



# WIS Brief Instructions

"WIS", "SSL", "MSS" modules



Mercedes-Benz



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These Brief Instructions will guide you during your first contact with the application.

Regardless of whether you are a new or experienced user, these Brief Instructions will accompany you as you take your first steps.

You will be shown examples as you are guided step by step through the base functions of the "WIS", "SSL" and "MSS" modules.

A separate set of Brief Instructions is available for the "ASRA" module.

The step-by-step instructions are marked with **1**, **2**, etc.

Additional information is marked with **A**, **B**, etc.

If you have further questions that are not covered in these Brief Instructions, you can also access extensive Online Help.

# Welcome

## ***WIS has what you're looking for: Information***

As WIS development continues, additional functions have been added to its previously available functions.

## ***Modular design and flexible operation***

The application is modular in design. The central ***vehicle identification*** serves as a basis for successful searches for documents, damage codes, maintenance scopes and work units.

The "WIS" module contains all of the ***workshop literature*** dating back to 1985 and provides you with all the information you need for vehicle maintenance, repair, diagnosis or testing. In addition, you have access to various vehicle and information types, depending on your access authorization.

The "SSL" module determines the ***damage code*** for warranty processing.

The "MSS" module (Maintenance Service System) assists you in determining the maintenance scope for all vehicle types. You can also use it to create the vehicle-specific service sheets for vehicles with ***"ASSYST"*** and ***"ASSYST PLUS"***.

***The available functionalities are enabled by means of your access authorization. A distinction is made among the following access authorizations:***

| <b><i>Access authorization</i></b> | <b><i>Available modules</i></b>     |
|------------------------------------|-------------------------------------|
| WIS                                | "WIS", "SSL", "MSS" modules         |
| ASRA                               | "ASRA", "SSL" modules               |
| WIS/ASRA                           | "WIS", "SSL", "MSS", "ASRA" modules |

## Overview of functions

### WIS

#### A **Vehicle identification** Chapter 3

#### B **"WIS" module**

**Standard search**

Chapter 5

**Special search options**

Chapter 6

#### C **"SSL" module**

**Determine/search for damage code**

Chapter 9

#### D **"MSS" module**

**Display maintenance doc.**

Chapter 11

**ASSYST**

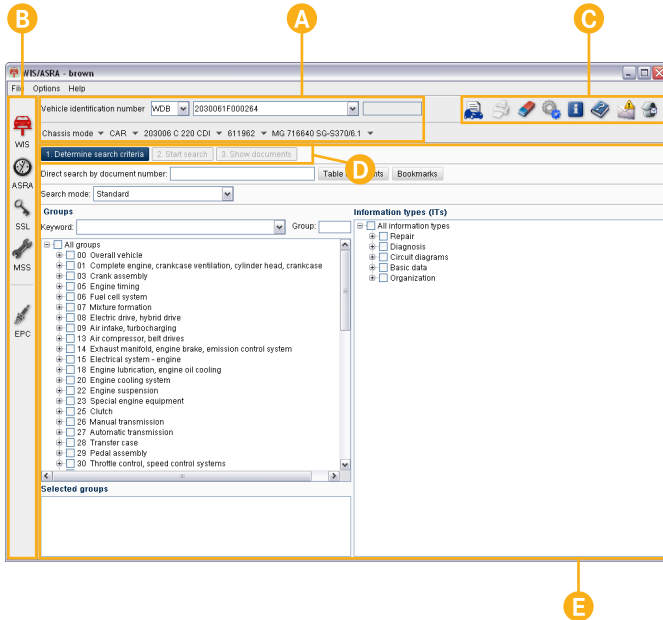
Chapter 12

#### E **"ASRA" module**

"ASRA" module  
Brief Instructions

- A The central vehicle identification is where the **vehicle data determination** occurs, which is the basis for nearly all other steps.
- B In the "WIS" module, you have several search options for performing a **workshop literature** search.
- C In the "SSL" module, you can determine or search for a damage code for processing **warranty or goodwill cases**.
- D In the "MSS" module, the **maintenance scopes** can be determined for all vehicle types. For vehicles with ASSYST, a repair-specific service sheet can be created.
- E You can use the "ASRA" module to search for **operation items and flat rates**. A separate set of Brief Instructions is available for the "ASRA" module.

# The user interface



The application has a modularly designed user interface, which offers you flexible control.

The user interface is clearly arranged, divided into **different areas**.

## A Vehicle identification

The central vehicle identification serves as a basis for successful searches for documents, damage codes, maintenance scopes and work units. The vehicle identification is valid for all modules.

## B Module bar

The available modules are shown in the Module bar. You can easily switch between modules by clicking the icons.

## C Standard functions

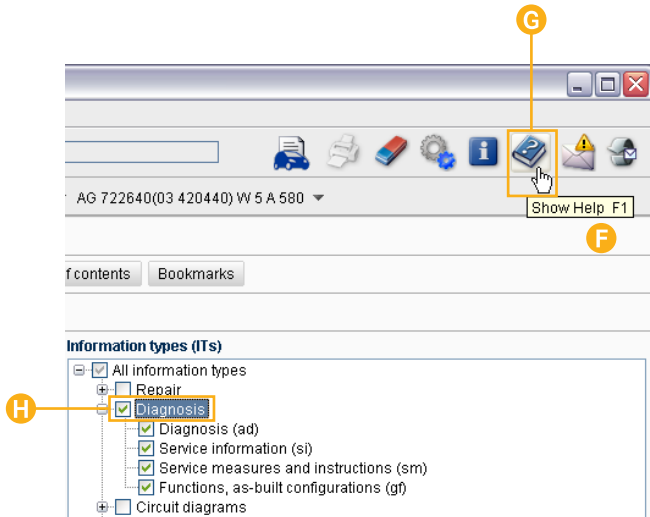
The standard functions apply to all modules.

## D Control bar

The Control bar uses logical steps to define the efficient use of the system.

## E Module area

In the module area, the corresponding controls are displayed depending on the selected module.



**F** *Tooltips* are provided to explain icon functions. When you position your mouse pointer over an icon, a tooltip providing a brief description of the function appears.

**G** If you have further questions that are not covered in these Brief Instructions, you can also access extensive **Online Help**.

**H** In tree structures one or more options can be selected by clicking the option buttons .




# Determine vehicle data

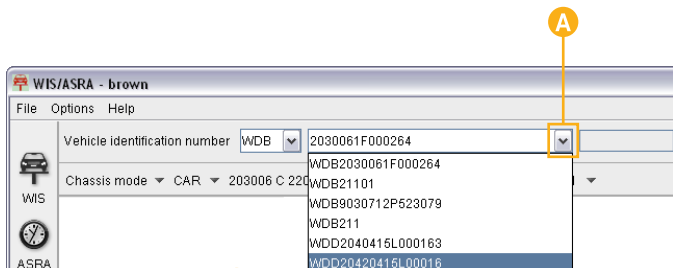
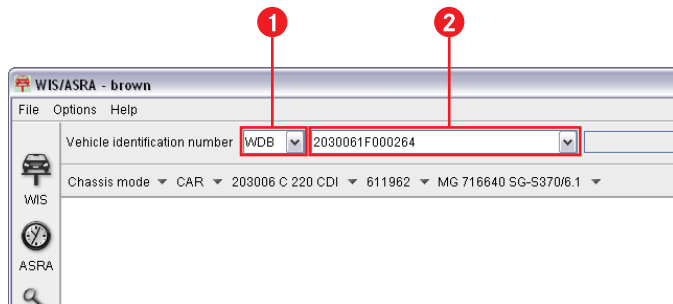
In the "Vehicle identification" area, you determine the **vehicle data** that serve as the basis for nearly all other steps.

The more specific the vehicle data, the more precise the result of your search will be.

Vehicle data can be determined using one of the following methods:



- **Variant 1: Determine vehicle data with a Vehicle Identification Number (recommended)**  
You must enter a Vehicle Identification Number.
- **Variant 2: Determine vehicle data with model designation information**  
You must select the Model **and/or** Engine **and/or** major assembly model designation in the pull-down menus.
- **Variant 3: Determine vehicle data with  model designation information**  
You must select the Vehicle type **and/or** the Model **and/or** Engine **and/or** major assembly model designation in the pull-down menus.

Entering a vehicle identification number is always advantageous if your computer has an interface to the vehicle datacards in EPC. In this case, the application will evaluate the datacard and automatically select the correct model, engine and major assembly model designations. If you do not have access to EPC, then only the vehicle model designation is evaluated.

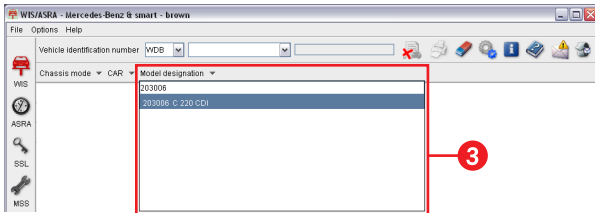
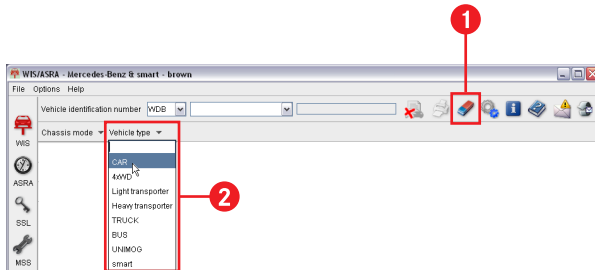




Become familiar with the variants for the optimum determination of vehicle data using examples:

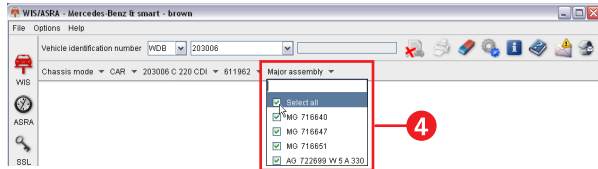
**Variant 1: Determine vehicle data with a vehicle identification number**

- 1 Using the pull-down menu, select the World Manufacturer Code **WDB** for Germany.
  - 2 Enter vehicle identification number **2030061F000264** in the input field and confirm your entry by pressing RETURN .
- The vehicle data are now set.
- If your computer has **no** interface to EPC, then WIS will only determine the vehicle model designation. Then you must select the engine **and** major assembly model designations, as described in option 2.
- A Click the pull-down menu to open the **"History"**. The last vehicle data you entered in WIS, ASRA and EPC are stored there.
  - B If you have an interface to EPC net on your computer, you can access the **datacard** by clicking the  icon after entering a vehicle identification number.

