



B2B CONNECT

19 JANUARY 2026 UPDATE



B2B Connect Update - 19 January 2026

1

How-To Video Library

New “How-to” video library into the help section to help users by providing enhanced guidance on platform usage.

2

DSB Summary & Confirmation

New DSB summary and confirmation feature, allowing users to review and verify their inputted DSB entries before finalising the service documentation.

3

Support Chatbot

AI Chatbot incorporated into B2B Connect which will support users with all questions regarding B2B Connect and Mercedes-Benz products.

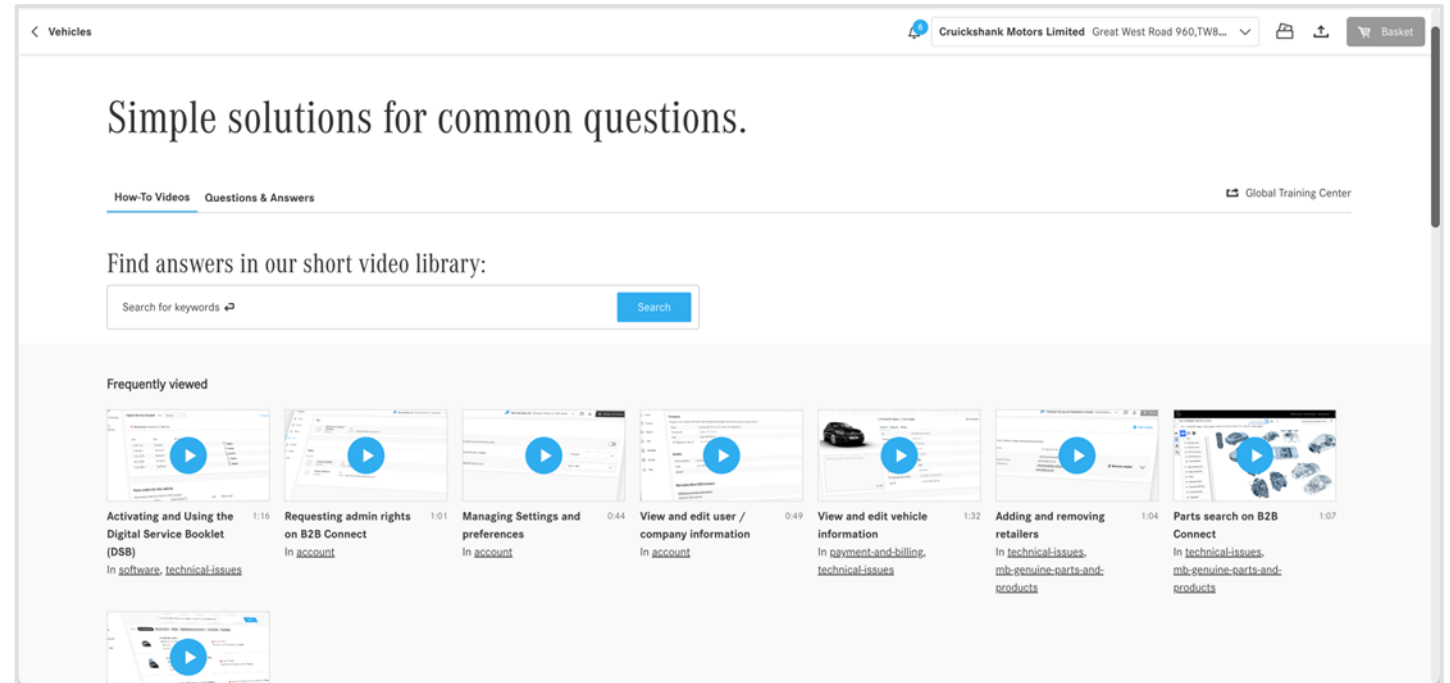
4

Additional Updates

- New XENTRY Diagnosis Kit 5
- Mercedes-Benz Global Training Centre

How-To Video Library

- ❑ New “How-To” video library, integrated into the help section.
- ❑ 24 short videos that explains the functionality of key features on B2B Connect.
- ❑ Additional videos will be added in the future.



