

Efficiently find the right repair solution: AI assistant optimizes ESI[tronic] diagnostic software from Bosch

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Workshops benefit from structured solution suggestions, dialog-based support, and simplified input in the diagnosis and maintenance process

- ▶ AI assistant analyzes existing information such as diagnostic data, repair instructions, and manufacturer information, actively supporting the user in the repair process
- ▶ ESI[tronic] with AI assistant wins the 2026 Automechanika Innovation Award in the “AI Solutions & Digitalisation” category
- ▶ Dialog function supports professionals in workshops throughout the entire repair process
- ▶ Entering fault codes or keywords is sufficient for well-founded results
- ▶ Available with software update 2026/4 for ESI[tronic] Advanced and Master packages

Plochingen, Germany – With the increasing complexity of modern vehicles, workshops face growing challenges in quickly finding the right repair information. Bosch is therefore expanding its ESI[tronic] diagnostic software to include an AI-based assistant. Thanks to the new assistance function, faults and the corresponding repair solution are identified immediately. The feature will be introduced with the 2026/4 software update at the end of the year and will be previewed at the Automechanika trade fair in Frankfurt.

AI assistant specifically uses existing knowledge databases

The new AI assistant provides targeted support for mechanics during the diagnosis and repair process. The assistant analyzes fault patterns and draws on data provided by Bosch, such as diagnostic data, repair instructions, and original data from vehicle manufacturers. In addition, it incorporates other available

information sources and independently finds possible solutions.

Based on this, the AI assistant – depending on the vehicle, fault, and requirement – suggests the appropriate repair option, the relevant document, or the sought-after information. This provides workshops with a structured basis for decision-making, which can shorten the diagnostic process and increase efficiency in daily work.

The potential of the ESI[tronic] diagnostic software with its integrated AI assistant to sustainably improve efficiency in workshops was also recognised by the international Automechanika jury. Right at the start of the trade fair, the solution received the 2026 Innovation Award in the “AI Solutions & Digitalisation” category.

Simple interaction for the right solution

The use of the AI assistant is designed for simple operation: just entering fault codes or short keywords is enough to receive well-founded solution suggestions. A time-consuming dialog is not necessary, allowing workshop staff to concentrate on the actual repair.

Furthermore, the AI assistant acts as a continuous dialog partner. Throughout the entire repair process, workshop professionals can bring in new questions, query diagnostic steps, or check alternative solutions at any time. The AI assistant is thus an interactive companion and support for solving complex fault patterns.

AI assistant available in ESI[tronic] Advanced and Master packages

The new function will be available for the ESI[tronic] Advanced and Master software packages within the existing software license at no additional cost. This gives workshops access to an AI assistant designed to support daily diagnostic, repair, and maintenance tasks.

The AI function builds on the existing strengths of ESI[tronic]. These include comprehensive diagnostic functions, access to manufacturer data, and experience-based repair (EBR), which provides proven solutions for recurring faults based on a large database. By combining these established features with AI-powered assistance, ESI[tronic] delivers an advanced diagnostic solution that helps workshops manage the increasing complexity of modern vehicles.

Press photos and infocharts are available on the Bosch Media Service at www.bosch-press.com.

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About Bosch Mobility Aftermarket

The Bosch Mobility Aftermarket division (MA) is one of the world's leading providers of spare parts, diagnostic solutions and repair-shop equipment for passenger cars, two-wheelers 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. In addition to new parts, the range also comprises a large number of remanufactured exchange parts, thereby contributing to a resource-conserving circular economy. A key pillar in this context is the Bosch eXchange program, with which the division generated around 400 million euros in sales in 2025. Around 16,000 associates and a global logistics network ensure fast and reliable supply to distributors and repair shops worldwide. MA also supplies modern testing and repair-shop technology, diagnostic software, training, as well as technical information and services, which are increasingly being expanded through software- and AI-based solutions. In addition, the division includes the "Bosch Service" workshop concept with around 13,000 workshops worldwide, as well as "AutoCrew" with more than 700 workshops in over 100 countries. Furthermore, with Bosch Classic, MA supports owners of classic and modern classic cars with a wide range of spare parts and services.

Additional information can be accessed at <http://www.boschaftermarket.com>

About Bosch

The Bosch Group is a leading global supplier of technology and services. It employs roughly 413,000 associates worldwide (as of December 31, 2025). The company generated sales of 91 billion euros in 2025. 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, digitalization, electrification, and artificial intelligence. In this context, Bosch's broad diversification across regions and industries strengthens its innovativeness and robustness. Bosch uses its proven expertise in hardware, 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 intelligent, user-friendly, and 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 500 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. Bosch employs some 82,000 associates in research and development.

Additional information is available online at <http://www.bosch.com/>, <http://www.bosch-presse.de>.