### Variant 2: Determine vehicle data with model designation information



- 1 Click the  icon to delete the vehicle data used previously.
- 2 Using the "Vehicle type" pull-down menu, select the vehicle type "Car".
  - The "Model designation" pull-down menu expands. All model designations available for the vehicle type are displayed.
- 3 Enter the vehicle model designation **2033006** in the input area of the "Model designation" pull-down menu.
  - The model designation in the input field is filtered more precisely with each entry. If only the desired model designation is displayed, apply it by pressing RETURN .
  - Since only one engine variant is available for this vehicle model designation, the engine model designation is automatically selected.
  - The "Major assembly" pull-down menu expands.



- 4 Select all major assembly model designations in the selection list by clicking the "Select all" option button.

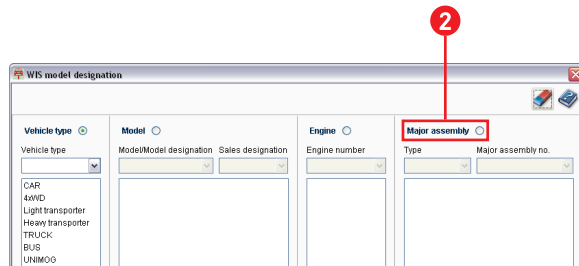
→ The vehicle data are now set.




**Variant 3: Determine vehicle data with Display model designation** 

**Task:**

The installability is to be determined for the major assembly 722.695 (automatic transmission).



- 1 Click the  icon.

→ The "WIS model designation" window opens.

- 2 Click the "Major assembly" option button.

→ The "Major assembly" column is moved to the left. The installability is determined based on a major assembly.

WIS model designation

Major assembly  Model

Type: Major assembly no.

Model designation Sales designation

171442 SLK 200 KOMPRESSOR  
171445 SLK 200 KOMPRESSOR

Vehicle type  Engine

Vehicle type: Engine number

WIS model designation

Major assembly  Model

Type: Major assembly no.

Model designation Sales designation

203043 C 200 CGI KOMPRESSOR

203046 C 180 KOMPRESSOR  
203240 C 200 KOMPRESSOR T-Modell  
203242 C 200 KOMPRESSOR T-Modell  
203243 C 200 CGI KOMPRESSOR T-Mo  
203246 C 180 KOMPRESSOR T-Modell  
203730 C 160 KOMPRESSOR  
203731 C 180

Vehicle type  Engine

Vehicle type: Engine number

CAR: 271942

OK Cancel

3 Enter the major assembly number **722.695** in the input area of the "Major assembly number" pull-down menu and confirm the entry with RETURN

→ The vehicle model designations in which the major assembly is installed are shown in the Model list.

4 Select the desired vehicle model designation and click on the "OK" button.

→ The installability is determined.

→ The vehicle data are now set.

The subsequent steps are described in detail in the following chapters:

"WIS" module (Chapters 4 - 7)

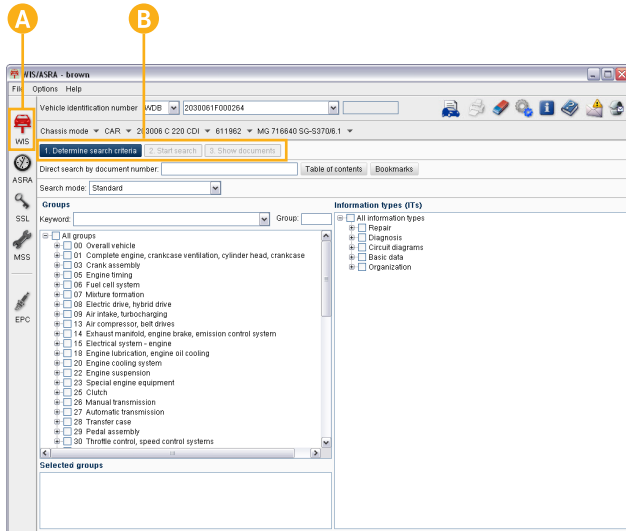
"SSL" module (Chapters 8 - 9)

"MSS" module (Chapters 10 - 12)

"ASRA" module (see "ASRA" Module Brief Instructions)




# "WIS" module - Workshop Information System



WIS is the abbreviation for **Workshop Information System**.

The "WIS" module lets you quickly search for workshop information.

4

**A** You can access the "WIS" module by clicking the  icon in the Module bar.

**B** The following process steps take place within the "WIS" module:

1. Determine search criteria
2. Start search
3. Show documents

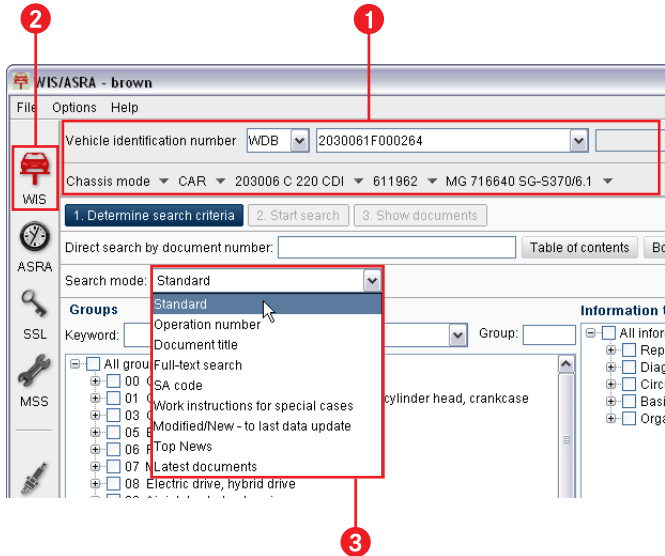
These process steps are carried out in this established sequence and correspondingly displayed in the **Control bar**.

The next step is activated in the Control bar as soon as all of the required information has been entered in the current step.





# "WIS" module – Search workshop literature (standard search)




The most frequently used workshop literature search option is the **Standard search**.

During the **Standard search**, the search for literature is carried out with the specification of groups and Information types.

In the vehicle identification, the vehicle data must be determined using a vehicle identification number or using model designation information.

**Task:** You search for the document **Remove, install rear axle completely**.

- 1 Determine the **vehicle data** as described in Chapter 3.
- 2 Click the  icon in the Module bar.  
→ The "WIS" module is displayed with the "Determine search criteria" step activated.
- 3 Select the **"Default" mode** in the "Search mode" pull-down menu.  
The next thing you need to do is determine groups and information types.

WIS/ASRA - brown

File Options Help

Vehicle identification number WDB 2030061F000264

Chassis mode CAR 203006 C 220 CDI 611962 MG 716640 5G-5370/6.1

1. Determine search criteria 2. Start search 3. Show documents 7

Direct search by document number: Table of contents Bookmarks

Search mode: Standard

Groups

Keyword: Group:

- 27 Automatic transmission
- 28 Transfer case
- 29 Pedal assembly
- 30 Throttle control, speed control systems
- 31 Frame, trailer operation
- 32 Suspension
- 33 Front axle
- 35 Rear axle** 5
  - 35.00 General
  - 35.10 Complete rear axle
  - 35.15 Axle links
  - 35.20 Wheel location, wheel hubs
  - 35.25 Axle housing
  - 35.30 Final drive, drive shafts
  - 35.31 Rear axle center assembly
  - 35.40 Differential locks
  - 35.41 Automatic locking differential (ASD)
  - 35.50 Additional axle (forward-trailing/trailing/middle/trailer axle)
- 40 Wheels, chassis alignment check
- 41 Propeller shaft
- 42 Brakes - hydraulic and mechanical systems
- 43 Brakes - pneumatic system and auxiliary brakes

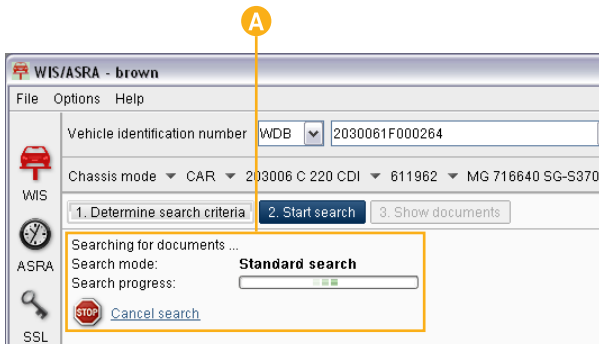
Information types (ITs)

All information types

- Repair** 6
  - Testing and repair work
  - Service information
  - Introduction into Service Manuals
  - Service measures and instructions
  - Maintenance, care, emissions inspections, safety inspections
  - Aftermarket installation and modification
  - Specifications for operating fluids
  - Functions, as-built configurations
  - Technical modifications
- Diagnosis
- Circuit diagrams
- Basic data
- Organization

