding. *The locations are automatically generated from out of the upload. It isn't possible to add locations manually.*

6.2.2.1 My company - Location

FO | SM | ASM | LA | GA



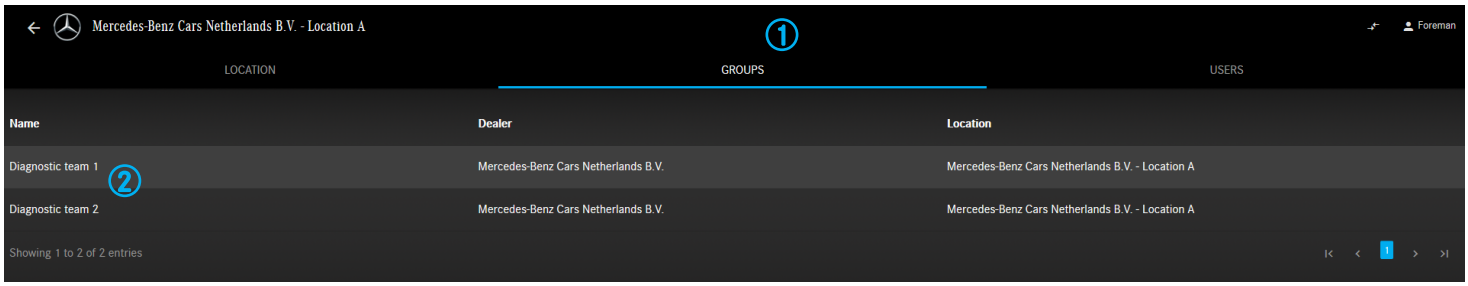


A	Location with groups
1	Active tab. Location.
2	Specified location name. *This name is automatically uploaded and can't be changed.*
3	Dealer code. *This code is automatically uploaded and can't be changed.*
4	Email address of location. *The email address isn't used in MB-Diag.*
5	Settings are greyed out and options are not available. T*hese settings can be changed under the group tab.*
6	Quality target. The target is the sum of all groups within the location.
7	Save settings
B	Location without groups
8	Error code required. *Option is greyed out. Setting is always required for an audit proof Diagnostic case.*
9	Protocol required. *Option is greyed out. Setting is always required for an audit proof Diagnostic case.*
10	Damage code required. When this option is activated the damage code within an Diagnostic case is required.
11	Mileage picture required. When this option is activated, the mechanic has to add a picture of the Combi instrument.
12	Quality Control Target. This target is set per month. It will be used for the target beam.
13	Diagnostic timer. Diagnostic timer notifies the foreman of the location when a diagnosis exceeds the time. 0 = Off 20 = After 20 minutes the foreman will receive an email.
14	Hide users for Quality control to reduce the users list. *Only visible for foreman and service manager.*

