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Diagnosis on Demand

The innovative diagnostic solution
from Herth+Buss



Passt immer!

 **HERTH+BUSS**

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Dongle, self-diagnosis device
DoD 2.0
Article number: AU3990401

»» What is Diagnosis on Demand?

With the vehicle diagnosis unit Diagnosis on Demand VCI (Vehicle Communication Interface), workshops reach OE level in terms of service and diagnostics.

- Diagnosis on Demand (DoD) enables trouble-free programming and coding of electrical vehicle systems.
- The scope of supply also includes retrofitting trailer couplings or other accessories.
- We can help with diagnosing complex faults in electronics.
- So the vehicle no longer needs to leave the workshop for diagnosis.
- Tailored to the respective service, workshops only pay for the services they actually use.

Increasing proportion of vehicle electronics - a challenge for workshops

The growing proportion of electronics in vehicles means that more and more components are connected to the control unit. In order to ensure that the parts are functioning correctly, they must be enabled or married to the vehicle. More and more processes can only be processed via the manufacturer portals when enabling or teaching in. For workshops that repair many different vehicle brands in particular, purchasing OE diagnostic devices and the training employees in the various manufacturer ranges takes a great deal of time and money. Furthermore, multi-brand devices often reach their limits and the workshops are forced to hand over the vehicle to the respective manufacturer. This is not only time-consuming, but also expensive. DoD therefore represents a more efficient and time-saving alternative.



Diagnostic power on demand

» Services of the DoD Technology Team

- Module programming
- Coding of control units, including headlight units, steering systems, drive control units after replacement
- Retrofitting
- Activation of safety-relevant systems
- Teaching-in keys and remote controls
- We can help you with reading out faults and provide assistance with troubleshooting. Thanks to our access to all circuit diagrams for the individual components and their locations, workshops no longer need to carry out a time-intensive search for the individual components.
- SGW (Security Gateway) processing
- We offer services to many different manufacturers. Complete support for vehicles from construction year 2006 is provided. Thanks to the DoIP and CAN FD communication logs, DoD will remain suitable for future vehicles.
- We develop case-related solutions tailored to our customers and their specific problems.
- You only pay for the services you have used.



» Take a look!

Do you need more information about the innovative self-diagnosis device Diagnose on Demand? Then take a look at our Diagnosis on Demand playlist on YouTube now! In our tutorial you will learn everything about the application and advantages that Diagnose on Demand offers. In the other DoD videos, you will learn more important information, for example, about prices, automated functions and working with RMI data.



DoD 2.0
Tutorial



How does Diagnosis on Demand work?

Our VCI (Vehicle Communications Interface) diagnostic device is very simple to use:

To do this, simply connect the OBD cable to the vehicle, connect the VCI directly to the Internet via Wifi or LAN, call up the DoD page in the web browser, select the vehicle model and the desired service. You can contact the Herth+Buss service technician via the ticket system and wait for completion. To obtain direct access to the vehicle, the web browser establishes an online connection

between the vehicle in the workshop and our diagnostic team. So the vehicle no longer needs to leave the workshop. This saves valuable time and money. The only thing that is required now is the Diagnosis on Demand VCI, an Internet-enabled device with web browser to enable communication with our diagnostic team and a stable Internet connection via Wifi, LAN or LTE.



The optimal addition



» All advantages at a glance!

- Absolute cost control through fixed prices and calculation only after the service has been provided.
- No investments in expensive hardware, software costs and licenses.
- There are no update costs.
- Time-consuming scheduling with contracted workshops is no longer necessary.
- Two-year warranty
- Our diagnostic team will support you in integrating the device in the network.
- Our customer service is always on hand and supports you throughout the entire diagnosis process.
- Easy handling
- You can communicate with our technicians via the chat function
- High brand and model coverage
- We also support the latest vehicle models.

With DoD, you can expand your range of vehicle repair and vehicle types and gain new customers for your workshop.