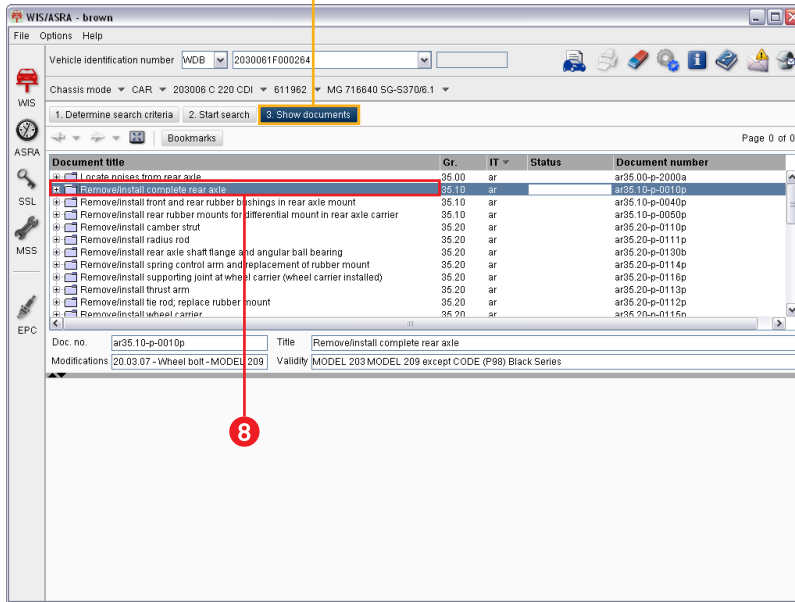
Selected groups

35 Rear axle



### ***Define groups and information types***

- 4 Use the scroll bar to go to group **35**.  
Click the  icon.
- The subgroups will be shown.  
You now have the option of selecting individual subgroups or the whole group.
- 5 In this example, select the whole group **35** using the option button .
- The whole group is displayed in the "Selected groups" list.
- 6 Using the option button , select the information type **"Repair"**.
- The "Start search" button is displayed as activated in the Control bar. Consequently, all search criteria required for starting the search have been defined.
- 7 Click the "Start search" button in the Control bar.
- The standard search will start.
- A Information on the search status is displayed.  
If the search is successful, the hit list with the documents found is shown immediately.

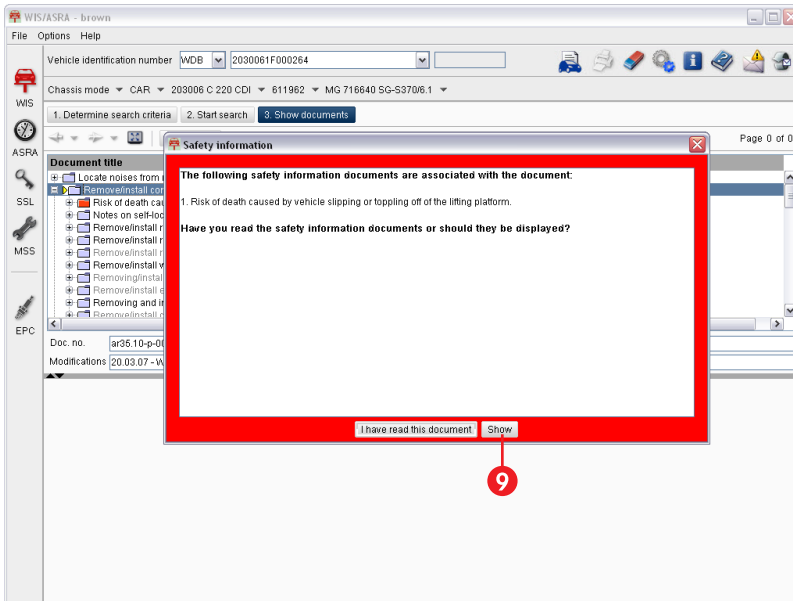


**B** The result of the literature search is displayed in the "Show documents" step.

### Show documents

**8** Double-click the document title "**Removing and installing complete rear axle**" in the hit list.

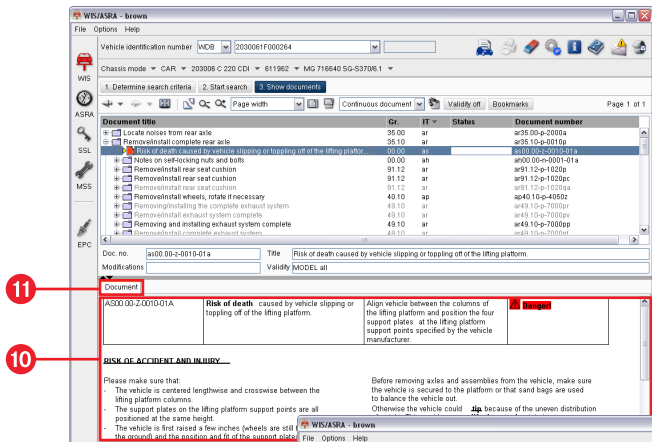
➔ Because this document contains an item of safety information, the "Safety information" window is displayed first.



### **Show safety information**

- 9 Click the **Show** button.
- The safety information document appears.

If you have not read the safety information, then it **must** be displayed.

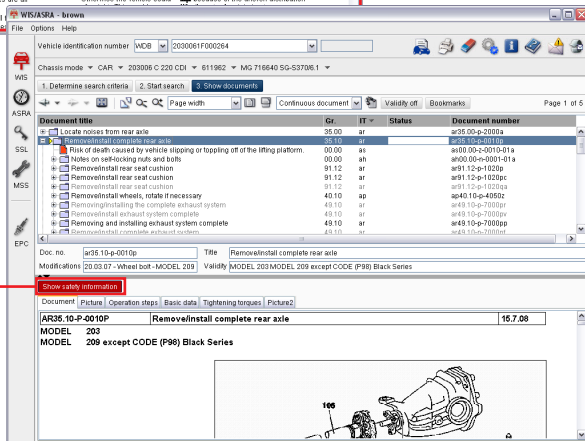


- 10 Read the safety information document.
- 11 After you have read the safety information, open the main document by clicking the **Show document** button.

→ The main document **"Removing and installing complete rear axle"** will be displayed.

→ In the main document, the red button **Show safety information** signals that safety information pertaining to the document is available.

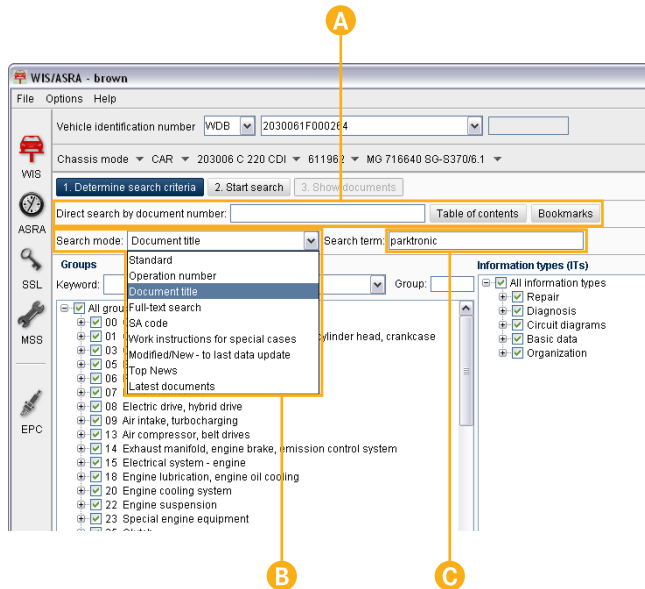
12 The safety information can be displayed at any time by clicking the **Show safety information** button.



If there are several items of safety information pertaining to a main document, the "Show next hazard warning" **Show next hazard warning** button appears instead of the "Show document" button.

All of the safety information documents must be shown one after another until the main document appears again.

# Important functions in the "Determine search criteria" step



Do you already know an operation number or document number, or do you want to start a full-text search with a search term in WIS? For cases of this kind, additional search options are available to you for the standard search in the "Determine search criteria" step.

- A You can use the Direct area to search for documents without having to determine vehicle data in the vehicle identification.
- B All other search options can be accessed via the "Search mode" pull-down menu.
- C Depending on the search mode selected, other input fields for search criteria may be displayed.

The following generally applies:  
Various search criteria are required for each search mode. Only if all of the necessary criteria have been defined is the "Start search" button displayed as activated in the Control bar.

WIS/ASRA - brown

File Options Help

Vehicle identification number WDB 2030061F000264

Chassis mode CAR 203006 C 220 CDI 611962 MG 716640 SG-S370/6.1

1. Determine search criteria 2. Start search 3. Show documents

Direct search by document number: Table of contents Bookmarks

Search mode: Document title Search term: parktronic

Groups

Keyword: Group:

- All groups
- 00 SA code
- 01 Work instructions for special cases
- 03 Modified/New - to last data update
- 05 Top News
- 06 Latest documents
- 07
- 08 Electric drive, hybrid drive
- 09 Air intake, turbocharging
- 13 Air compressor, belt drives
- 14 Exhaust manifold, engine brake, emission control system
- 15 Electrical system - engine
- 18 Engine lubrication, engine oil cooling
- 20 Engine cooling system
- 22 Engine suspension
- 23 Special engine equipment
- 25 Clutch

Information types (ITs)

- All information types
- Repair
- Diagnosis
- Circuit diagrams
- Basic data
- Organization



## Functions in the Direct area

A

Direct search by document number:

If a complete **document number** is entered (without prior selection of vehicle data), then only this document will be shown in the "Documents" panel.

If you only know part of a document number, the document number can be entered with the placeholders \* and ?.

**Examples:** ar35.??-p-00\* or ar3510p0010\*

The placeholder \* stands for any desired and any number of characters.

The placeholder ? replaces exactly one character.

B

Table of contents

With this search option, you can access the workshop literature from the **Table of contents** without having to select vehicle data first. You are then taken step by step to the desired document via links.

C

## Functions of the "Search mode" pull-down menu

Search mode:  Search term:

The "**Document title**" search mode searches for documents in which this search term is contained in the document title using a search term.