6.2.3 My company - Groups

FO | SM | ASM | LA | GA

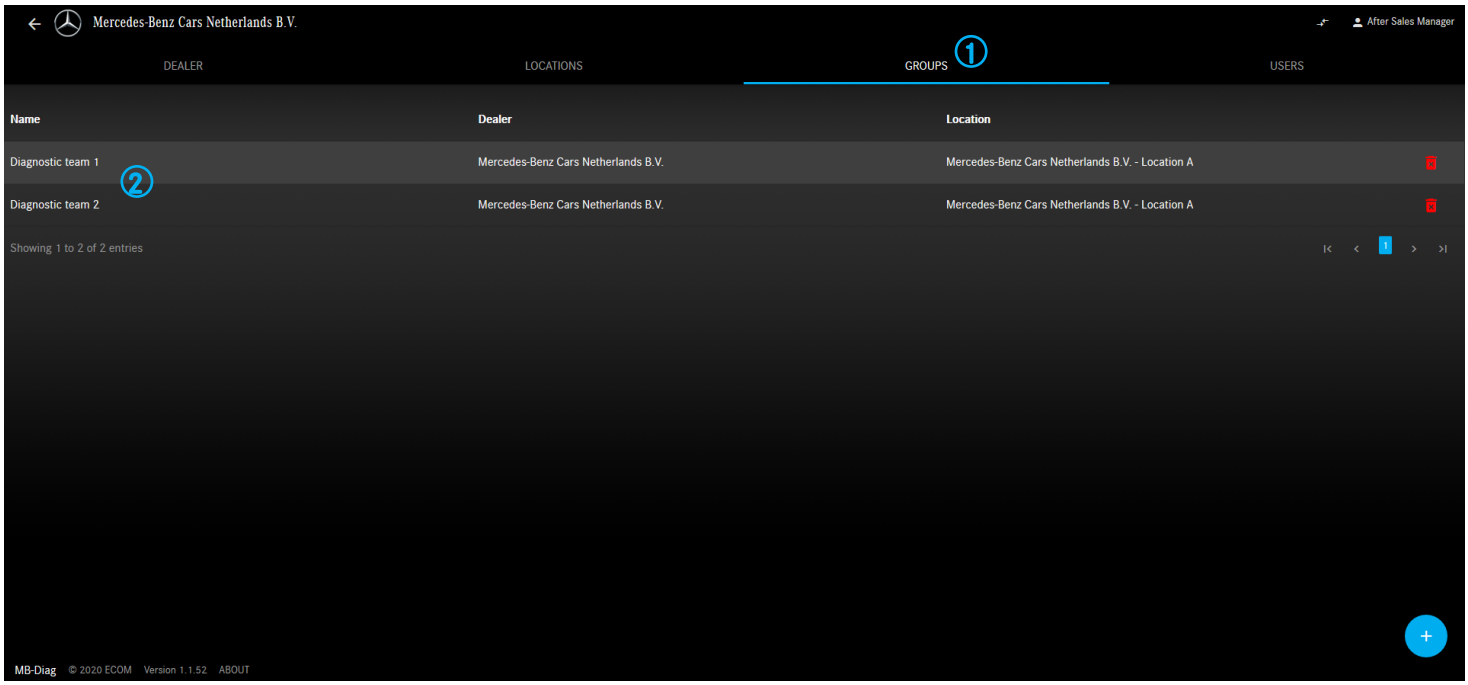
This tab is only filled, if the service manager or after sales manager has add groups.

