Diagnostics and repair products intended for independent repairers

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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.
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 (CITROËN DiagBox or WebDiagBox VCI Gateway) 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 2026 at 9 a.m., the unit authorisation will be valid until Thursday 6th May 2026, 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.

Prices

The price of a Token is €46,20. 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.

DiagBox installation

For a full DiagBox installation and usage

Computer equipment

We recommend the following minimum specifications:

- PC
- Operating system, exclusively: Microsoft Windows 11 (64 bit)
  NB: *On Windows 11, the software DiagBox must be "Run with Administrative Privileges"*
- x86 processor with minimum frequency of 1.9 GHz
- 8 GB (Recommended 16 Go)
- 11 GB free space minimum on the disk
- Chrome or Edge navigators
- 2 free USB ports
- An internet connection
- Minimum resolution: 1024x768 (VGA)
- Wi-Fi network card 802.11 b/g/n or Ethernet 10Mbit/s

Antivirus software/Firewall :

a) Should not prohibit the various processes

COMPONENTS	PROCESS
DDC	PsaAgent.exe httpd_ddc.exe (x2) psaSingleSignOnManager.exe (XP) DdcECUReader.exe DccFsmRunner.exe
EDiag	eclipse.exe 9w.exe
SIM	Sim.exe
ACTIA-DiagBOX	AWFInterpreter_vc80.exe AWACServer.exe AWRSrv.exe diagnostic.exe WSTransformer.exe MCComm.exe
Data base server Firebird	Fbguard.exe FbServer.exe

b) Should not block communication ports

PROTOCOL	PORTS
HTTP	80
HTTPS	443
SFTP	22

COMPONENTS	PORTS
DDC	2000 to 42004 2006 to 42019 2100 2443
eDiag	738 et 3739
SIM	738
ACTIA-DiagBox	081 085 090 095 101 0010 5100 5101 and following (depends on the umber of listening clients) 5300 2002 2010
Data base server Firebird	050

c) Do not perform scans on APP and AWRoot directories
d) Should not block the executable DiagBox_setup_Vxx.yy.exe that can be launched during a DiagBox installation
Note : xx corresponds to the major version of DiagBox and yy corresponds to the minor version of DiagBox.

This required configuration is valid for the year 2026. It might be subject to change at any given moment depending on technical evolutions.

For a DiagBoxCloud installation and usage

Prerequisites to install/use VCI Gateway

- The VCI Gateway should be only installed and used on Microsoft Windows 10 & 11
- The User must have administrator rights to install the VCI Gateway software.
  If the User doesn't have administrator rights, No installation of VCI Gateway (Access denied)
- **UAC** « User Account Control Settings » recommendation : it **should** be at level "**Never notify**"
  Control panel > User accounts > Change user account control settings
  Note:
  If **UAC** is at level **3**, a popup asks you to allow this app to make changes to your device
  Then follow the instructions on the screen.
- The VCI gateway should also be allowed to access private and public network by your firewall
  Example for Windows defender Firewall



Tick **Private networks** & **Public networks**, then click on **Allow access**

Prerequisites to use DiagBoxCloud web user interface

Operating systems

DiagBoxCloud is supported on the following operating systems:

- Microsoft Windows 10 & 11
- Mac Os X 10.11 minimum
- Android
- iPadOS

Browsers

The default browser for DiagBoxCloud can be one of the following:

- Edge
- Chrome
- Firefox (1)
- Safari (iOS, iPadOS & MacOS)

Minimum Supported Versions

		Browsers			
		Firefox	**Chrome**	**Edge**	**Safari**
OS Windows	Windows 10 (64 bits) Windows 11 (64 bits)	✓ (*) Version mini >= 31.xx (1)	✓ Version mini >= 49.xxx.xx	✓ Version mini >= 79.xxx. xx	
OS ANDROID	Tablette ANDROID (OS v4.4 min, résolution 10" minum) *Samsung Galaxy Tab 4)*	✓ Version mini >= 68	✓ Version mini >= 80		
OS OSX	Apple MacBook OS X 10.11 minimum				✓ Version mini >= 9.1
OS iPadOS	IPAD 7 (iPadOS 13 min, resolution 10" min)				✓ Version mini >= 9.3

(1) The Firefox browser is prohibited on Laptop using DiagBox software. In the case of using DiagBox and DiagBoxCloud on the same computer, Uninstall FireFox if it exists.

Internet connection Requirements

Wired connection

ADSL, Cable or Optical Fiber or more
(5 Mb/s minimum)
Latency < 60 ms

Wireless connection

Wi-Fi
4G/5G or more

Protocol & Ports

PROTOCOL	PORTS
HTTP	80
HTTPS	443

More information about the usage and installation are available on our portal https://public.servicebox-parts.com/

Communication card compatibility

Two choices are possible:

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

  We certify that the following communication cards work with Diagbox and DiagBoxCloud

✓ **XS 2G** – ACTIA
✓ **MongoosePro MFC2-BT** – Drew Technologies
✓ **OV VCI** – Bosch
✓ **PSA interface** – Actia
✓ **MDP** - Mopar

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 interface, the software will offer all its functions.

To order a PSA vehicle communication interface: servicebox-contact@stellantis.com

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.

Complete diagnostics and repair solution

CITROËN offers a diagnostics and repair solution intended for Independent Repairers servicing and repairing vehicles. 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 11, Symantec Internet Client Security.
- The Diagbox electronic diagnostics and repair software suite,
- A PSA vehicle communication interface,
- A protective case,
- Hardware assistance and maintenance.

Conditions of access

Writing functions (Downloading/configuration/pairing/programming)
Please check the “General terms and conditions of the Diagnostic and Repair Single License”
.

Detail

For all the countries of Europe including U.K.:

- The complete diagnostic solution (license and material) is proposed in the form of a 3-year contract not tacitly renewable:
  - The DiagBox pack (laptop+VCI) *
  - License:
    - PC and LCV ranges, or
    - LCV range alone

(*) Equipment warranty:
- LAPTOP: 3-year warranty.
- VCI PSA: 3-year warranty on communication card, OBD and USB cables are excluded.
- LAPTOP BATTERY: 1-year warranty.

Price

For the prices, please contact your country representative or send an email to servicebox-contact@stellantis.com

Prices are understood to be Exclusive of Taxes.
The license prices are subject to change on a yearly basis (each January)

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 servicebox-contact@stellantis.com

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 servicebox-contact@stellantis.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 servicebox-contact@stellantis.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 servicebox-contact@stellantis.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 »