



Mercedes-Benz

Böblingen, December 3rd, 2024

End of Support and Deactivation of All Retail Data Storage 4 Terabyte (TB) Systems

We are writing to you to let you know that as of July 1st, 2025, the Retail Data Storage 4 TB product will no longer be supported by Mercedes-Benz AG, and therefore it can no longer be used for obtaining data supply through the XENTRY Update Service. This affects all Retail Data Storage systems with a 4 TB hard drive. You can recognize these systems by the "Retail Data Storage" lettering on the system's black or white front cover. All systems that bear the "Retail Data Storage +" or "Retail Data Storage 2" lettering on the system's front cover are not affected by the deactivation.

The exceeding of the useful life of 42 months is the reason for the deactivation. Mercedes-Benz AG is no longer in a position to ensure proper operation of these technically obsolete systems which have full hard drives due to the significant increase in size of Electronic Control Unit software. Therefore, the reliable and fast supply of the connected XENTRY Diagnosis devices with data and updates through the XENTRY Update Service is no longer assured.

Your Retail Data Storage 4 TB system will remain active up to June 30th, 2025. On July 1st, 2025, your Retail Data Storage 4 TB system will be automatically deactivated by remote access, and all the data stored on its hard drive will be deleted and its system software uninstalled. Retail Data Storage 4 TB systems that are switched off on July 1st, 2025, will be deactivated the next time the system is switched on.

You do not need to return your system. If you would like to return your system anyway, please do so as follows:

- If you purchased your Retail Data Storage 4 TB system from Daimler AG or Mercedes-Benz AG (all Retail Data Storage 4 TB systems with a black front cover):
 - Customers from Germany or employees at one of the market representations: Please contact our commercial support XENTRY Commercial Administration (XCA) by sending an email to xentry.customer.support@mercedes-benz.com.
 - All other customers should get in touch with their market representative.
- If you purchased your Retail Data Storage 4 TB system from mevis.tv GmbH (all Retail Data Storage 4 TB systems with a white front cover): You can return your system to Thomas-Krenn.AG (address: Thomas-Krenn.AG, ATTN: Aaron Kopp, Speltenbach-Steinacker 1, 94078 Freyung, Germany).

You also have an option to use your system for a different purpose after deactivation. This requires an adjustment of the BIOS and the hard drive which has to be done by our hardware partner Thomas-Krenn.AG. If you would like to do this, please contact Thomas-Krenn.AG by sending an email to mbox@thomas-krenn.com.



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Please note that as of July 1st, 2025, Mercedes-Benz AG will no longer be providing any technical support for Retail Data Storage 4 TB systems.

We strongly advise you to replace your Retail Data Storage 4 TB system with a system of the current Retail Data Storage product generation to continue to obtain your data supply through the XENTRY Update Service using a Retail Data Storage system. Otherwise, each of your XENTRY Diagnosis devices must download the data and updates itself via the Internet. The increased Internet download volumes will significantly impair workshop operation and – where Internet bandwidths are low – this may even result in your workshop being brought to a standstill.

Information on the current Retail Data Storage 2 model, which comes with an 18 TB hard drive, is available in the Retail Guide of the XENTRY Portal at https://xentry.mercedes-benz.com/information/content/display/updateservice_sales?product and in Mercedes-Benz B2B Connect at <https://b2bconnect.mercedes-benz.com/de/workshop-solutions/diagnosis/retail-data-storage?product>. Order your new system as early as possible so that you can commission it and connect it with your XENTRY Diagnosis devices in good time before the deactivation of your old system. This does not affect Daimler Truck AG customers, who do not need to order a new system. Orders are processed according to the date of receipt of the order.

Retail Data Storage 2 order channel:

- Customers from Germany and MOC/GD: <https://xentry-shop.mercedes-benz.com/Hardware/RETAIL-DATA-STORAGE-2.html>
- Customers outside Germany: Please get in touch with your market representative.

To make sure that the switch from your old system to Retail Data Storage 2 is as easy as possible for you, we advise you export the configuration settings for your Retail Data Storage 4 TB system over the WebGUI before July 1st, 2025. You can access WebGUI by entering the IP address for your Retail Data Storage 4 TB system in the browser. You can then import the exported configuration when commissioning your new Retail Data Storage 2 system. Instructions on how to do this are available in the XENTRY Update Service and Retail Data Storage user guide, that you can call up at https://xentry.mercedes-benz.com/information/content/display/updateservice_implementation. Data currently stored on the hard drive of your Retail Data Storage 4 TB system, do not need to be transferred to your new Retail Data Storage 2 system. The current data are downloaded automatically by your new Retail Data Storage 2 system after it has been activated and commissioned.

Contact in event of any questions:

- For commercial questions (customers from Germany and MOC/GD): Email to xentry.customer.support@mercedes-benz.com
- For commercial questions (customers outside Germany): Please get in touch with your market representative.
- For technical questions (customers from the USA): mbdiagnosis@mbusa.com
- For technical questions (customers outside the USA): XENTRY Diagnosis User Help Desk (UHD), through XSF/XSS support ticket in the "XENTRY Diagnosis" category.

Kind regards,

GCSP/OR Team