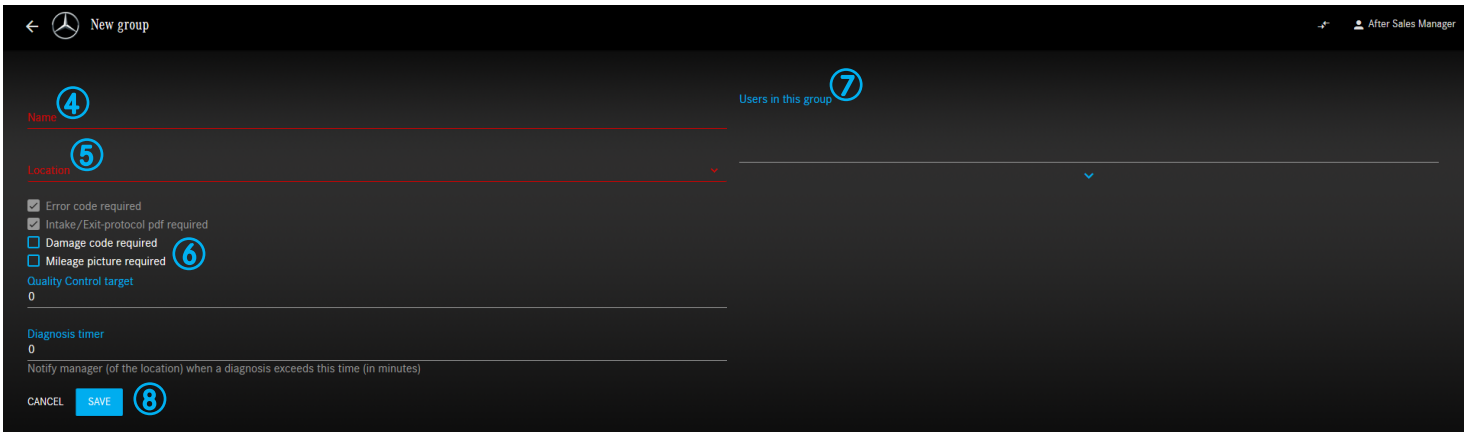


1 Active tab. Group
2 Available groups.
3 Group name.
4 Location for group.
5 Settings for the group. See for explanation of settings chapter location 4.3.2.1.
6 Select users. Highlighted users are in the group.
7 Hide users to reduce userslist in quality control app. Highlighted users are hide.
8 Save settings.