Dongle, self-diagnosis device
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Article number: AU3990401

» The combination for success

Flash CS120

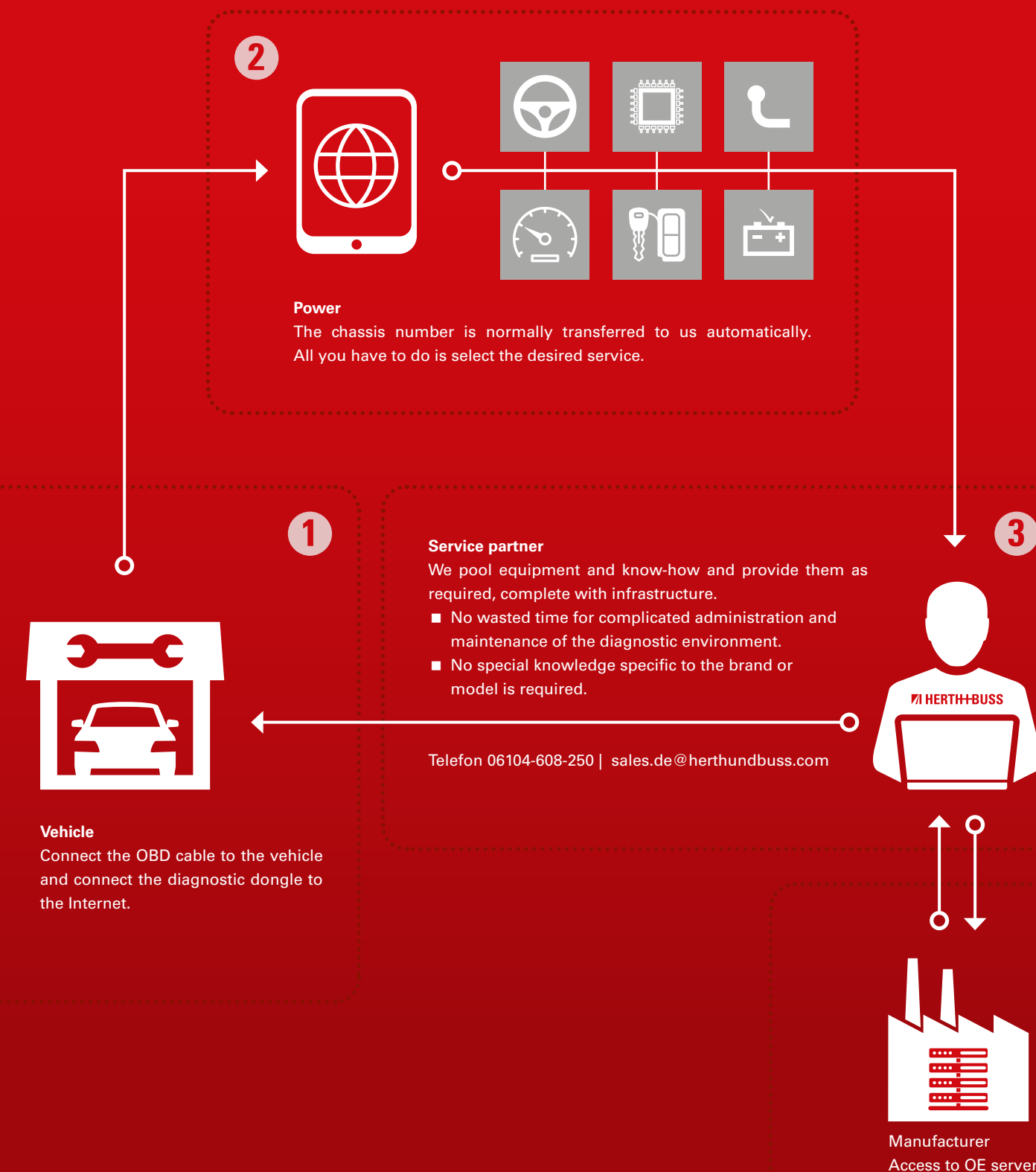
Our Flash CS120 battery charger is the ideal tool for diagnosis with our DoD. As the diagnostic process consumes high levels of energy, the vehicle should be connected to the battery charger during the process.

The Flash CS120 can be used both as a battery charger and as a power source for supplying the vehicle electrical system during diagnostic work and software updates. The Flash CS120 also has a recovery function that can be used to recharge completely discharged batteries. The required charging current from 10 to 120 amps can be selected in the application. A particularly useful feature: The Flash CS120 is not only suitable for AGM batteries or wet-cell batteries, but also for lithium-ion batteries. Thanks to its easy handling and versatile use, the Flash CS120 is the ideal tool in everyday workshop operations.

Battery charger
Flash CS120
Article number: 95950005

The process simply explained

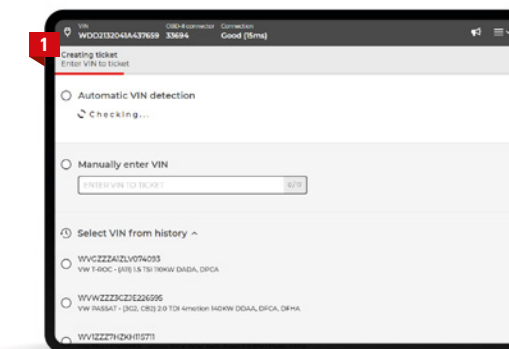
Connect the device and select service, we do the rest.