Required search criteria:

- Vehicle data (6-digit model designation)
- Group
- Information type
- Search term

Search mode:  Search term:

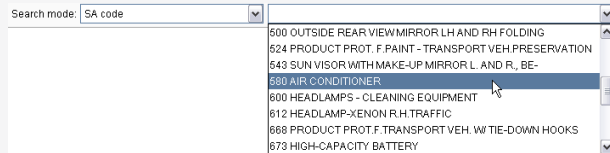
The "**Full-text search**" search mode searches for documents in which this search term is contained in the **document text** using a search term.

Required search criteria:

- Vehicle data (6-digit model designation)
- Group
- Information type
- Search term

In the "Document title" search mode, **all groups and all information types** are selected as a default specification. Groups can be deselected if necessary.

## Functions of the "Search mode" pull-down menu (continued)



Search mode: SA code

- 500 OUTSIDE REAR VIEW MIRROR LH AND RH FOLDING
- 524 PRODUCT PROT. F. PAINT - TRANSPORT VEH PRESERVATION
- 543 SUN VISOR WITH MAKE-UP MIRROR L. AND R., BE-
- 600 AIR CONDITIONER**
- 600 HEADLAMPS - CLEANING EQUIPMENT
- 612 HEADLAMP-XENON R.H. TRAFFIC
- 668 PRODUCT PROT. F. TRANSPORT VEH. W/ TIE-DOWN HOOKS
- 673 HIGH-CAPACITY BATTERY

The "**SA code**" search mode searches for documents that are valid for an SA code.

If the vehicle is identified using a vehicle identification number, then a pull-down menu is displayed. The pull-down menu contains all of the SA codes installed in the vehicle. This information is obtained from the datacard of the vehicle.

If the vehicle identification is carried out using a model designation, then an input field for entering the SA code is displayed.

Required search criteria:

- Vehicle data (6-digit model designation)
- Group
- Information type
- SA code

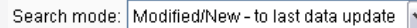


Search mode: Operation number    Operation number: 01-1200

You can combine the vehicle data previously entered in the vehicle identification with an **operation number** from the ASRA system. WIS then automatically finds the documents which are linked directly to the operation number and displays these documents in the hit list.

Required search criterion:

- Vehicle data (6-digit model designation)

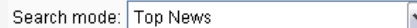


Search mode: Modified/New - to last data update

This search mode looks for documents that have been **modified** or are **newly** published since the last data update.

Required search criteria:

- Vehicle data (6-digit model designation)
- Group – Optional
- Information type – Optional



Search mode: Top News

The "**Top News**" search mode looks for documents of **special importance** within a given time frame regardless of the data update with which they were imported.

These documents have an "expiration date", which means that they will continue to be classified as "Top News" in WIS, regardless of subsequent data updates, until this date has been reached. Then these document titles are no longer shown under "Top News". The search for these document titles can continue using other search options.

Required search criteria:

- Vehicle data (6-digit model designation)
- Group – Optional
- Information type – Optional

### Functions of the "Search mode" pull-down menu (continued)

Search mode:   Yesterday  7 days  Last 30 days  Date

The "**Latest documents**" search mode looks for documents that have been added or modified **following the last copy deadline** and are thus newer than the current publication.

These documents are identified with the status **!**.

The search is always conducted from today back.

The search time frame can be limited by selecting the preset time frames or by entering a date.

Required search criteria:

- Search period
- Vehicle data (6-digit model designation)
- Group – Optional
- Information type – Optional

The following technical requirements must be fulfilled in order to access the latest documents **!**:

- There is a connection to the update server for the "Latest documents" via Internet or intranet.
- Your user ID must be enabled by the administrator in order to use this function.
- The access authorization must include the "Up-to-date search" authorization
- You must select the "Perform every search across latest documents" option in the "WIS" panel in the Setup window.

Search mode:

The "**Work instructions for special cases**" search mode is associated with the entry of a vehicle identification number in the vehicle identification.

In the documents found, the descriptions are shown which indicate how a **Measure** is to be carried out and processed.

Required search criterion:

- Vehicle identification number



# Important functions in the "Show documents" step

The screenshot displays the WISASRA software interface. At the top, there are input fields for 'Vehicle identification number' (WICB 20330061F000264) and 'Chassis mode' (CAR 203806 C 220 CDI 611982 MG 718640 SG-33708.1). Below these are search controls including 'Determine search criteria', 'Start search', and 'Show documents'. A table of search results is shown with columns for 'Document title', 'Gr.', 'IT', 'Status', and 'Document number'. A 'dividing line' is visible between the search results and the document details section. The document details section includes 'Doc. no.', 'Title', and 'Modifications'. A 'Show safety information' section is also present, showing document details and a technical drawing of a rear axle assembly.

| Document title  | Gr.   | IT | Status | Document number    |
|---|-------|----|--------|--------------------|
| Removeinstall complete rear axle  | 85.00 | gr |        | ar35.00-p-2000a    |
| Removeinstall complete rear axle  | 85.00 | gr |        | ar35.00-p-2000a    |
| Risk of death caused by vehicle slipping or toppling off of the lifting platform. | 00.00 | as |        | ar06.00-n-0010-01a |
| Notes on self-locking nuts and bolts  | 00.00 | as |        | ar00.00-n-0001-01a |
| Removeinstall rear seat cushion   | 91.12 | ar |        | ar91.12-p-1023p    |
| Removeinstall rear seat cushion   | 91.12 | ar |        | ar91.12-p-1023pc   |
| Removeinstall rear seat cushion   | 91.12 | ar |        | ar91.12-p-1023a    |
| Removeinstall wheels, stable fit necessary  | 40.10 | ap |        | ap40.10-p-6050z    |
| Removeinstalling the complete exhaust system                                      | 49.10 | ar |        | ar49.10-p-7000pr   |
| Removeinstall exhaust system complete   | 49.10 | ar |        | ar49.10-p-7000pw   |
| Removeinstalling and installing exhaust system complete                           | 49.10 | ar |        | ar49.10-p-7000pp   |
| Removeinstalling complete exhaust system  | 49.10 | ar |        | ar49.10-n-7000mf   |


Doc. no. ar35.10-p-0010p Title Removeinstall complete rear axle  
Modifications 20.03.07 - Wheel bot- MODEL 209 Validity MODEL 203 MODEL 209 except CODE (P98) Black Series

Show safety information

| Document        | Picture | Operation steps                  | Basic data | Tightening torques | Picture2 |
|-----------------|---------|----------------------------------|------------|--------------------|----------|
| AR35.10-P-0010P |         | Removeinstall complete rear axle | 15.7.08    |                    |          |

MODEL 203  
MODEL 209 except CODE (P98) Black Series

If your search finds one or more documents, then they are listed in the "Show documents" step.

- A The found documents are listed in the hit list.
- B Double-click the document title to display the documents in the document view.
- C The size of the hit list and document view window can be customized to your individual needs by clicking and dragging the *dividing line*.
- D Click the  icon to *print out* the document shown.

WIS/ASRA - brown

File Options Help

Vehicle identification number WDB 2030061F000264

Chassis mode CAR 203006 C 220 CDI 611962 MG 716640 SG-S3706.1

1. Determine search criteria 2. Start search 3. Show documents

Page width Continuous document Validity off Bookmarks Page 1 of 5

| Document title  | Gr.   | IT | Status | Document number    |
|---|-------|----|--------|--------------------|
| Locate noises from rear axle  | 35.00 | ar | +      | ar35.00-p-2000a    |
| Remove/install complete rear axle   | 35.10 | ar | +      | ar35.10-p-0010p    |
| Risk of death caused by vehicle slipping or toppling off of the lifting platform. | 00.00 | as |        | as00.00-z-0010-01a |
| Notes on self-locking nuts and bolts  | 00.00 | ah |        | ah00.00-n-0001-01a |
| Remove/install rear seat cushion  | 91.12 | ar |        | ar91.12-p-1020p    |
| Remove/install rear seat cushion  | 91.12 | ar |        | ar91.12-p-1020pc   |
| Remove/install rear seat cushion  | 91.12 | ar |        | ar91.12-p-1020qa   |
| Remove/install wheels, rotate if necessary  | 40.10 | ap | !      | ap40.10-p-4050z    |
| Remove/installing the complete exhaust system                                     | 49.10 | ar |        | ar49.10-p-7000pr   |
| Remove/install exhaust system complete  | 49.10 | ar |        | ar49.10-p-7000pv   |
| Removing and installing exhaust system complete                                   | 49.10 | ar |        | ar49.10-p-7000pp   |
| Remove/install complete exhaust system  | 49.10 | ar |        | ar49.10-n-7000fn   |

Doc. no. ar35.10-p-0010p Title Remove/install complete rear axle

Modifications 20.03.07 - Wheel bolt - MODEL 209 Validity MODEL 203 MODEL 209 except CODE (P98) Black Series

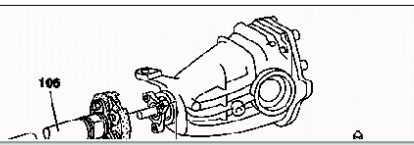
Show safety information

Document Picture Operation steps Basic data Tightening torques Picture2

AR35.10-P-0010P Remove/install complete rear axle 15.7.08

MODEL 203



MODEL 209 except CODE (P98) Black Series





- G
- F
- J
- H
- K


L

### ***The most important functions and icons in the hit list***

**F** The  and  icons allow you to open and close the **document structure** within the hit list.

**G** The  icon marks the currently **displayed document**.




**H** The  icon identifies a document that contains **links** to other documents (reference documents).


**J** The  icon identifies a **safety information document**.

**K** The external links of a document are arranged in the hit list in a tree structure. The document titles of external links may be shown in black or in gray.

**Black document title:** Double-clicking the "External link" opens a document with additional information. This information is tailored to your vehicle data selected in the vehicle identification.

**Gray document title:** Double-clicking the "External link" opens a document with additional information. However, this information is **not** tailored to your vehicle data selected in the vehicle identification.

**L** New , changed  and the latest  documents (based on the last data update) are marked in the "hit list" with a **status**.