6.2.3.1 My company – Add Groups

SM | ASM | LA | GA

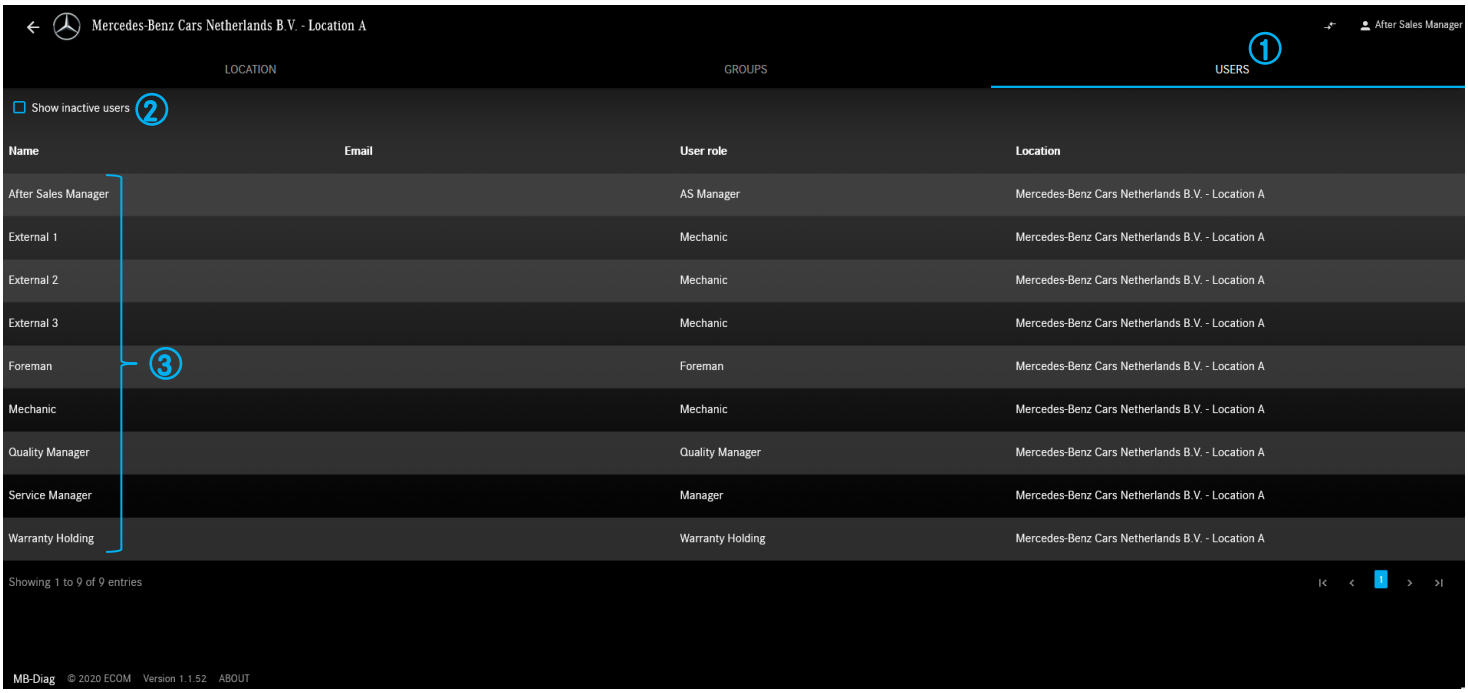


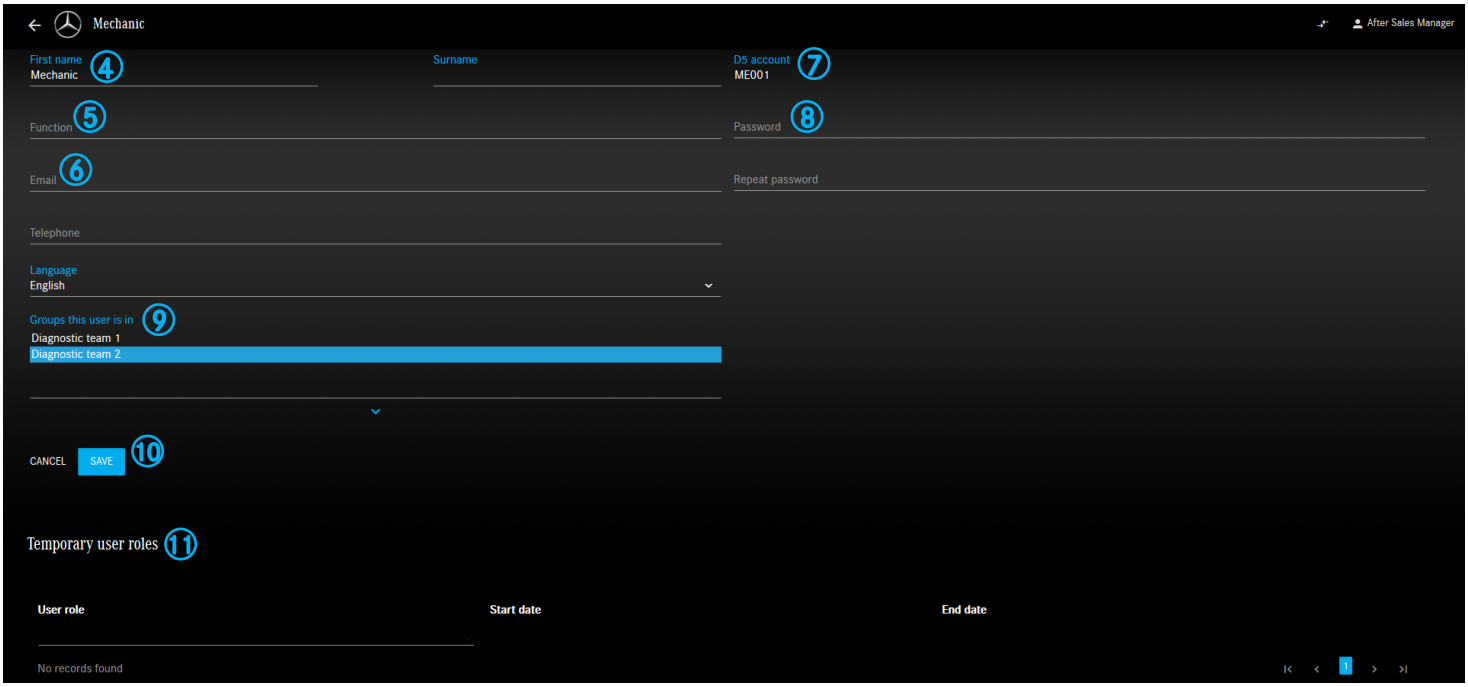


1 Active tab. Group
2 Available groups within the Dealer/Holding.
3 Add group.
4 Give in name of the new group. *Advise: Always use dealername, location, group.*
5 Select location in drop down menu for group.
6 Settings of the group. See for explanation of settings chapter location 4.3.2.1.
7 Select users within group. Users are added after selection of location.
8 Save settings.