DSB Summary and Confirmation

- ❑ New DSB Summary & Confirmation feature introduces verification step before users finalise a DSB entry.
- ❑ Provides an overview of the completed form, allowing users to review their entries for accuracy and correctness.
- ❑ Changes to DSB entries are only possible for a limited period of a two weeks after the initial input. After this, a Support ticket will need to be raised within B2B Connect to make any modifications.

The screenshot shows a web interface for reviewing a service entry. At the top, a grey banner contains an information icon and the text: "Please verify your entries. If you need to change any of the data you have entered at a later date, you must create a ticket." Below this, the main content is titled "Service A" and is divided into three columns: "Details", "Additional work", and "Oil change".

Details	
Date	Mileage at service*
09.01.2026	50.555 km
Workshop code	Repair order number*
505	-
Workshop	-

Additional work
-

Oil change

Type	Quality
-	-

Notes
Internal
Vehicle contains optional performance parts.
For the customer
Brake replacement on next service recommended.

Next service: Delayed (since 1575 days)

At the bottom, there is an "Edit entries" button on the left, a checkbox labeled "All work was carried out according to manufacturer specifications." which is checked, a "Save and export" button, and a blue "Submit" button on the right.

Support Chatbot

- New AI Chatbot will support users with any questions related to product and services on B2B Connect.
- Always-on-support, available 24/7.

The screenshot displays the Mercedes-Benz B2B Connect web application. The top navigation bar includes the Mercedes-Benz logo, 'Product Information', 'Need help?', 'Standardised navigation', 'Provider / Data privacy', 'EN', a search bar, and a 'Log out (B2B Testuse...)' link. The main header shows 'Mercedes-Benz B2B Connect' and 'Mercedes-Benz AG Seeburger Straße 27,13581,Berlin'. A search bar prompts users to 'Search for VIN, model, license plate or customer name and hit enter'. Below this, a 'Show' filter is set to 'All (relevance)', with other filters like 'Upcoming service', 'Recent orders', 'Recall', 'Customer service measures', 'Last opened', 'Forwarded', and 'To be deleted' available. The main content area lists four vehicles with their details and service status:

Vehicle Model	VIN	Service Status	Actions
C 250 BlueTEC Sedan / C 250 d Sedan	WDD2050081F104441	Forwarded vehicle	View, Customer service measures View, Repair And Maintenance Access
C 250 BlueTEC 4MATIC / C 250 d 4MATIC Sedan	WDD2050091R265543 Max TKA990123	Forwarded vehicle, Service delayed since 192 days	View, Order parts, Recall View, Repair And Maintenance Access
C 180 BlueEFFICIENCY Sedan	WDD2040311A814230	Service delayed since 3318 days	Order parts, Repair And Maintenance Access
V 200/220/250 d 4MATIC	WDF44781113089970 4MATIC 220	Service delayed since 1706 days, Order placed	Order parts, View, Repair And Maintenance Access

On the right side, a chatbot interface is visible, outlined in blue. It contains the following text:

How can I help you today? Select a topic or type your question into the chat box below.

Abilities and limitations:

- Answer questions about B2B Connect and its features and product portfolio. Provide tips and explanations.
- No access to parts information.
- No access to repair and maintenance information.
- No access to the DSB or individual vehicle information.

Help topics listed:

- > Help me with account identification
- > How do I set up PingID?
- > How can I add a retailer?
- > How to order parts?

At the bottom of the chatbot interface, there is a text input field labeled 'our message ...' and a blue send button.

Additional Updates

XENTRY Diagnosis Kit 5

- Replacing XENTRY Diagnosis Kit 4, the updated product will set new standards for efficiency, reliability and future readiness in the Mercedes-Benz workshop. With up to 50% faster quick tests and shorter diagnosis entry times.
- Order from 12 January 2026.



Mercedes-Benz Global Training Centre

- Now integrated into B2B Connect, the Mercedes-Benz Global Training Centre will show important information regarding B2B Connect info-sessions and links to official Mercedes-Benz training. The link to this can be found in the help section and on the footer of B2B Connect.

