



### Requesting a Return Label for End of Life (EoL)

When your XENTRY hardware rental contract ends, you are required to return the rented XENTRY hardware and components. Mercedes-Benz AG offers you the option to request a free return label. This allows you to easily return your XENTRY hardware free of charge to Mercedes-Benz AG and fully terminate the underlying rental contract.

You can easily request the return label in our XENTRY Shop. Here you can **register a return** or **view an existing return**.

Provider/Privacy Need help? Change language

Mercedes-Benz Products Search for description / item n

Account Return label Reports Notice list Cart

## Welcome to the XENTRY Shop!

In the XENTRY Shop, you can order all hardware and software products that you need to diagnose Mercedes-Benz vehicles.

### Return shipment

Register and Download Return label – possible without Sign in or Registration.

[Start now](#)

### Registration Request

Registration is necessary in order to be able to use the full functionality.

[Join now](#)

### Log in

[Log in](#)

### Register a Return

1. To request a return label, first click on the “Return label” button.

Provider/Privacy Need help? Change language

Products Search for description / item n

Account **Return label** Reports Notice list Cart



## Return of XENTRY Diagnosis Systems (Valid from 08/2025)

XENTRY Diagnosis

2. You will be taken directly to the page to register a return.

Provider/Privacy Need help? Change language

Mercedes-Benz Products Search for description / item n

Account Return label Reports Notice list Cart

**Register return** View existing returns

GS-ID or CRISP-ID\*

or country code and company number

Document type\*  
Please choose

\* Required field

Continue

3. To register a return, you will need your customer number:

- GS-ID e.g. GS12345678
- CRISP-ID e.g. I00000XX12

Next, select the document type according to your case. In this case, it is an EOL (End-of-Life) case.  
Finally, confirm by clicking “Continue”.

