



Diagnosics and repair products intended for independent repairers

Complete diagnostics and repair solution

CITROËN offers a diagnostics and repair solution intended for Independent Repairers servicing and repairing vehicles in the European Economic Area, Turkey and Switzerland. This solution is particularly suited to independent repairers carrying out a significant volume of work on CITROËN vehicles. It is similar to that made available to CITROËN Approved Repairers for the diagnostics, repair and servicing of the marque's vehicles.

Content

This diagnostics solution is offered for hire in the form of a pack comprising:

- An ultra-portable PC including Windows 10, Symantec Internet Client Security.
- The Lexia/CITROËN Planet System/Diagbox electronic diagnostics and repair software suite,
- A PSA XS Evolution vehicle communication interface,
- A Kevlar protective case,
- A wireless access point,
- Hardware assistance and maintenance.

Conditions of access

Writing functions (Downloading/configuration/pairing/programming)

In order to access the functions permitting writing to the ECUs of CITROËN vehicles (Downloading/configuration/pairing/programming), you must provide proof of regular attendance of the training courses necessary for correct use of the CITROËN diagnostic tool:

- An initial training module of a duration of 15 hours,
- An annual on-going training module of a duration of 4 hours.

For further information about these training courses, please contact the CITROËN representative of your country.

Prices

The complete diagnostics solution is offered in the form of hire for a period of 36 months. The full hire price* is €7120.

(*) These prices are understood to be in Euros Exclusive of Taxes.

Ordering

If you wish to order this diagnostics solution or obtain further information and/or place an order in the context of the CITROËN General Conditions, please contact the CITROËN representative of your country or send an email to the address toolsorders@mpsa.com



Solution for diagnostics and repair by VIN

CITROËN also offers a diagnostics and repair solution for a given VIN. This solution is particularly suited to Independent Repairers occasionally carrying out servicing and repairs on CITROËN vehicles in the European Economic Area, Croatia, Turkey and Switzerland.

So, the Independent Repairer can obtain a so-called "Token" licence authorising it, for a CITROËN vehicle that it identifies by its VIN in CITROËN's systems, to use the software for the diagnostics and repair of ECUs fitted on vehicles of the CITROËN Marque, the Diagnostic Procedures(*) and the technical data of the said vehicle, which, furthermore, are used by the members of the selective network of CITROËN Approved Repairers, to allow it to carry out the servicing and repair of the said CITROËN vehicle in its charge.

Content

Initially, you must pay on line for a so-called "Token" Licence which grants the right to:

- consult the Diagnostic Procedures* and the technical data for a CITROËN vehicle that you will identify by its VIN in CITROËN's systems, and
- download the CITROËN electronic diagnostics and repair software suite (Lexia/CITROËN Planet System/DiagBox) in order to carry out the ECU fault code reading, downloading, configuration, pairing and programming operations for a CITROËN vehicle that you will identify by its VIN in CITROËN's systems.

A token allows you to carry out the operations mentioned above on the CITROËN vehicle identified by its VIN in our systems for a duration of 7 calendar days (Saturday, Sunday, public holidays and/or non-working days included) starting from the time of this identification. This period of time does not correspond to a connection time.

Example: If a VIN is identified on Thursday 29th April 2010 at 9 a.m., the unit authorisation will be valid until Thursday 6th May 2010, 9 a.m. (local time).

A token must be used within one year following validation of the payment on line, failing which it will be lost automatically and irrevocably with no possibility of reimbursement.

Conditions of access

Use of the computer and internet connection hardware below is recommended by CITROËN to ensure correct use of the token. CITROËN may change this list at any time, the REPAIRER is bound by all of these modifications.

You are free to choose not to follow these recommendations, under your sole and full responsibility. In this case, CITROËN will not accept any responsibility and/or guarantee concerning malfunctions, interruptions and other technical difficulties that you may encounter while using any Token.



Computer equipment

We recommend the following minimum specifications:

- PC, 2 free USB ports
- Operating system, exclusively: Microsoft Windows 7 (32 bit) or Microsoft Windows 10 (64 bit)
- x86 processor with minimum frequency of 1.9 GHz
- 4 GB RAM minimum
- 11 GB free space minimum on the disk
- Minimum resolution: 1024x768 (VGA)
- An internet connection. Internet Explorer version 8, 9, 10 or 11. Wifi network card 802.11 b/g/n or Ethernet 10Mbit/s

Communication card

Two choices are possible:

- If you have a vehicle communication interface which conforms to standard SAE J2534 Pass-Thru, only the writing functions are guaranteed.

We certify that the following communication cards work with Diagbox:

XS 2G – ACTIA

MongoosePro MFC2-BT – Drew Technologies

As no request was received for the other Pass-thru cards to be certified, the correct functioning of any other communication card is not guaranteed for the diagnostic operations.

- If you have a PSA XS Evolution vehicle communication interface, the software will offer all its functions.

To order a PSA XS Evolution vehicle communication interface: toolsorders@mpsa.com

Writing functions (Downloading/configuration/pairing/programming)

In order to access the functions permitting writing to the ECUs of CITROËN vehicles (Downloading/configuration/pairing/programming), you must provide proof of regular attendance of the training courses necessary for correct use of the CITROËN electronic diagnostics and repair software:

An initial training module of a duration of 15 hours,

An annual on-going training module of a duration of 4 hours.

For further information about these training courses, please contact the CITROËN representative of your country.

Note: The reprogramming of an ECU requires the pre-requisites displayed in the procedure to be strictly followed, otherwise the component may be irreparably damaged.

Prices

The price of a Token is €35. This is an all-inclusive price (*). CITROËN reserves the right to change it at any time.

(*) These prices are understood to be in Euros Exclusive of Taxes.

Ordering

You can order a Token directly on line in the context of the CITROËN General Conditions.



Other information

The technical information listed below is strictly reserved to companies specialising in the development, production and sale, in association with automobile repair professionals, of replacement on-board diagnostic systems or replacement parts for such systems, diagnostic tools and/or testing equipment for vehicles and/or specialising in carrying out servicing operations of the aforementioned products.

Manufacturers of systems using alternative fuels

To obtain information relating to the design and manufacture of systems using alternative fuels, please send your request by email to diagnostic_tech_spec@mpsa.com specifying your contact details and the vehicles and engines to which your request relates.

Designers of parts interacting with the on-board diagnostics system (OBD)

To obtain information relating to the design of parts interacting with the on-board diagnostics system (OBD), please send your request by email to diagnostic_tech_spec@mpsa.com specifying your contact details and the vehicles and engines to which your request relates.

Information enabling the design of diagnostic tools and testing equipment

To obtain information relating to the design of diagnostic tools and testing equipment, please send your request by email to diagnostic_tech_spec@mpsa.com specifying your contact details and the vehicles and engines to which your request relates.

Note: The catalogue of technical specifications of ECUs is available in the section « Order / technical specifications of ECUs »