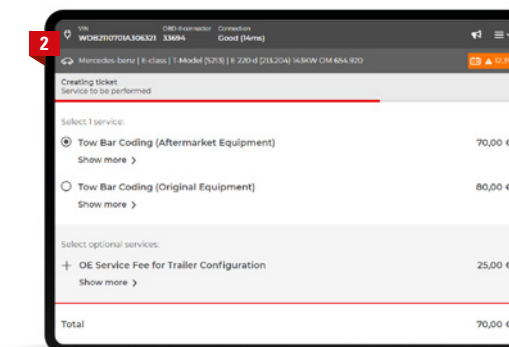
Application example

» Teaching-in the front radar

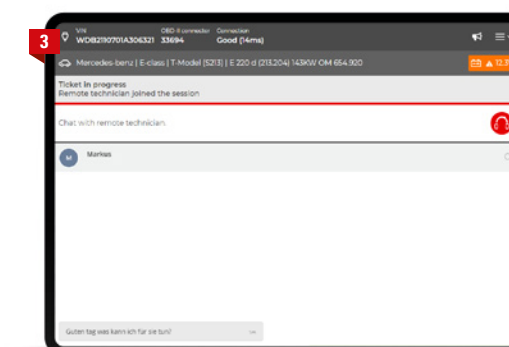
If the front radar is damaged, the front radar must be replaced and a teaching-in process carried out. The front radar is a highly safety-relevant part and requires both coding and enabling of the control unit for installation.



The vehicle is selected via VIN identification or selection can also be carried out manually.



The next step is to select the desired service in the app. The costs for the respective service are also displayed directly.



You can communicate with a member of the Herth+Buss diagnostic team during the diagnosis process via live chat. The technician may give the customer instructions to carry out on the vehicle. He will then inform you as soon as the diagnostic process has been completed.

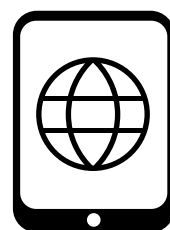


Requirements for successful use

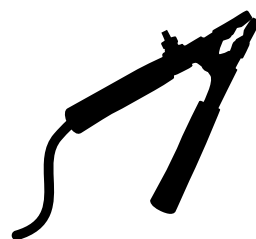
» These three points must be fulfilled for fault-free use of the DoD



Stable Internet connection
(LAN connection)



Use of an end device with a functioning
web browser (tablet, laptop, notebook)



Power supply during service work

The ideal accessory

» This ensures that you will not lose connection



To establish a stable Internet connection, we recommend using a LAN cable. We offer a halogen-free patch cable with solid copper wires for professional use. The plugs are equipped with length indication as well as with ratchet lug protection.

- Colour: yellow
- Length: 10 m
- Category: 6
- Approval: UL, RoHS compliant

LAN cable
Article number: 95990401005



To enable greater flexibility when connecting the OBD socket and the diagnostic device, we offer a one metre long OBD extension cable.

**OBD Extension Cable,
self-diagnosis unit**
Article number: 95991000



The energy consumption of modern vehicles is increasing constantly. Diagnostic work in particular consumes a lot of electricity, meaning that even an intact and fully charged battery can be drained down to a critical state in just a few minutes. We therefore recommend using our Flash CS120 battery device.

The battery charger is suitable as a:

- battery charger for all battery types
- power source for supplying the vehicle's electrical system during diagnostic work and software updates up to 120 A

The vehicle should be connected to the charger during all repair work to prevent damage to the battery and on-board electronics. Our Flash CS120 battery charger is one of the most powerful battery chargers available on the market. The Flash CS120 also impresses with a six metre long charging cable and regeneration mode. In addition to AGM or wet-cell batteries, the battery charger is also suitable for lithium batteries.

Battery charger
Flash CS120
Article number: 95950005

Overview of all services and prices

Would you like to know how much the individual services offered cost? This information is available on our homepage. To do this, simply select a manufacturer, model, type and engine and receive all available services, complete with the prices. You will find this overview on our diagnostic website.



