



Mercedes-Benz

Böblingen, 08. January 2025

Information regarding the extraordinary termination of XENTRY Diagnosis Kit 3 StartKeys and lease contracts on 30.06.2025 and information regarding the end of support for XENTRY Diagnosis Kit 3

The XENTRY Diagnosis Kit 3 systems have exceeded their recommended useful life of 42 months, and Mercedes-Benz AG can no longer guarantee that these technically obsolete systems will work correctly. In addition, these systems have the Windows 10 operating system installed, for which Microsoft will end support in 2025 and will no longer provide security updates.

For these reasons, all StartKeys used with XENTRY Diagnosis Kit 3 systems and all lease contracts for XENTRY Diagnosis Kit 3 systems will terminate on 30.06.2025.

The core component of the XENTRY Diagnosis Kit 3 is the XENTRY Diagnosis Pad, which can be identified by the "Panasonic" lettering on the top left edge of the screen. All XENTRY Diagnosis Kit 4 systems and XENTRY Diagnosis Pad 2 – identified by the "Winmate" lettering on the bottom edge of the screen – are not affected by this.

What does this mean for you?

- The last XENTRY Diagnosis Software release provided for XENTRY Diagnosis Kit 3 is Release 12/2024; this can be used on XENTRY Diagnosis Kit 3 systems until 30.06.2025. Add-ons for XENTRY Diagnosis Kit 3 systems will continue to be supplied until 30.06.2025.
- As of 01.07.2025, technical support for XENTRY Diagnosis Kit 3 systems will no longer be offered.
- All StartKeys created for XENTRY Diagnosis Kit 3 systems are valid until 30.06.2025 at the latest, regardless of the order date and their actual lifespan.

As you are leasing a XENTRY Diagnosis Kit 3, the termination of the lease contract and the StartKeys and the end of support affect you:

- Please order a XENTRY Diagnosis Kit 4 in good time, to ensure that you can keep working.
- After receiving your new XENTRY Diagnosis Kit 4 – and at the latest at the end of the contract period – please return your XENTRY Diagnosis Kit 3 system to Mercedes-Benz in order to avoid further invoicing for lease payments.

As you have purchased a XENTRY Diagnosis Kit 3, the termination of the StartKeys and the end of support affect you:

- Please order a XENTRY Diagnosis Kit 4 in good time, to ensure that you can keep working.
- Your XENTRY Diagnosis Kit 3 system does not need to be returned. However, if you would like to return your system to Mercedes-Benz AG for disposal, please proceed as follows:
 - Customers in Germany or employees of a national representative: Please contact our commercial support team XENTRY Commercial Administration (XCA) by sending an email to xentry.customer.support@mercedes-benz.com.
 - All other customers should get in touch with the local national representative.

Mercedes-Benz Group AG, Stuttgart, Germany

Sitz und Registergericht/Domicile and Court of Registry: Stuttgart, HRB-Nr./Commercial Register No.: 19360

Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Martin Brudermüller

Vorstand/Board of Management: Ola Källenius, Vorsitzender/Chairman; Jörg Burzer, Renata Jungo Brüngger, Sabine Kohleisen, Markus Schäfer, Britta Seeger, Hubertus Troska, Harald Wilhelm



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Information on the current XENTRY Diagnosis Kit 4 model can be found in the Retail Guide of the XENTRY Portal at https://xentry.mercedes-benz.com/information/content/page/kit4_sales and in Mercedes-Benz B2B Connect at <https://b2bconnect.mercedes-benz.com/de/workshop-solutions/diagnosis/xentry-diagnosis-system>. Please order your new system as soon as possible so that you can get it up and running and connected to your Retail Data Storage in good time before 01.07.2025. Purchase orders are processed by date of receipt of the order.

XENTRY Diagnosis Kit 4 ordering route:

- Customers in Germany and MOC/GV: <https://xentry-shop.mercedes-benz.com/Hardware/XENTRY-DIAGNOSIS-KIT-4.html> or in a bundle with the XENTRY Scope measuring kit <https://xentry-shop.mercedes-benz.com/Hardware/XENTRY-DIAGNOSIS-KIT-4-SCOPE.html>
- Customers outside Germany: Please get in touch with your local national representative.

To ensure that the switch from XENTRY Diagnosis Kit 3 to XENTRY Diagnosis Kit 4 is as easy as possible for you, we recommend that you export the configuration settings of your XENTRY Diagnosis Kit 3 by the 30.06.2025 so that you can then import these into your new XENTRY Diagnosis Kit 4 system.

Please notify your customers of the above changes and information.

Contact in event of any questions:

- For commercial questions (customers in Germany and MOC/GV): Send an email to xentry.customer.support@mercedes-benz.com
- For commercial questions (Customers outside Germany): Please get in touch with your local national 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.

Sincerely,

Your GCSP/OR Team