The following technical requirements must be fulfilled in order to access the latest documents :

- There is a connection to the update server for the "Latest documents" via Internet or intranet.
- Your user ID must be enabled by the administrator in order to use this function.
- Your access authorization must include the "Up-to-date search".
- You must select the "Perform every search across latest documents" option in the "WIS" panel in the Setup window.

The screenshot shows the WIS/ASRA software interface. Callouts are as follows:








- N**: Points to the 'Vehicle identification number' dropdown menu.
- M**: Points to the 'Chassis mode' dropdown menu.
- O**: Points to the '3. Show documents' button in the search progress bar.
- R**: Points to the 'Show safety information' button.
- S**: Points to the right-hand column of the document table, containing part numbers.
- P**: Points to the vertical scrollbar on the right side of the document table.

The interface includes a menu bar (File, Options, Help), a search progress bar with steps: 1. Determine search criteria, 2. Start search, 3. Show documents. Below this is a toolbar with navigation and search icons, and a 'Page width' dropdown. A sidebar on the left contains icons for WIS, ASRA, SSL, MSS, and EPC. The main area displays a table of documents with the following content:

|   |   | loading feature<br>Model 209.4   |  |
|---|---|--|--|
| 2 | Disconnect rear brake cables from idler lever (110d) and idler lever housing (110c) |  | AR91.12-P-1020QA<br>*129589116300  |
| 3 | Secure vehicle on the lifting platform  |  |  |
| 4 | Remove wheels<br>Remove/install wheels, rotate if necessary                         |  | AP40.10-P-4050Z<br>*BA40.10-P-1001-01A   |
| 5 | Remove rear diagonal struts   | Model 209.4<br><b>Installation:</b> The diagonal struts may only be installed when the vehicle has its wheels on the ground in order to avoid stresses.<br>  | *BA61.10-P-1010-01C  |
| 6 | Remove exhaust system (105) from flange connection                                  | Engine 111.951 in model 203.035/ 235/ 735<br>Engine 111.955 in model 203.045 /245 /745<br>Engine 111.981 in model 203.747<br>Engine 112 in model 203, 209<br>Engine 113.968 in model 209.375 /475<br>Engine 113.987 in Model 209.376 up to 23.4.04<br>Engine 113.987 in model 209.476<br>Engine 156.982 in model 209.477<br>Engine 611.962 in models 203.004/ 006/ 204/ 206/ 706<br>Engine 612.962 in model 203.016 /216<br>Engine 612.967 in model 209.316<br>Engine 612.990 in model 203.018 /218 /718<br>Engine 646 in model 203, 209 | AR49.10-P-7000PR<br>AR49.10-P-7000PV<br>AR49.10-P-7000PP<br>AR49.10-P-7000PF<br>AR49.10-P-7000PM |



### ***The most important functions and icons in the document view window***

- M** The  icon is a toggle switch for **showing and hiding the hit list**.
- N** Using the  and  icons, you can navigate forward and back through the display history of the most recently displayed documents.
- O** The      icons allow you to adjust the size of the window to the desired **zoom level**.
- P** The **scroll bar** allows you to scroll up and down within the document.
- R** The document view window can be customized using the **document panels**. If necessary, you can show the complete document by clicking on the "Document" panel. In addition, it is possible to display only individual areas of the document, e.g. "Operation steps", "Basis data".

- S** If the document contains links, you can use these to quickly access additional information. These links can be clicked on either in the hit list or in the document view window.

[\\*BE20.30-P-1005-01A](#) **Internal link (blue)**

Selecting an "internal link" takes you to another place within the document, e.g. to filling capacities, commercially available tools, special tools, etc.

[AR20.00-P-1142HB](#) **External link (red)**

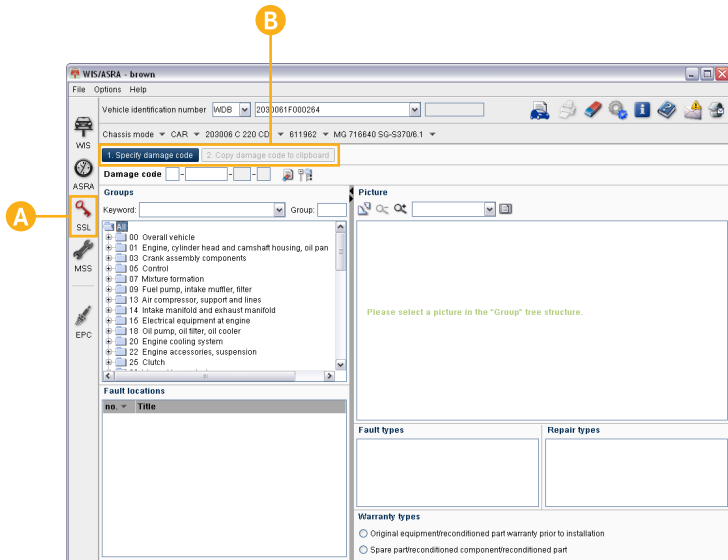
Selecting the "external link (red)" opens a document containing additional information. This information is tailored to your vehicle data selected in the vehicle identification.

[AR20.00-P-1142T](#) **External link (gray)**


Selecting an "external link (gray)" opens a document containing additional information. However, this information is **not** tailored to your vehicle data selected in the vehicle identification.



# "SSL" module – damage code



In the "SSL" module, the user can either determine the damage code for use in warranty and goodwill cases or find the details about an existing damage code.

**A** You can access the "SSL" module by clicking the  icon in the Module bar.

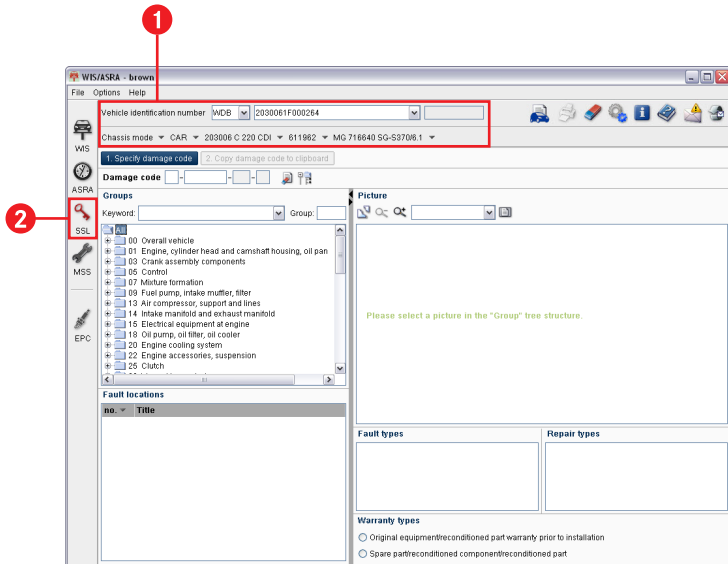
The following process steps take place within the "SSL" module:

1. Specify damage code
2. Copy damage code to clipboard

**B** These process steps are carried out in the established sequence and correspondingly displayed in the Control bar.




# Determine/search for damage code



In the "SSL" module, you determine the damage code for warranty and goodwill cases.

## Task:

Determine the damage code **Radiator leaky**.

- 1 Determine the **vehicle data** as described in Chapter 3.
  - 2 Click the  icon in the Module bar.
- The "SSL" module is displayed.

WIS/ASRA - brown

File Options Help

Vehicle identification number WDB 2030061F000264

Chassis mode CAR 203006 C 220 CDI 611962 MG 716640 SG-S370/6.1

1. Specify damage code 2. Copy damage code to clipboard

Damage code

Groups

Keyword: Group: 20.20

SSL

MSS

EPC

03 Crank assembly components

05 Control

07 Mixture formation

09 Fuel pump, intake muffler, filter

13 Air compressor, support and lines

14 Intake manifold and exhaust manifold

15 Electrical equipment at engine

18 Oil pump, oil filter, oil cooler

20 Engine cooling system

20.00 General

20.10 Coolant pump, coolant thermostat

20.20 Radiator, coolant hoses

20.40 Fan, fan clutch

Fault locations

| no.   | Title                                      |
|-------|--|
| 50001 | Radiator                                   |
| 50007 | Drain plug, radiator                       |
| 50011 | Radiator support                           |
| 50023 | Radiator coolant box left                  |
| 50024 | Radiator coolant box right                 |
| 50048 | Fastening clamp, coolant hose              |
| 50059 | Seal ring, coolant hose                    |
| 50101 | Coolant expansion tank                     |
| 50102 | End cover, expansion tank, cooling         |
| 50105 | Coolant level sensorprobe                  |
| 50131 | Low-temperature cooler                     |
| 50201 | Coolant hose, coolant thermostat, radiator |
| 50202 | Coolant hose, radiator-engine              |
| 50207 | Hose clip, coolant hose                    |

Picture

Fault types

Repair types

Warranty types

Original equipment/reconditioned part warranty prior to installation

Spare part/reconditioned component/reconditioned part

3

4

5

3

Click the icon of group **20**.

4

Select subgroup **20.20**.