Our dongle at a glance



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General functions	
Control/connection	via WLAN/Google Chrome Browser
DOIP Ready ¹	■
CAN FD Ready ²	■
VCI ³	■
Central electrics	12 V
Languages	DE/EN
No running costs	■
Live chat with diagnostic technician	■
Plug'N'Play	■
Diagnosis billing	SEPA direct debit

Hardware	
Connectivity	Via WLAN or LAN
DoD control	Via web browser, therefore suitable for use with all operating systems

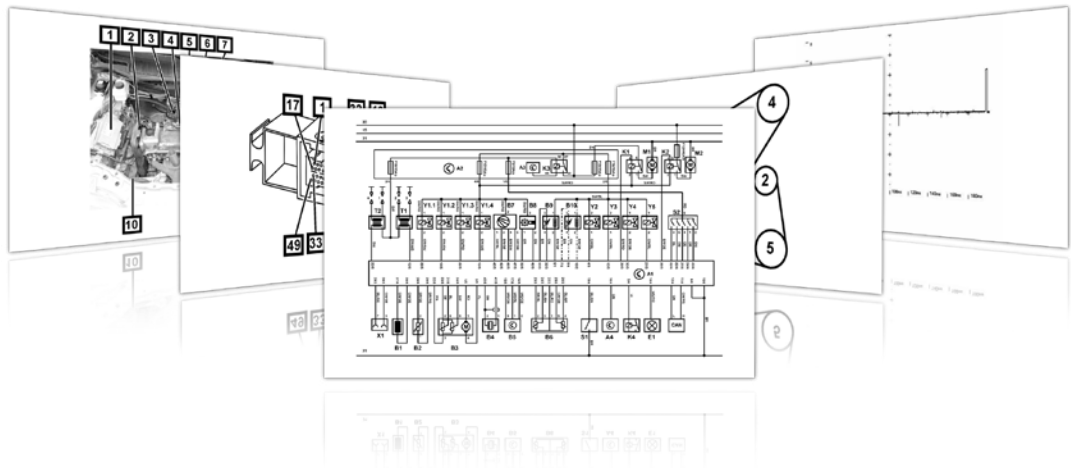
***DoIP (Diagnostics over Internet Protocol)**
Diagnostics over Internet Protocol is a communication protocol that is already installed in some vehicle models and will increasingly be used in future vehicle models. This means that our DoD 2.0 will also be used in the latest vehicles.

***CAN FD (Controller Area Network Flexible Data-Rate)**
The Controller Area Network Flexible Data Rate is an extended CAN bus communication standard, which will also be used in new vehicle models. Thanks to the ability to process this communication protocol, our DoD 2.0 remains suitable for use for even the latest vehicles.

***VCI (Vehicle Communications Interface)**
The Vehicle Communications Interface is the link for data communication between a diagnostic device and the electronics in a vehicle.

Access to repair and maintenance information

» Additional support for diagnosis



In order to provide workshops with the best possible support in day-to-day work, we offer our DoD customers an additional service, where all the necessary technical information is provided. This can be circuit diagrams or installation positions, for example. This saves workshops valuable time, as there is no need to carry out time-consuming searches for individual components on the vehicle.

With our information system for RMI data (Repair and Maintenance Information), the parts specialist has access to extensive manufacturer-compliant data. The repair and maintenance data is complete, continuously updated and covers the majority of vehicles from all common vehicle manufacturers. This service can be booked for every diagnostic process if further information is required.

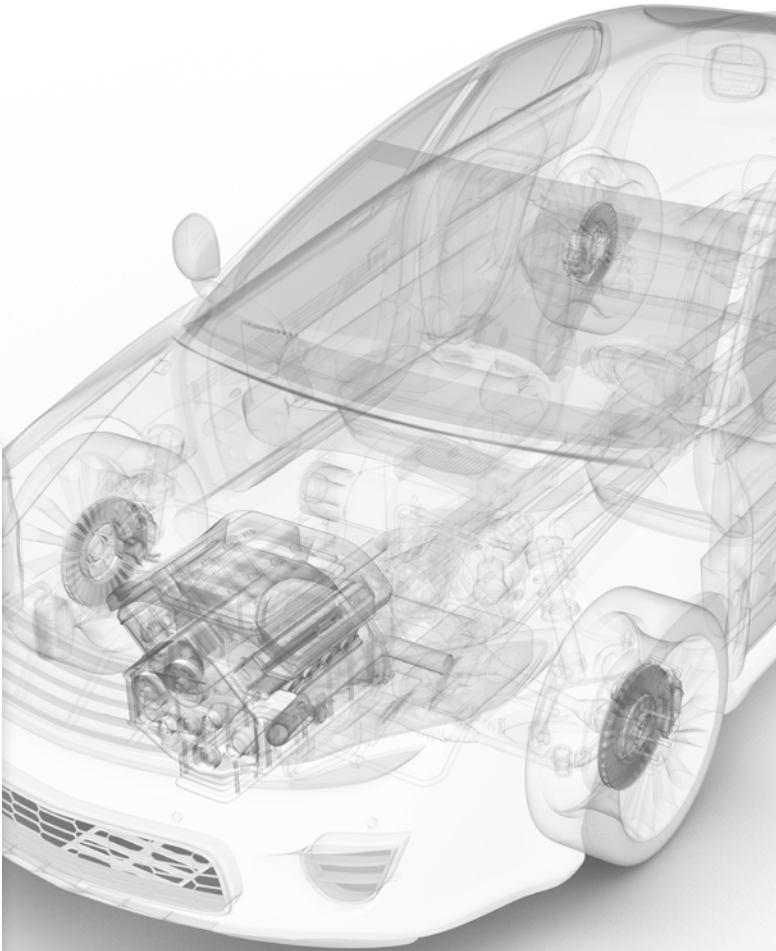
We can provide you with the following information on request:

