Press release
Mobility Aftermarket

August 2024
PI 11866 MA

Bosch ESI[tronic] diagnostic software gets major upgrade for professional service in multibrand workshops

Vehicle diagnosis, repair instructions, and automakers' original documentation on a single software platform

- Access to automakers' original documentation directly from ESI[tronic]
- Secure diagnostic access for standardized retrieval of secure vehicle data across manufacturers
- ESI[tronic] expanded to include comprehensive diagnosis of Tesla vehicles

Plochingen and Karlsruhe, Germany – Bosch has given its proven ESI[tronic] diagnostic software a major upgrade, expanding it to include a range of new functions for professional workshop service. In addition to a modern design and a new, user-oriented home screen, for the first time ESI[tronic] now combines the areas diagnostics including secure diagnostics access (SDA), Bosch instructions for maintenance and repair, and automakers' original documentation in a single software platform. This gives Bosch Car Service workshops and independent automotive workshops worldwide access to the data and documentation they need for maintenance and repair work on practically all vehicles on the market. For particularly complex servicing tasks, workshop mechanics can enable remote diagnostics to allow a Bosch expert to examine the vehicle remotely.

Customizable home screen for ESI[tronic]

The new home screen gives users direct access to the most important main and submenus of ESI[tronic]. Moreover, users can adapt the home screen to their own personal requirements and pull functions they use regularly up to the top navigation level. After they log in with their SingleKey ID, the home screen will then present the functions and submenus that are relevant for that user.

Direct access to automakers' documentation

ESI[tronic] now also provides direct access to automakers' original

Robert Bosch GmbH
Postfach 10 60 50
70049 Stuttgart, Germany

E-mail Nico.Krespach@bosch.com
Phone +49 721 942-2209
Twitter

Corporate Department
Communications & Governmental Affairs
Executive Vice President: Prof. Christof Ehrhart
www.bosch-press.com

documentation, thus simplifying workshop mechanics' work processes. Without having to switch to different software, users can call up original circuit diagrams or instructions from within the Bosch diagnostic software. No additional diagnostic equipment is required, and no additional costs arise with the Advanced and Master packages. At present, ESI[tronic] provides access to original documentation from Audi, VW, Fiat and BMW. Additional brands will be added in the coming months. As part of the upgrade to its diagnostic software, Bosch has added direct access to secure vehicle data for many manufacturers' latest vehicle models. The company has also developed Secure Diagnostic Access (SDA) as a standardized solution for this. As a result, ESI[tronic] users no longer need to log on to separate portals for different manufacturers' individual processes. Instead, they can use secure data directly, for instance to carry out service work on assistance systems.

Support from Bosch experts through the remote diagnostics service

Bosch's software for workshops already covered practically all service and repair work, and now it has been expanded to include the remote diagnostics service (RDS), which in turn has been given additional functions. For particularly complex servicing tasks, workshops can access support from a Bosch expert via the RDS portal or directly from within ESI[tronic]. Mechanics can either book an appointment with a Bosch expert or, now, request on-demand support. The expert can access the vehicle using the diagnostic module connected via the OBD interface and perform functions such as remote diagnostics and calibration.

ESI[tronic] supports comprehensive Tesla diagnostics

With its ESI[tronic] diagnostic software, Bosch has set a milestone in vehicle diagnostics: starting in 2025, the software will support the full range of work on Tesla vehicles. Up to now, the only way workshops could communicate with Tesla vehicles was by using the manufacturer's own special diagnostic equipment. Following this update, Bosch diagnostic equipment can be connected to Tesla vehicles via their central diagnostics interface to perform comprehensive diagnostics. This includes reading out and emptying fault logs and using various service functions. The integration of Tesla vehicles into ESI[tronic] opens the door to new possibilities for workshops and underlines Bosch's commitment to continuously improving its diagnostic solutions.

Readers' contact:
Robert Bosch GmbH
Mobility Aftermarket
Phone: +49 9001 942-010
E-mail: Kundenberatung.Kfz-Technik@de.bosch.com

Contact person for press inquiries:
Nico Krespach
Phone: +49 721 942-2209
E-mail: Nico.Krespach@de.bosch.com

The Mobility Aftermarket division (MA) provides the aftermarket and repair shops worldwide with modern diagnostic and repair shop equipment and a wide range of spare parts – from new and exchange parts to repair solutions – for passenger cars and commercial vehicles. Its product portfolio includes products made as Bosch original equipment, products developed in-house and specifically manufactured for the aftermarket, as well as services. About 16,000 associates, as well as a global logistics network, ensure that spare parts reach customers quickly and on time. MA supplies testing and repair-shop technology, diagnostic software, service training, and information services. In addition, the division is responsible for the "Bosch Service" repair-shop franchise, one of the world's largest independent chains of repair-shops, with some 13,000 workshops, and more than 1,000 "AutoCrew" partners in over 100 countries. In addition, with Bosch Classic, MA supports owners of classic cars with a wide range of spare parts and services.

Additional information can be accessed at www.boschaftermarket.com

The Bosch Group is a leading global supplier of technology and services. It employs roughly 429,000 associates worldwide (as of December 31, 2023). The company generated sales of 91.6 billion euros in 2023. Its operations are divided into four business sectors: Mobility, Industrial Technology, Consumer Goods, and Energy and Building Technology. With its business activities, the company aims to use technology to help shape universal trends such as automation, electrification, digitalization, connectivity, and an orientation to sustainability. In this context, Bosch's broad diversification across regions and industries strengthens its innovativeness and robustness. Bosch uses its proven expertise in sensor technology, software, and services to offer customers cross-domain solutions from a single source. It also applies its expertise in connectivity and artificial intelligence in order to develop and manufacture user-friendly, sustainable products. With technology that is "Invented for life," Bosch wants to help improve quality of life and conserve natural resources. The Bosch Group comprises Robert Bosch GmbH and its roughly 470 subsidiary and regional companies in over 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. Bosch's innovative strength is key to the company's further development. At 136 locations across the globe, Bosch employs some 90,000 associates in research and development, of which nearly 48,000 are software engineers.

Additional information is available online at www.bosch-press.com, www.iot.bosch.com, www.bosch-mobility.com, www.bosch.com.