6.2.4 My company - Users

FO | SM | ASM | LA | GA





1 Active tab. Users
2 Show inactive users.
3 Users within location of holding depending of user role.
4 First- and surname.
5 Function.
6 E-mail address. Only the address of the foreman is being used to send notifications.
7 D5 code of user. This is automatically being uploaded.
8 Password reset. *The FO, SM and ASM can reset passwords of others users.*
9 Select group to insert the user. This is also possible under group level.
10 Save settings
11 Notification of user has a temporary user role. To set up a temporary user roles, go see chapter ....

When Users getting the message, deactivated, click on Inactive users and activate them temporary. After atcivation of users, chech their registartion. Otherwise they will be activated again due the system upload.

6.2.5 Temporary user roles

FO | SM | ASM

See chapter 3.1 for more information.

6.3 Questions

FO

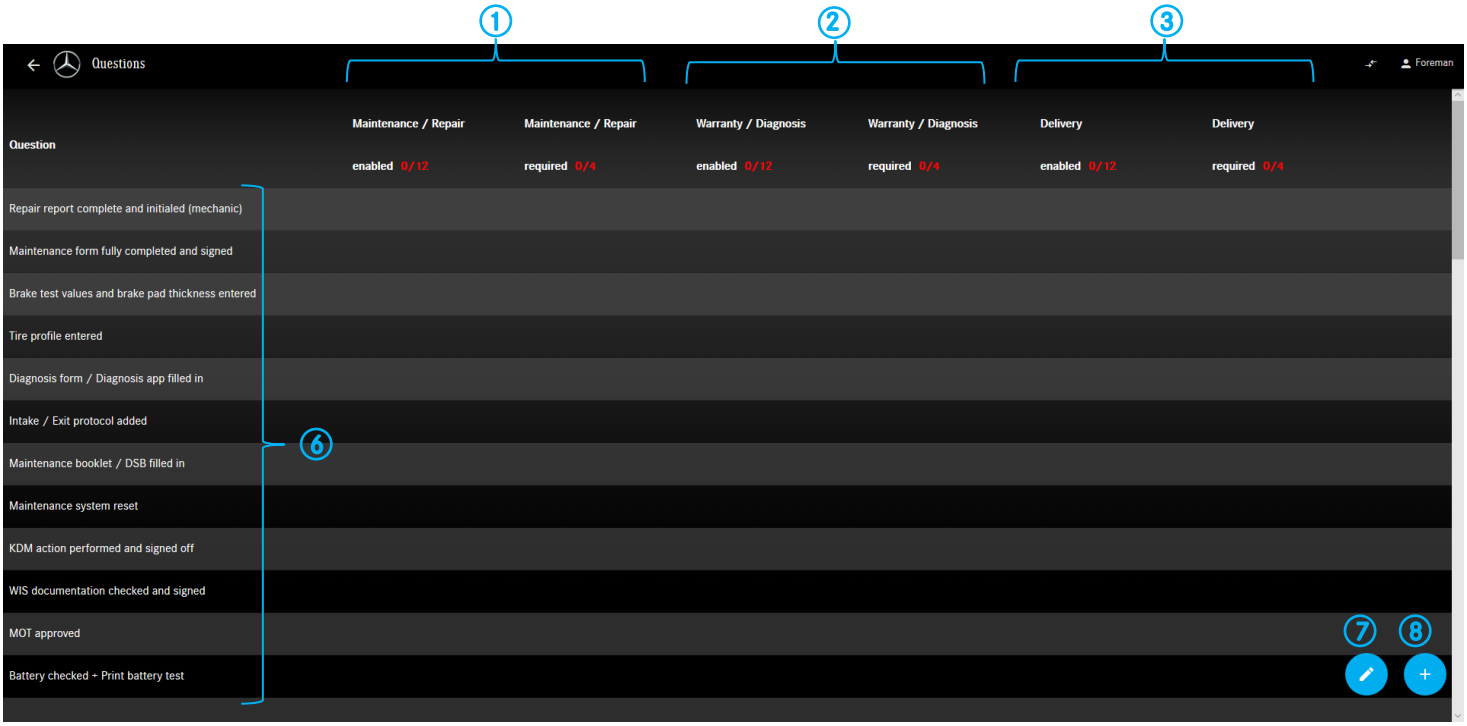
In menu Questions all registered questions are available that can be asked during a quality control.