**Register return** View existing returns

GS-ID or CRISP-ID\*

or country code and company number

Document type\*  
Please choose

Please choose

EOL

Service

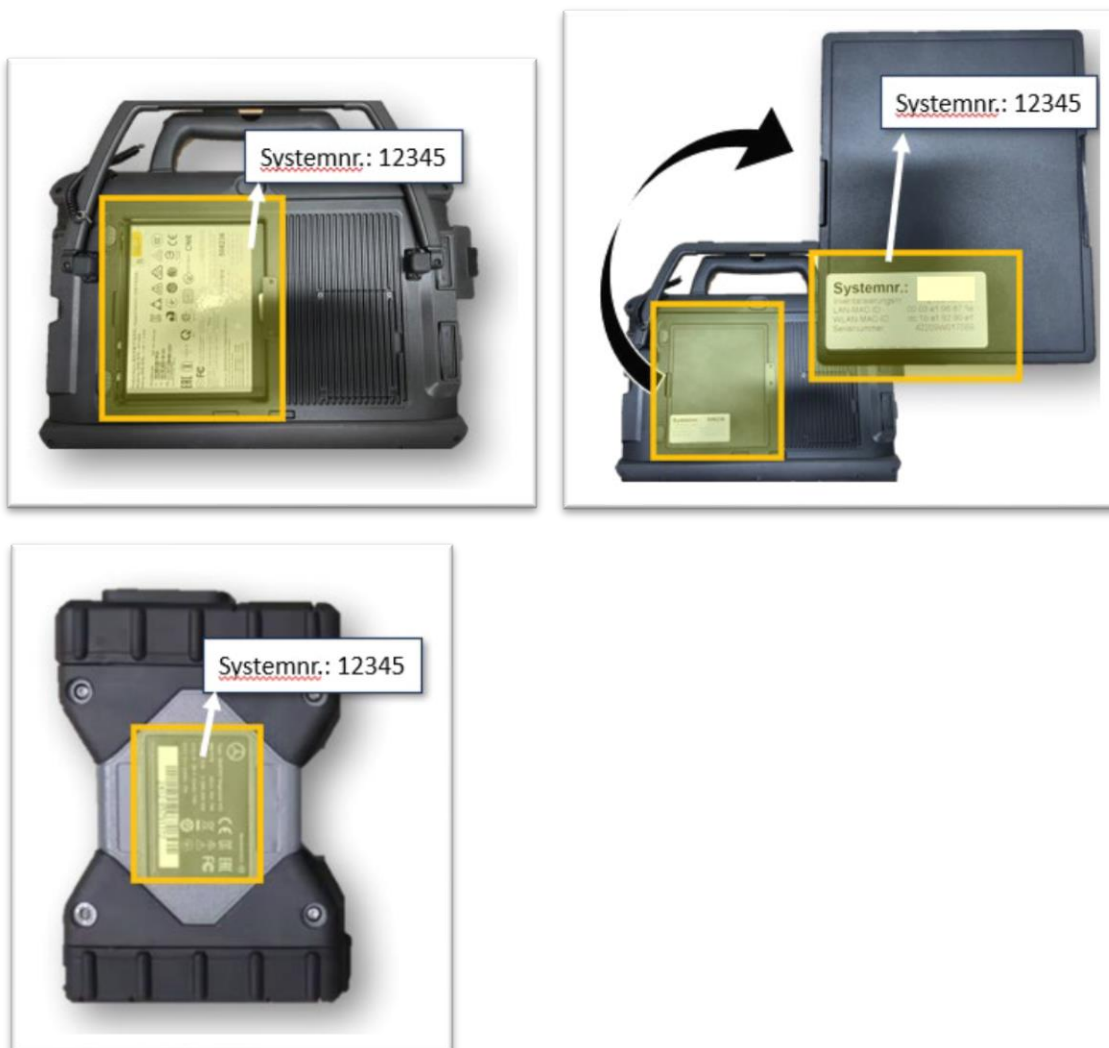


Return of XENTRY Diagnosis Systems  
(Valid from 08/2025)

XENTRY Diagnosis

4. Now you need to provide additional information:


- a. The “System number” of the components you wish to return.  
You can identify them as follows, for example:



- b. Your company name under “Customer”
- c. Email address (entered twice for confirmation)

Then, click “Submit” to have the information checked by the system.





**Retoure anmelden****Bestehende Retouren ansehen**

GS-ID oder CRISP-ID\*  
GS12345678

oder Ländercode und Betriebsnummer

Dokumententyp\*  
EOL

Systemnummer\*  
123456

Kunde\*  
Mustermann GmbH

E-Mail\*  
max.mustermann@mustermann.de

E-Mail wiederholen\*  
max.mustermann@mustermann.de

\* Pflichtfeld

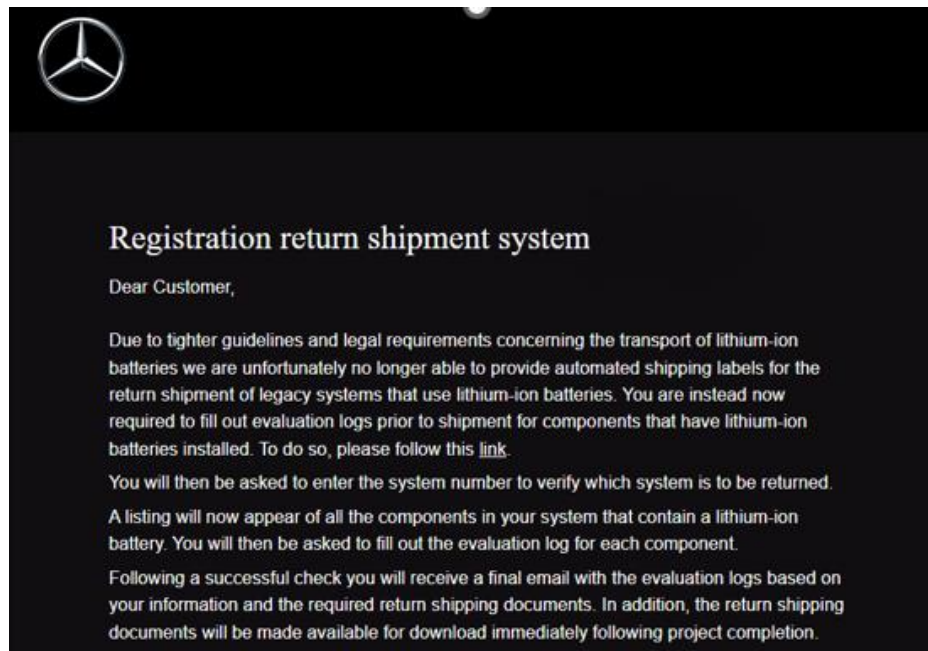
ZurückAbsenden

5. After successful verification, you will receive a confirmation email with further information and a link.

**Register return** **View existing returns**

Your registration has been successful. We have sent you  
an Email with more Information.

**Back to home page**



6. Follow the link in the email. You will be taken directly to “View existing returns”, where you can now access the registered return. Enter the system number for the registered return.