➔

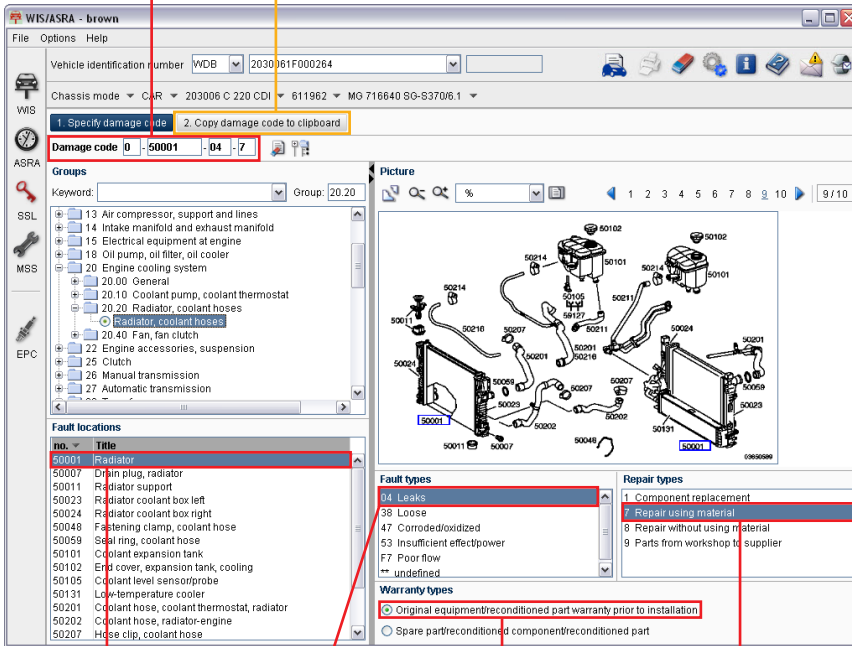
The pictures are shown in the tree structure.

5

In the tree structure, select the picture **Radiator, coolant hose**.

➔

The damage code picture is displayed.



10

A

6

Click the fault location *radiator* either in the selection list or in the picture.

7

Click the fault type *leaky*.

8

Click the warranty type *original equipment*.

9

Click the repair type *Repair using material*.

10

The damage code is determined.

A

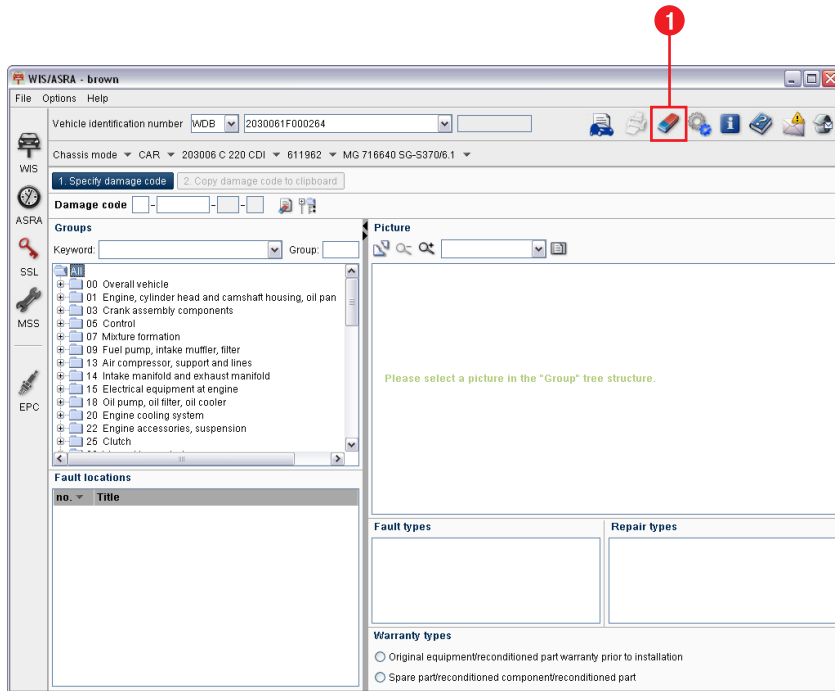
The "Copy damage code to clipboard" button allows you to copy the damage code to the Windows clipboard and then paste it into other programs.

6

7

8

9




## Find damage code

In the "SSL" module, you can enter an existing damage code manually using the "Find damage code" function. The damage code is automatically broken down into separate numbers and based on this, determines the associated warranty type, fault location, fault type and repair type.

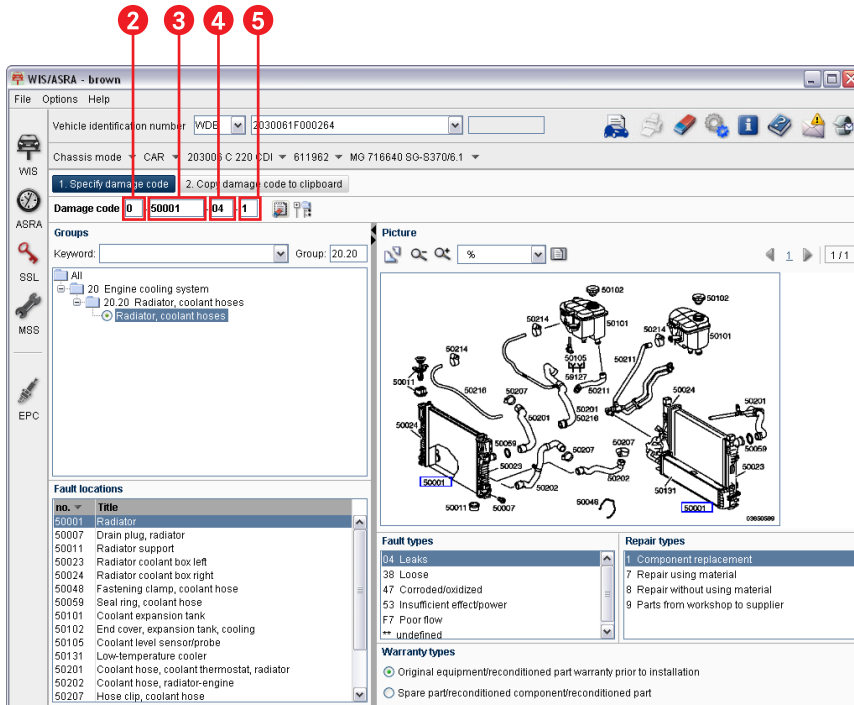
### Task:

You search for the damage code **0-50001-04-1**.

1

Click the  icon to delete the previous selections.





- 2 Enter the warranty type **0** in the input field and then go to the next input field by pressing the tab key **[Tab]**.
  - 3 Enter the fault location **50001** in the input field and then go to the next input field by pressing the tab key **[Tab]**.
- The damage code pictures in which the number of the fault location appears are listed in the "Picture" selection list.
- 4 Enter the fault type **04** in the input field and then go to the next input field by pressing the tab key **[Tab]**.
  - 5 Enter repair type **1** in the input field and confirm the entry by pressing RETURN **[Enter]**.
- All parts of the damage code will be shown.



# "MSS" module – Maintenance

The screenshot shows the WIS/ASRA software interface. The title bar reads "WIS/ASRA - brown". The menu bar includes "File", "Options", and "Help". The main window displays vehicle identification information: "Vehicle identification number" with a dropdown set to "WDB" and a text field containing "2030081F000264". Below this, the chassis mode is shown as "CAR", "203006 C 220 CDI", "611962", and "MG 716640 SG-S3706.1".

On the left side, there is a vertical toolbar with icons for "WIS", "ASRA", "SSL", "MSS", and "EPC". The "MSS" icon, which is a red wrench, is highlighted with a yellow box and labeled with a yellow circle containing the letter "A".

Below the toolbar, a control bar shows three steps: "1. Select information" (highlighted with a yellow box and labeled with a yellow circle containing the letter "B"), "2. Specify service scope", and "3. Specify additional op".


Below the control bar, a list of radio buttons is shown, with "Vehicle-specific service sheet" selected (indicated by a filled radio button). The other options are "Economy Service (for selected vehicles)", "Checks / inspections / forms", "Service information", and "All maintenance documents".

At the bottom of the screenshot, a horizontal bar shows five steps: "1. Select information", "2. Specify service scope" (highlighted with a yellow box and labeled with a yellow circle containing the letter "C"), "3. Specify additional operations", "4. Display service sheet", and "5. Send data to ASRA".

MSS is the abbreviation for **Maintenance Service System**.

In the "MSS" module, you can

- Display the maintenance documents relevant to maintenance of a vehicle.
- Create vehicle-specific service sheets with ASSYST.

**A** You can access the "MSS" module by clicking the  icon in the Module bar.

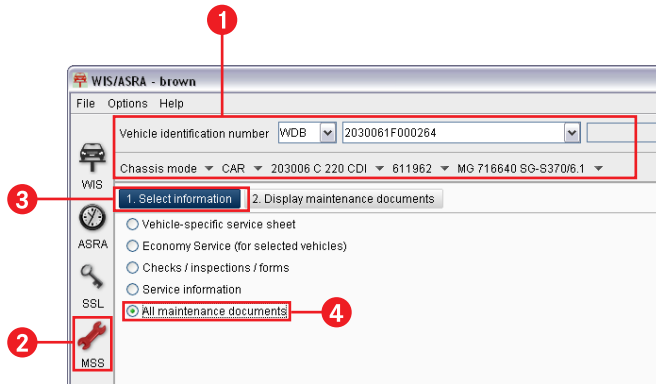
**B** The first thing displayed is always the "Select information" step. The options shown here vary depending on the vehicle selected in the vehicle identification.

In the "MSS" module, different process steps can be displayed depending on the option selected in the "Select information" step.

**C** These process steps are carried out in the established sequence and correspondingly displayed as activated in the Control bar.



# Display maintenance documents





By guiding the user through the program, the "MSS" module enables quick, precise access to maintenance documents.

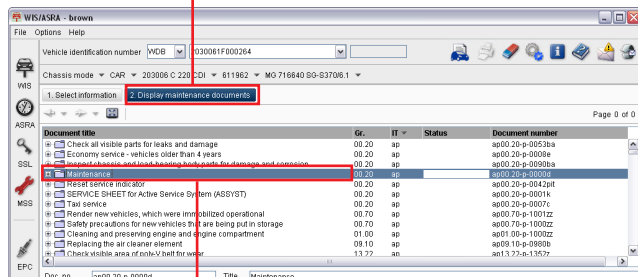
The maintenance documents are displayed in the manner described below. The vehicle-related service sheets created with ASSYST are an exception.

