

AI-supported diagnostics: Hella Gutmann integrates intelligent call for help function in mega macs X and mega macs S 20

- Faster repairs: Precise recommendations for action and components directly on the devices optimize workshop processes
- Always up-to-date: Ongoing developments in AI technology ensure effective workshop support

Hella Gutmann is focusing on AI-supported diagnostics, thereby further strengthening its leading position in diagnostic technology. In May 2023, the company became the first manufacturer worldwide to integrate AI functionality into the mega macs X, establishing it as an intelligent, cross-brand, and automatic diagnostic tool. With the current Update 78, users of the mega macs X and the mega macs S 20 will have access to a new service: the AI-supported "Help Call" to the Technical Hotline. This is integrated directly into the already existing "call for help" function. "Our AI technology brings together all of Hella Gutmann's knowledge and provides workshops with precise recommendations for action and components on their Device in real time. This speeds up repairs considerably," says Fabian Bierenstiel, Head of Category Management at Hella Gutmann.

The easy-to-use, AI-powered "Help Call" can be started directly from the mega macs X and mega macs S 20 after a full error code overall query. Users fill in the relevant form fields and submit their request. The AI generates well-founded repair recommendations based on probabilities and accessible via a link or QR code. If the AI response is successful, the ticket is automatically closed. If the AI-based repair recommendation does not lead to the desired troubleshooting, the request can be reopened at any time in order to contact the technical hotline personally. Regardless of the result, users always receive an email about the processing status. "AI technology is continuously improving and ensures that users are always up to date,"

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says Bierenstiel.

The AI-supported repair recommendation is also part of the "Automatic Diagnostics" in the mega macs X. "Automatic diagnostics uses real AI capabilities to optimize the diagnostic process through machine learning and big data analysis," says Bierenstiel. The function analyzes over two billion historical error codes in the background. The entire diagnostic process is completed in less than five minutes on average, with a current success rate of over 80% in accurately identifying defects. With the continuous integration of AI technologies, Hella Gutmann promotes the development of advanced services and thus consolidates its leading role in the field of diagnostic technology.

Note: This text and corresponding photo material can also be found in our press database at: www.hella.com/press

Hella Gutmann Solutions GmbH, Ihringen: The company with around 530 employees and headquarters in Ihringen/Breisach, Germany, is part of the Hella Gutmann Group, a HELLA GmbH & Co. KGaA company. The service portfolio includes professional equipment for vehicle workshops, car dealerships and vehicle inspection organisations as well as digital products for fleet operators, insurers and the aftermarket. It includes technical data, software and devices for diagnostics, emissions testing, light adjustment and system testing on vehicles of all drive types. As part of digital solutions, data and functions are also made accessible to digital third-party products such as fleet and dealer management systems. Customer-oriented services such as technical call centres, remote services and technical training complete the portfolio. Around 50,000 companies in the independent automotive aftermarket in 24 countries currently work with devices, data and expertise from Hella Gutmann Solutions on a daily basis.

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