- Circuit diagrams
- Installation positions
- Diagnostics target and measured values
- Fuses and relays responsible for power supply
- Knowledge database (recall, installation instructions etc.)
- Graphic vehicle overview
- Placement of fuse and relay boxes with detailed representation of the individual fuses and relays
- Instructions

» SERMA certification

Since 1 April 2024, a certificate from the SERMA conformity assessment body has been required in the EU in order to continue to be able to use Diagnostics on Demand to its full extent. Theft and safety-related vehicle OBD functions as well as repair and maintenance information (RMI) in the vehicle manufacturer portals and via the manufacturer's diagnostic devices are only available to certified workshops.

Further information on the certification process can be found on the SERMA website:





DoD – Support for independent workshops

» We're at your side

We at Herth+Buss have been working closely with independent workshops for years. With the products and services we offer, we always try to provide workshops with the best possible support in their day-to-day business. We are encountering increasing problems with multi-brand testers. Multi-brand testers frequently reach their limits and the workshops often have no other option

but to work with the manufacturers. This is not only time-consuming and costly, but also makes independent workshops increasingly dependent on manufacturers. This is where DoD comes in. We want to help independent workshops to remain independent. The interests of workshops and serving these interests as best we can are always our main focus.

Herth+Buss Workshop Field Service

» On site for you

With our Workshop Field Service (WAD), we have created a true link to customers and workshops. On request, the Field Service specialists visit workshops on site to provide effective support. Our Workshop Field Service team consists of four employees, who inform workshops about new products and clarify any questions and concerns about our products. Exchanging ideas with workshops is very important to us. That's why we use the work of the Field Service to exchange experiences with workshops. We can use the suggestions and information collected to further develop our products so that we can better meet the needs of workshops. The red Field Service vans that our Workshop Field Service Team travel in are particularly eye-catching. Our Field Service vans have a lot to offer both inside and out, as they are filled with representative

items from different product groups and therefore offer the opportunity to present some of our products live.



Have you met our Tech Team?

Service for our customers has always been one of our traditional strengths. That is why customer proximity and a pronounced service mindset are still a matter of course for us today. We founded the Herth+Buss Tech Team in order to keep up with the times in this area and to meet the increasing number of technical enquiries, particularly in the areas of diagnostic technology and support for test equipment. Both wholesalers and workshops have the opportunity to contact the Tech Team with

their questions in order to benefit from its expertise. The team consists of three sales employees who provide technical support in addition to their regular duties. By providing assistance with technical questions, we are expanding the service for our customers. Our colleagues Arthur Günther, Felix Bonell, Paul Schamber and Florian Dick look forward to getting in touch with you to help you with specific questions about Herth+Buss products.



Paul Schamber
Member of the Tech Team

When and how can the Tech Team be contacted?

You can reach the Tech Team Monday to Friday from 8 a.m. to 5 p.m. on 06104-608-250. Depending on your enquiry, you will be put through to the team if necessary.

How does the Tech Team qualify for its work?

All members of the Tech Team have technical training and are qualified through their expertise and many years of experience in the automotive industry.

Who calls the Tech Team?

Most calls come from garages, but wholesalers also make frequent use of the hotline to clarify their own concerns or to support their own customers.

What are the most frequent questions/topics of callers?

The most frequent enquiry is now technical advice and support for our DoD dongle. We also frequently answer questions about our AirGuard, Select H2 and many other devices. With these devices, it's mainly about application, operation and updates. In general, most questions are asked about universal parts from our Elparts range. We were also asked several times for a connection diagram. Because Herth+Buss always fits! We can also help you with technical questions about Herth+Buss products and customer service.



Your contact for further information:

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