The following can be changed:

- Set the number of (mandatory) questions for quality check Maintenance/Repair.
- Set the number of (mandatory) questions for quality check Warranty/Diagnosis.
- Set the number of (mandatory) questions for quality check Delivery.
- Add new questions.

6.3.1 Overview Questions

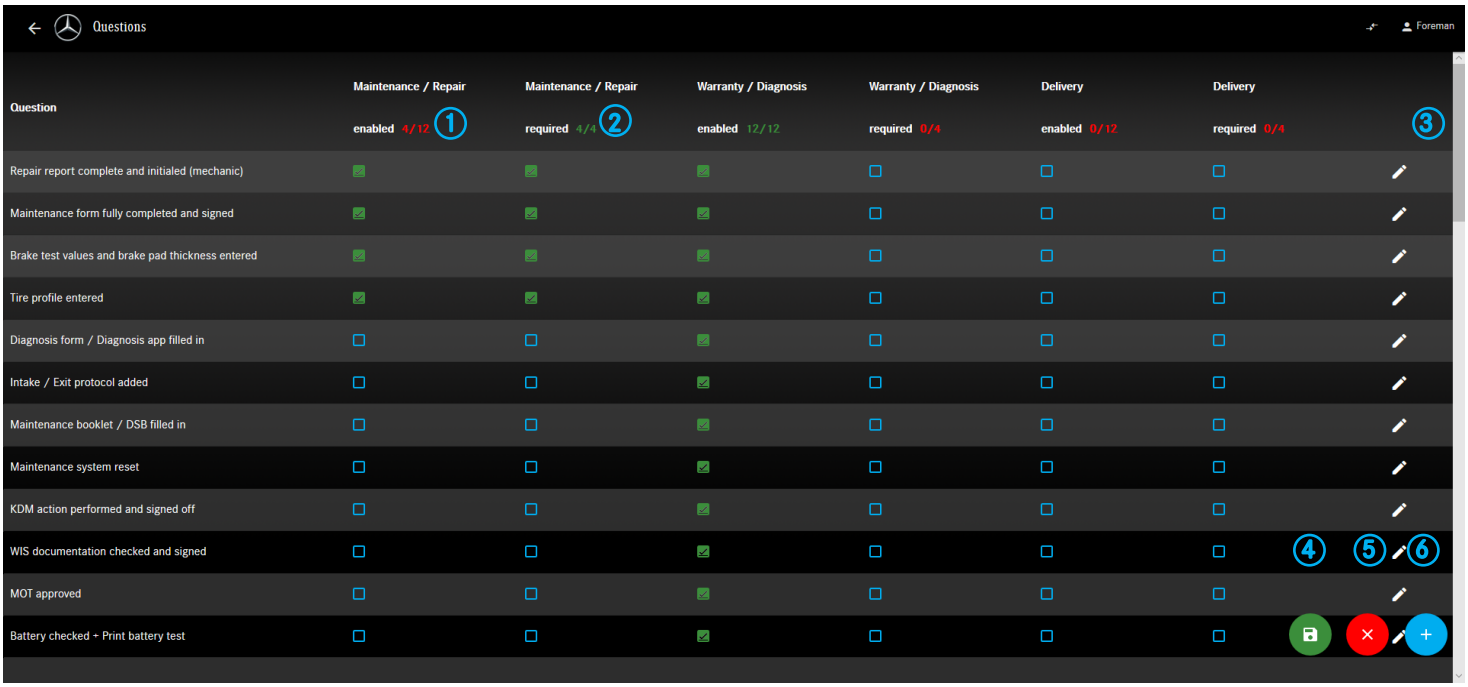
FO



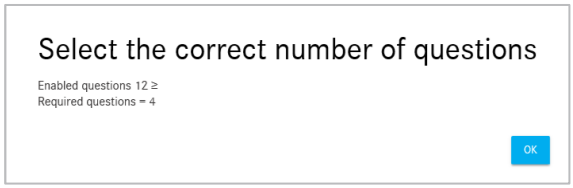
1 Maintenance and repair questions
2 Warranty and diagnosis questions
3 Delivery questions
4 Activated questions. *The numbers are red because of the selected questions. Minimum activated questions is 12.*
5 Required questions. *The numbers are red because of the selected questions. The number of required activated questions is 4.*