*The creation of vehicle-specific service sheets with ASSYST is described in Chapter 12.*

## Task:

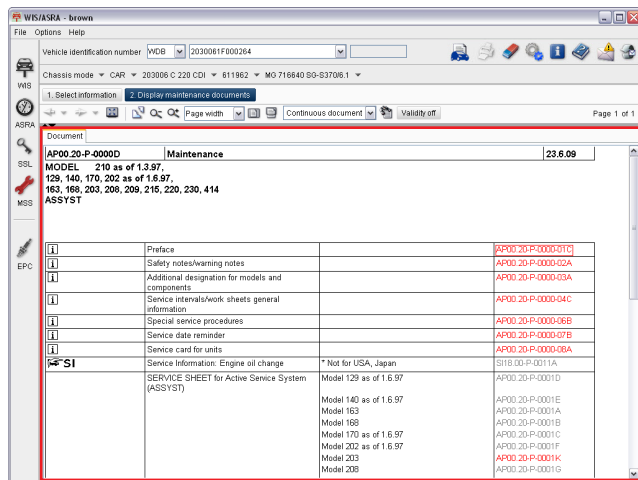
Display all maintenance documents available for the vehicle.

- 1 Specify the **vehicle data by entering a vehicle identification number** as described in Chapter 3.
  - 2 Click the  icon in the Module bar.
  - 3 The "MSS" module is displayed with the "Select information" step activated.
  - 4 Click the  "All maintenance documents" option button.
- The "Display maintenance documents" button is displayed as active.

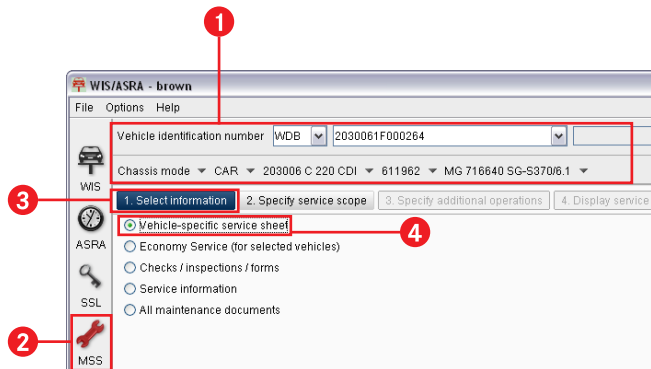


- 5 Click the "Display maintenance documents" button.
- The hit list with the found maintenance documents is displayed.
- 6 Double-click the desired maintenance document.
- The maintenance document is displayed in the document view.

*The functions of all elements in the "Display maintenance documents" step are identical to those in the "Show documents" step in the "WIS" module (see Chapter 7).*



# Display maintenance documents with ASSYST





The "ASSYST" function is used to dynamically generate a vehicle-specific service sheet. The "MSS" module distinguishes based on the entered vehicle data:

- ASSYST without service scope display
- ASSYST with service scope display
- ASSYST PLUS

**Task:** Create a service sheet for a vehicle *with service scope display.*

If the vehicle is equipped with ASSYST, this option is always displayed as the first list position in the "Select information" step.

- 1 Specify the **vehicle data by entering a vehicle identification number** as described in Chapter 3.
  - 2 Click the  icon in the Module bar.
  - 3 The "MSS" module is displayed with the "Select information" step activated.
  - 4 Click the  "Vehicle-specific service sheet" option button.
- The "Specify service scope" button is displayed as active.

WIS/ASRA - brown

File Options Help

Vehicle identification number WDB [2030061F00264]

Chassis mode CAR | 203006 C 220 CDI | 611962 | MG 16640 SO-S3706.1

1. Select information 2. Specify service scope 3. Specify additional operations 4. Display service sheet 5. Send data to ASRA

The vehicle is equipped with **ASSYST**

It is possible to have a vehicle-specific service sheet created for the vehicle.  
To have the service sheet created, the following information is required:

**Vehicle ASSYST version**

ASSYST without service scope display  ASSYST with service scope display  ASSYST PLUS

**Service scope display (read values in the vehicle):**

Current km [35500] \* Service code [ ] Workshop code [ ]

**Service sheet header data:**

Customer [John Doe]  
 Service foreperson [Joe Miller]  
 Oil type/viscosity [10w40]  
 Order number [4711] Completion date (dd.mm.yyyy) [11.09.2009]  
 Notes [No car washes]

Was a customer interview performed?  Yes  No

**Specify service scope**

First service  Last service  
 Service A  
 Service B at (km) [ ]

**New service scope**

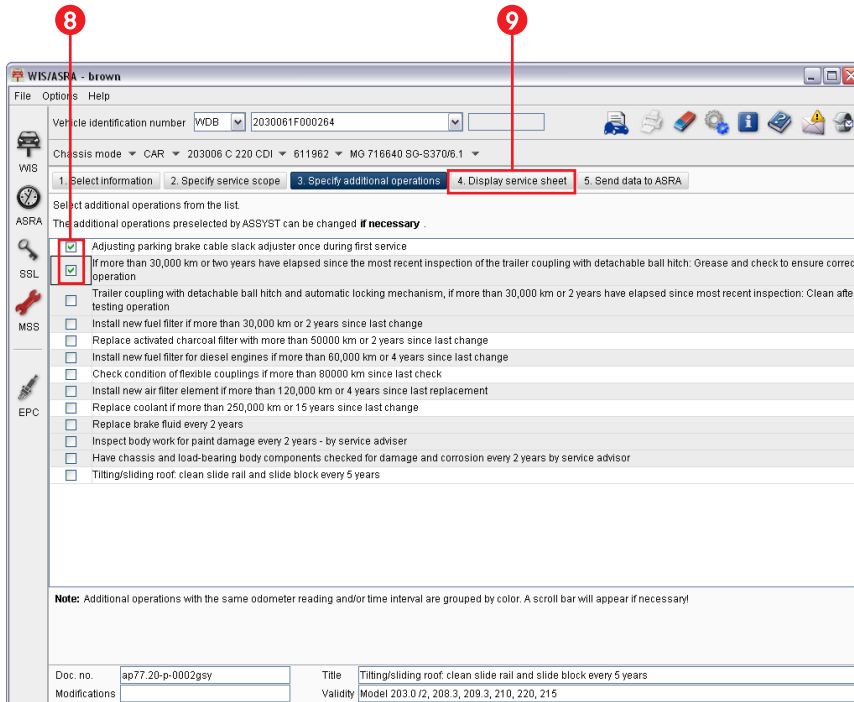
Service A Read service scope display and specify new service scope.  
 Service B

**Notes:**  
 \* Input required  
 All information will be displayed in the vehicle-specific service sheet

### Specify service scope

- 5 Enter the current mileage **35500** in the input field.
  - A These fields are **optional**. Enter additional information in the input fields if necessary.
  - 6 Select the **"Service B"** option button.
  - 7 Click the "Specify additional operations" button.
- The "Specify additional operations" step is displayed.





### Specify additional operations

Additional operations are service operations that must be carried out in addition to the determined service scope, depending on the vehicle's as-built configuration, equipment, mileage and age.

8 Select the required additional operations by clicking the option buttons  (as shown in the screenshot).

9 Click the "Display service sheet" button.

➔ The service sheet is displayed.

WIS/ASRA - brown

File Options Help

Vehicle identification number VDB 2030081F000284

Chassis mode CAR 203008 C 220 CDI 611962 MG 716640 GG-S3708.1

1. Select information 2. Specify service scope 3. Specify additional operations 4. Display service sheet 5. Send data to ASRA

Document Picture Operation steps

AP00.20-P-1202KAB SERVICE SHEET for ASSYST Service B 16.1.09

MODEL 203 ### #A,  
203 ### #F,  
203 ### #R,  
203 ### #E up to 36500

Passenger car Model 203

Vehicle-specific SERVICE SHEET

Customer: John Doe Order number: 4711

Kilometers: 35500 Oil grade/viscosity 10w40

Customer interview and check of brake pad lining thickness FA/RA performed: Yes  (Document inspection points immediately in service sheet) No



Replace FA/RA brake pads FA Yes  No   
RA Yes  No

Notes/explanations: No car washes

## Display service sheet

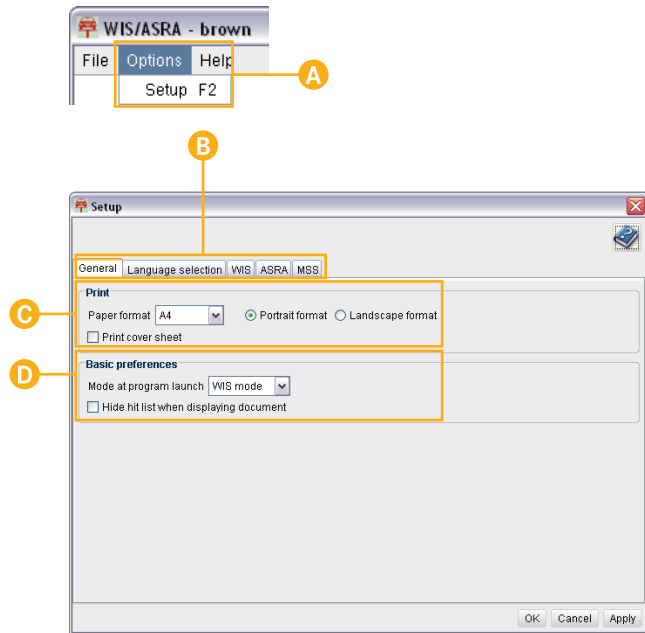
The service sheet contains all operations associated with the selected service scope plus any additional operations. It can be printed and is used as the working basis for the mechanic.

The vehicle-specific service sheet is only valid for the vehicle for which it was created.

- A The  icon is a toggle switch for **showing and hiding the hit list**.
- B The information entered in the "Specify service scope" step is shown in the service sheet, e.g. kilometer reading, customer, service foreperson, oil type/viscosity, note, service code, workshop code, order number, completion date and customer interview.
- C The  icon can be clicked to **print out the service sheet**.

