



TradePartner

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Digital Service Booklet (DSB): What you need to know!

The Mercedes-Benz Digital Service Booklet provides an online record of a vehicle's service history. The records can be easily accessed for reference and as the record is stored online there is no risk of it being lost.

Independent repairers can record Service events on Mercedes-Benz and smart vehicles to the system to ensure the customer's service record is complete.

The FAQs below will help answer some of your queries and help you to navigate the system.

Q) How can I get access to the Mercedes-Benz Digital Service Booklet to register the services I complete?

A) To gain access to Digital Service Booklet (DSB), you will need to complete an online registration form, which can be found [here](#). You can request the DSB Registration Guide and the DSB Training Manual from dsb.mbuk@daimler.com. Once your registration is submitted, it will be approved by Mercedes-Benz UK.

Q) How do I get hold of a customer number to register for DSB?

A) You do not need a customer number to register for DSB. Once you have selected you are in the UK, this field will not be marked as mandatory. If, for any reason, you cannot progress your registration because of this field, enter any numbers in the box.

Q) I cannot log into DSB, all I receive is a blank screen with the word EVA and nothing else.

A) This generally means that you do not have the hardware and software requirements needed to use the DSB application. You will need the latest version of Java. Furthermore, the only supported browser for Daimler applications is Internet Explorer 11. You can review whether all minimum system requirements have been met [here](#). Please contact support@daimler.com for further assistance.

Q) When I enter the registration number in DSB it comes up as vehicle unknown.

A) There is currently an anomaly with the DSB system. Whilst a solution is found, select FIN from the drop down and enter the chassis number rather than the registration mark.

Q) DSB will not allow me to enter a DSB record that was missed last year, how can I get this on DSB?

A) Each Mercedes-Benz Retailer and independent repairer has a six month window to enter DSB records. Any records that need to be added after this period will have to be added using whatever date and mileage the system will allow i.e. today's date. Once added please email dsb.mbuk@daimler.com with the correct details so that the date and mileage can be amended.

Q) The last service record was recorded as an 'A' Minor Service where it should have been a 'B' Major Service and Brake Fluid Replace was missed off, can this be amended?

A) The DSB Team are only able to amend dates and mileages, therefore please email dsb.mbuk@daimler.com to request for the incorrect record to be deleted. The DSB record can then be re-entered with the correct information.

Q) The last known mileage is greater than the current mileage, what can I do?

A) Please email dsb.mbuk@daimler.com who will investigate and amend the mileage where necessary.

Mercedes-Benz