6 All available questions.
7 Edit number of Questions.
8 Add new question. *New question will be added on location level.*

6.3.2 Edit Questions

FO

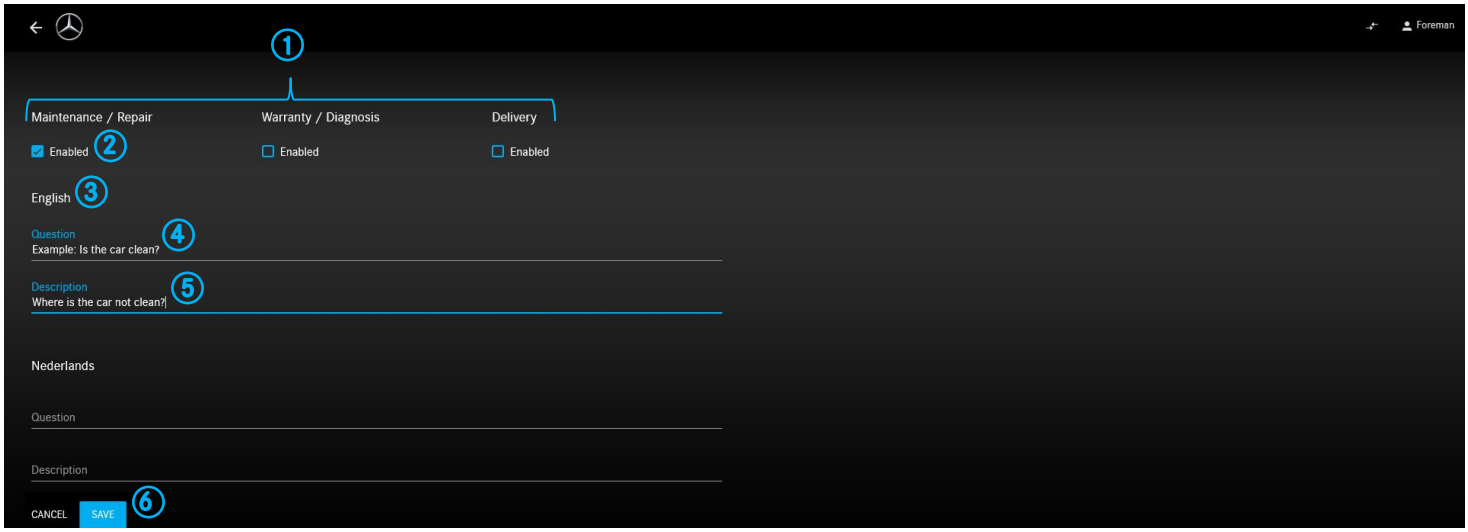


1 Numbers are red. Number of activated question must be at least 12.
2 Numbers are green. Number of required activated questions must be 4.
3 Edit questions. *Only possibility is to add language.*
Questions can't be changed because of the label it will have on the background.
4 Save changes. *By saving without the correct number of activated question, the user will get an error message.*
5 Cancel
6 Add question



Only questions which are added by the dealer can be removed.