When the service sheet is printed out, the "external links" are replaced with references to the maintenance manual.

# Setup, Online Help, Write feedback



## Setup

The "Setup" function allows you to change the basic preferences for your user ID.

In any case, you should check to make sure that your Setup settings match your personal requirements. This is the only way to ensure that the available functions are used in the most effective manner possible.

### A **Open Setup window**

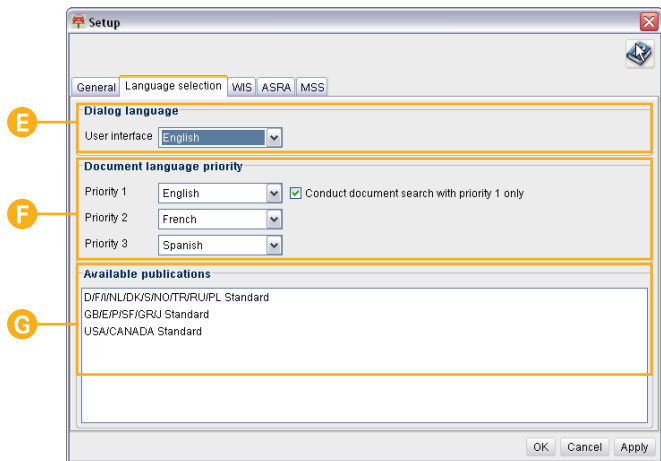
The setup window is opened in the Menu bar with "Options/ Setup" or the F2 function key.

### B Use the panels to switch between the general basic preferences and the basic preferences for the individual modules.

### "General" tab

The "General" panel is where basic preferences are set that apply to all modules.

- C • The desired paper format setting for the printout.
- D • The basic default settings.

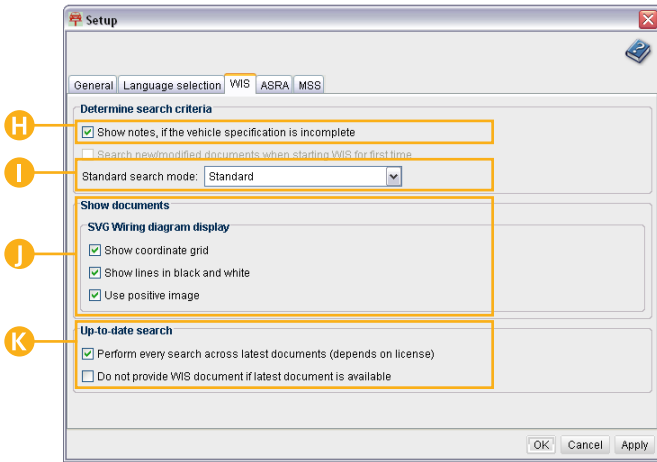


### "Language selection" tab

The language settings which apply to all modules are made in the "Language selection" tab.

- E Selecting the dialog language sets the language for the **user interface**. This affects the buttons and panel tab labels, for example.
- F Setting the priorities 1 - 3 allows you to stipulate which languages will have priority when searching for documents.
- G Each publication contains various languages. These are labeled with the country ID.

The display of available publications depends on your access authorization.




### "WIS" module tab


**H** If no complete vehicle context is selected in the vehicle identification, a message window is displayed with the option button  activated.

**I** The search mode set here is set as the default setting when starting the "WIS" module.

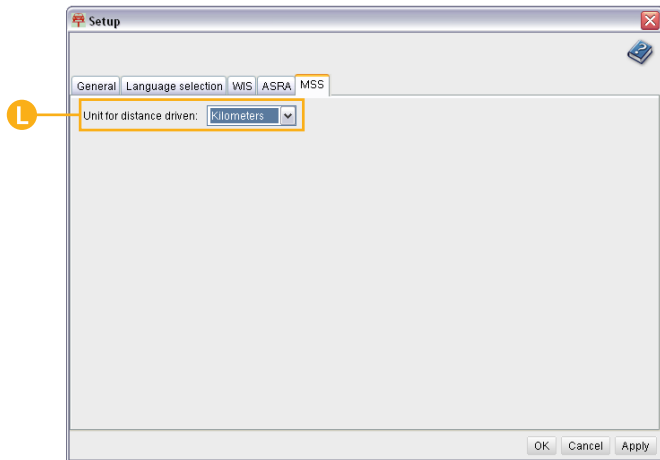
**J** The settings of the "SVG Wiring diagram display" only affect the display of new wiring diagrams (starting with model series 204) in the Document view. They define display options.

**K** It is possible to obtain a data supply with daily data updates. You can specify whether each literature search is to be made across the latest documents or not, regardless of the search option you select.

If a "latest document" is found during the literature search, then it is identified in the hit list with the  status marker.

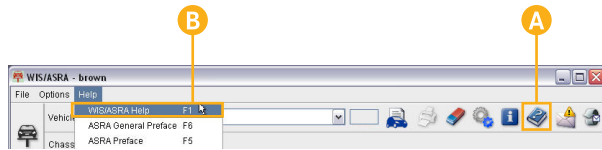
The following technical requirements must be fulfilled in order to access the latest documents :

- There is a connection to the update server for the "Latest documents" via Internet or intranet.
- Your user ID must be enabled by the administrator in order to use this function.
- Your access authorization must include the "Up-to-date search".
- You must select the "Perform every search across latest documents" option in the "WIS" panel in the Setup window.



### ***"MSS" module tab***

- L Use the pull-down menu to set whether the distance driven is to be entered in kilometers or in miles in the "ASSYST" process.




## Online Help

The application comes with an **extensive Online Help system** that can assist you with any question you may have about using the program.

This function provides assistance, regardless of whether you need information on the function of an icon, would like to obtain detailed information or require **step-by-step instructions**.

*You can open the Online Help notes as follows:*

### A "Help" icon

The  icon opens the **context-sensitive** Help function, **e.g. for the current step**.

You can navigate to other help topics with links or the Navigation bar.

### B Menu bar

When opening the Help notes from the menu bar or by pressing the function key F1, a **general help starting page** will appear. Here you can choose between various help topics. You can navigate to other help topics with links or the Navigation bar.

Online Help - Windows Internet Explorer

Online Help

WIS/ASRA – Online Help

Help topics | What's New | Start search

Welcome  
 Information for new and experienced users  
 Navigation and vehicle identification  
 WIS\* module  
 Overview of all search options  
 Determine search criteria  
 Start search  
 Show documents  
 "Bookmarks" window  
 "ASRA" module  
 "SSL" module  
 "MSS" module  
 Setup  
 Keyboard operations  
 Menu bar  
 Glossary

**"WIS" module**

### Determine search criteria

The "Determine search criteria" step is used for defining which **search mode (a)** in the "WIS" module will be used to search for documents.

Depending on the **search mode**, other search criteria such as **groups** and **information types (b)** are then selected.

→ If **all required** search criteria have been defined for the selected search mode, then the "Start search" button **(c)** in the **Control bar** is activated.

→ Click the "Start search" button **(c)** to start the search. The search progress is displayed under "**Start search**".

**!** Overview of all search options

Detailed information can be accessed by clicking one of the elements in the graphic.

1. Determine search criteria | 2. Start search | 3. Check documents

Direct search by document number:

Search mode: Standard **a**

**Groups** **b** **Information types (ITs)**

Keyword:  Group:

All groups

- 00 Overall vehicle
- 01 Complete engine, crankcase ventilation, cylinder head, crankcase
- 03 Crank assembly
- 05 Engine timing


All information types

- Repair
- Testing and repair work
- Service information
- Introduction into Service M
- Service measures and ins
- Maintenance, care, emiss



**C** **Links in running text**  
Links in running text are marked with colored text. Selecting the link displays detailed information.

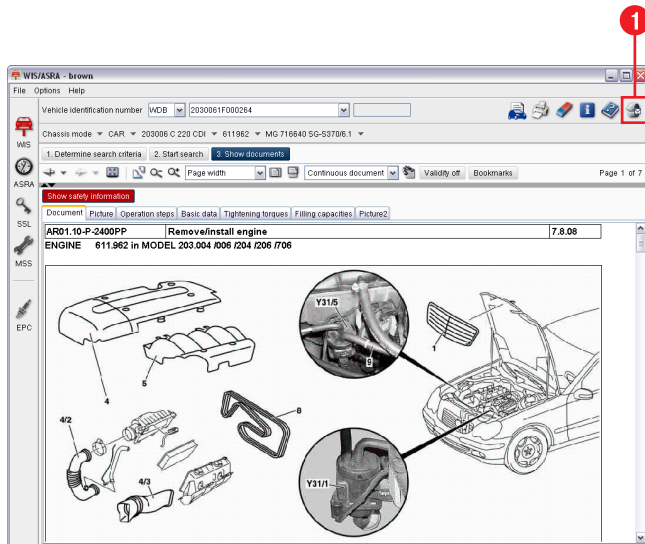
**D** **Additional links**  
Additional links are marked with an arrow and colored text. Selecting the text displays detailed information or additional information.

**E** **Links in overview graphics**  
Most of the overview graphics in the Help notes are mouse-sensitive. In sensitive areas, the mouse pointer changes from a hand  and displays additional detailed information when an element in the graphic is clicked.

**F** **Navigation bar**  
All Help topics are also included as entries in the navigation bar.


When you open the Online Help for the first time, it is advisable to read the Help topic **"Information for new and experienced users"**.

**G** **"Start search" tab**  
With the "Start search" tab, the online help can be searched for a search term.



### Write feedback

Have you discovered an error or do you have a suggestion for improving the application? No problem, you can send a feedback message to the responsible office in just a few quick and simple steps.

The  icon is prominently positioned in the application. Clicking this icon opens a feedback message screen, to which you can add a detailed description if necessary.

Depending on your basic settings, you can select an XSF, email or fax form.

Your administrator defines the setting as to which form is displayed.



