



TECHNICAL INFORMATION OFFER FOR INDEPENDENT OPERATORS & TESTING CENTRES

Automobiles Citroën hereafter called the "Manufacturer", provides **independent operators** ⁽¹⁾ with the technical information they need to carry out their activities on the Manufacturer's vehicles, on the website <https://public.servicebox-parts.com> hereafter called the "Website"

The Manufacturer also provides **periodic roadworthiness testing centres** ⁽²⁾ with the technical information they need to inspect the Manufacturer's vehicles.

(1) "independent operator" means a natural or legal person, other than an authorized dealer or repairer, who is directly or indirectly involved in the repair and maintenance of vehicles as define in the regulation (EU) 2018/858 of the European Parliament and of the Council of May 2018.

(2) "testing centre" means a public or private body or establishment authorized by a Member State to carry out roadworthiness tests (implementing act 2019/621/UE to Directive 2014/45/EU).

I. TECHNICAL DOCUMENTATION

The Website offers two types of services:

- Free services: The services accessible without subscription.
- Subscriber Services: Services accessible with paying subscription.

Content Free services (free access)

Document	Description	Vehicles
Products for professionals	Catalog of products recommended for the repair of the Manufacturer's vehicles	Current range
User Guides	Vehicle operating instructions (on-board documents)	
Tyres catalog	Catalog of multibrand tyres	
Multibrand accessories catalog	Catalogues of accessories designed to equip the vehicles in the range	
ReNew Reparation Electronic Parts	Catalog for repairing electronic parts	
ServiceBox MultiBrand	Catalog for multi brand vehicles spare parts	

Important clarifications :

A possible date of precedence announced corresponds to the online availability of complete documentation for the vehicle concerned.

A code that can sometimes be attached to the commercial name of the vehicle identifies:

- The successive versions, displayed in the order in which they appear.
- Country-specific versions.

Subscriber services (paying access)

Document	Description	Vehicles
Labor times	Billing time for interventions	Manufacturer's vehicles since XSARA (1997) and BERLINGO (1996)
Technical Service Bulletin (TSB) ⁽³⁾	Technical solution to identified problems	
Methods	Repair methods and specific tools	
Schematic	Wiring diagrams	
Maintenance plan ⁽³⁾	Service shedule including Service checklists	
Spare parts	Manufacturer Spare Parts Catalogue	
Diagnosis ⁽³⁾	Diagnostic assistance, Data Trouble Codes	Manufacturer's vehicles since XSARA PICASSO
Accessories	Catalogues of accessories designed to equip the vehicles in the range	Current range

⁽³⁾ Need to enter the VIN of the vehicle concerned to display the documents.

Note: Important clarifications given for the section on self-service remain applicable here.

Tariffs year 2021:

Subscriber Services:

Technical Documentation + Spare parts and Accessories Catalogues for all types of vehicles:

- 1 hour subscription : 7,5 € excl. VAT
- 1 day (24h) subscription : 28 € excl. VAT
- 1 week (7 days) subscription : 115 € excl. VAT
- 1 month (30 days) suscription : 330 € excl. VAT
- 1 year (365 days) subscription : 2240 € excl. VAT

Technical documentation + Spare Parts and Accessories Catalogues only for Light Commercial Vehicles. Suscriptions only available for Belgium, France, Italy, Portugal, Poland, Grece, Czech Republic, Lithuania, Slovakia :

- 1 hour subscription : 7,5 € excl. VAT
- 1 day (24h) subscription : 28 € excl. VAT
- 1 week (7 days) subscription : 115 € excl. VAT
- 1 month (30 days) suscription : 231 € excl. VAT
- 1 year (365 days) subscription : 1568 € excl. VAT

Spare Parts and Accessories Catalogues only for all type of vehicles:

- 1 hour subscription : 5 € excl. VAT
- 1 day (24h) subscription : 15 € excl. VAT
- 1 week (7 days) subscription : 30 € excl. VAT
- 1 month (30 days) : 50 € excl. VAT
- 1 year (365 days) subscription : 150 € excl.VAT

NB: the Spare Parts catalog is available at no extra cost if you subscribe to the technical documentation.

The Manufacturer reserves its rights to amend these prices at any time.

Contact

Reserved for Independent Operators.

☞ Publishers of technical information :

Contact us at: documentationtechniqueediteurs@mpsa.com

☐ Other Independent operators :

If you have any difficulty using the site, please contact us on:
servicebox-contact@mpsa.com (Enter your customer code)

II. INFORMATION FOR PERIODIC ROADWORTHINESS TESTS

Content

The technical information listed below is intended exclusively for companies specializing in carrying out periodical roadworthiness tests.

Document	Description	Vehicles
Technical Information for roadworthiness tests ⁽⁴⁾	Technical information necessary for periodic roadworthiness testing of the items to be tested (implementing act 2019/621/UE to Directive 2014/45/EU)	Vehicles subject to periodic roadworthiness tests pursuant to Article 2 of Directive 2014/45/EU, which are first registered or first put into service in a Member State as from 20 May 2018 ⁽⁵⁾

⁽⁴⁾ Need to enter the VIN of the vehicle concerned to display the documents.

⁽⁵⁾ The technical information are made available not later than 6 months after the registration or entry into service of the vehicle.

Tariffs year 2021 :

The price for consulting the set of technical information for one VIN is **5 €** ex VAT for 7 days

Payment :

Subscriptions are paid directly on the WEBSITE by credit card. Transactions are totally secure, all bank data is encrypted

The price is quoted in euros excl. tax.

“MANUFACTURER” reserves its rights to amend this price at any time.

Contact :

Exclusively reserved for testing centre (authorized companies specializing in carrying out periodical roadworthiness tests). If you have any difficulty using the site or related request, please contact us on:

- informationtechniquepti@mpsa.com