6.3.3 Add question



1 Overview of the 3 quality control questionnaires.
2 Select to activate the question for the questionnaire above.
3 English language. Available: English, Dutch, German and French.
4 The text of the desired question
5 The question when No or not good is selected during the quality control check.
6 Save Question

Pay attention to spelling correctness, because the question can't be changed after saving. On the background the question will get an ID. This is important for the Reporting tool. That's why the question can't be changed otherwise the reporting tool isn't reliable.

6.4 Documentation

Under this Menu item the User documentation can be found.

6.5 Updates

Under this menu item all updates on the MB-Diag platform are registated.

6.6 Report Bug

Report a Bug to improve MB-Diag.

Try to give as much information as possible. Add Media to discribe the problem even better!

Frequently Asked Questions

1. User can't log in. The following message will appaer:
   "401 [MBD001] - Invalid D5account, password or dealercode".

   Please check all data:
   Is the Dealercode correct and does it have 4 digits?
   Is the D5-Code correct?
   Is the password correct? For help the Password can be made visible. Select the button:

   If everything is correct, please reset the Users password. See chapter 2.2.

2. User can't log in. The following message will appaer:
   401 [MBD002] - Account has been deactivated.

   For some reason the User is deactivated.
   When this is not correct, go to chapter 6.2.4 to activate the user again.
   After this, check all registrations of the user.

   When there is no reason to deactivate the user, go to you national representative.

3. A new user wants to have access.

   Registrations have to been made in Dealer Gegevens System and Global Training.
   After all the registrations, the user will be uploaded after a week.

   By problems, go to you national representative.

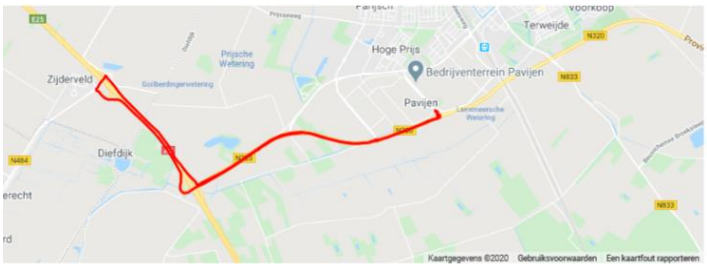
4. A new user is registrated, but he/she can't log in.

   Generate a password for the user, see chapter 2.1.

5. A user is going to leave our company, how does this work?

   Every user is registrated in Dealer Gegevens System. The HR department will sign out the user. By the next update the user will be deactivitad and after a month the user will me deleted out of the system.

6. The testdrive log isn't good, what is the problem?



   In most cases the GPS and internet connection is poor. You can improve the signal by placing the device on the dashboard or passenger seat. Also make sure that the Location Services in combination with your browser are enabled.

7. Where can I change the target of Quality controls?

   You can set the target of Quality controls under My company, or when the location has groups, under groups.
   See also chapter 6.2.2.1.

8. Some users in the Quality Control are orange? What is the defination of the orange color?

   By selecting the mechanic it is possible that names are orange. The orange color means: Compared to other mechanics, fewer checks are carried out.

9. Some options are not available, why not?
   Depening on the userrole the user has less or more options. This all depens on the registration.

   There are serveral options to change this:
   The method of registration should be changed to the desired role.
   The user can ask for a temporary userrole, see also chapter 3.1.

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Published: Juli 2017

Mercedes-Benz Nederland B.V.
Domicile and Court of Registry: UtrechtCommercial Register No.: 30040445
Supervisory Board: Klaus Rehkugler (chairman), Lucas Steffen
Board of Management: Eberhard Kern (President & CEO)