The screenshot shows the 'Show return' page in the Mercedes-Benz XENTRY Diagnosis system. The page has a dark header with the Mercedes-Benz logo, 'Mercedes-Benz' text, 'Products' link, a search bar, and navigation icons for Account, Return label, Reports, Notice list, and Cart. The main content area is light gray and contains the title 'Show return'. Below the title, it says 'For verification, please enter the system number of the system to be returned:'. There is a text input field labeled 'System number\*' and a 'Reset' link. To the right of the input field is a blue 'Submit' button. A small asterisk note at the bottom left indicates '\* Required field'.

7. You will then see an overview of your request and can view its current status:
  - a. Open: Battery test protocol still needs to be completed
  - b. Completed: Battery test protocol completed



## Show return

For verification, please enter the system number of the system to be returned:

System number\*  
123456

Reset

Submit

\* Required field

System number	Battery Safety Assessments	Status
123456	XENTRY Tab, XENTRY Tab 2, XENTRY Pad	Open <a href="#">Open</a>


☐ I hereby confirm that I have understood all questions and have provided all information and answers to the best of my knowledge and belief. I therefore acknowledge and agree to use the provided return label only to ship the specified system. I'm aware that I may only ship devices with lithium-ion batteries if the lithium-ion batteries have been installed in the device, tested and assessed as safe for transport.

[Download return label](#)

open: Battery test protocol still needs to be filled out

completed: Battery test protocol completed

8. Next, the data for the battery test protocol "Battery Safety Assessment" must be reviewed, entered, or supplemented if necessary. You can do this using the following button:

System number	Battery Safety Assessments	Status
123456	XENTRY Tab, XENTRY Tab 2, XENTRY Pad	Open <a href="#">Open</a> 



PLEASE NOTE THE INSTRUCTIONS FOR THE BATTERY SAFETY ASSESSMENT!  
(See example Panasonic XENTRY Pad)

## PANASONIC LITHIUM BATTERIES ASSESSMENT "XENTRY Tab, XENTRY Tab 2, XENTRY Pad"

By answering all questions NO, the assessor confirms that the battery is safe for transportation.

A positive reply on any of the questions below or an incomplete form should result in the product not to be transported by DHL and/or any other Couriers. Closer investigation is required by an expert to determine the correct mode of transport (using specialized transport company). Please Call the Panasonic Helpdesk via the contact numbers below to report the issue.




9. Once all data has been entered and the return has been successfully verified, the status will be set to closed. You can then use the button to download the generated return label.

**Status**

**Completed** >

d return label only to ship the specified system. I'm aware that I may only

 **Download return label**



PLEASE NOTE THE SHIPPING INSTRUCTIONS!




## Return of XENTRY Diagnosis Systems (Valid from 08/2025)

XENTRY Diagnosis

### View Existing Returns

You can also access already registered returns later and download the return label. To do this, go to the “View existing returns” category.



[Register return](#) [View existing returns](#)


or country code and company number

\* Required field [Continue](#)

1. To retrieve an existing return, you will need your customer number:
  - a. GS-ID e.g. GS12345678
  - b. CRISP-ID e.g. I00000XX12

Next, in an EOL case, enter the known system number, e.g. 123456  
Then confirm by clicking “Continue”.

2. For confirmation, you will again need the already registered system number. Please enter it.

 Mercedes-Benz [Products](#)  [Account](#) [Return label](#) [Reports](#) [Notice list](#) [Cart](#)

### Show return

For verification, please enter the system number of the system to be returned:

[Reset](#) [Submit](#)

\* Required field

3. You will then see an overview of your request and can view its current status:
  - a. Open: Battery test protocol still needs to be completed
  - b. Closed: Battery test protocol completed



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### Show return

For verification, please enter the system number of the system to be returned:

System number\*  
123456

Reset

Submit

\* Required field


System number	Battery Safety Assessments	Status
123456	XENTRY Tab, XENTRY Tab 2, XENTRY Pad	Open <a href="#">Open</a> >

☐ I hereby confirm that I have understood all questions and have provided all information and answers to the best of my knowledge and belief. I therefore acknowledge and agree to use the provided return label only to ship the specified system. I'm aware that I may only ship devices with lithium-ion batteries if the lithium-ion batteries have been installed in the device, tested and assessed as safe for transport.

Download return label

open: Battery test protocol still needs to be filled out  
completed: Battery test protocol completed

4. Next, the data for the battery test protocol “Battery Safety Assessment” must be reviewed, entered, or supplemented if necessary. You can do this using the following button:

System number	Battery Safety Assessments	Status
123456	XENTRY Tab, XENTRY Tab 2, XENTRY Pad	Open <a href="#">Open</a>  >

5. Once all data has been entered and the return has been successfully verified, the status will be set to closed. You can then use the button to download the generated return label.