



Shop of the Future

Jim Fish, Bosch

April - 2015

Automotive Aftermarket



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Dimensions

Impacts



- Exploding vehicle complexity
- Right to Repair precedent
- Driver aids / Driverless?

Enablers



- Access to OE telematics systems
- Migration to mobile
- Cloud ubiquity

Consumer



- Exploiting business transparencies
- Connected to each other
- More engaged in the repair process

Shops



- Social communities
- Workspace boundaries disappear
- Remote expertise

Seeing the first rocks emerge as we head down the river



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No car without Bosch



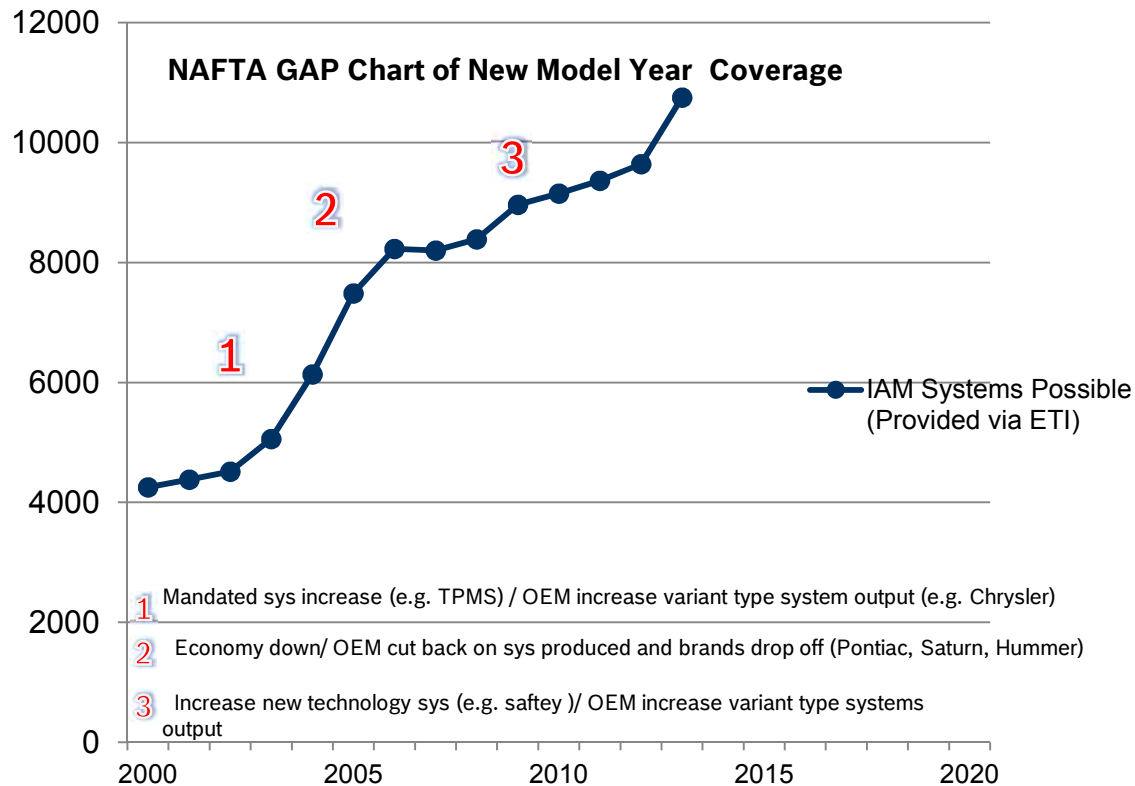
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Vehicle Complexity Expoding



→ Number of new electronic systems entering the market each year

Diagnostics and reflash now daily shop activities



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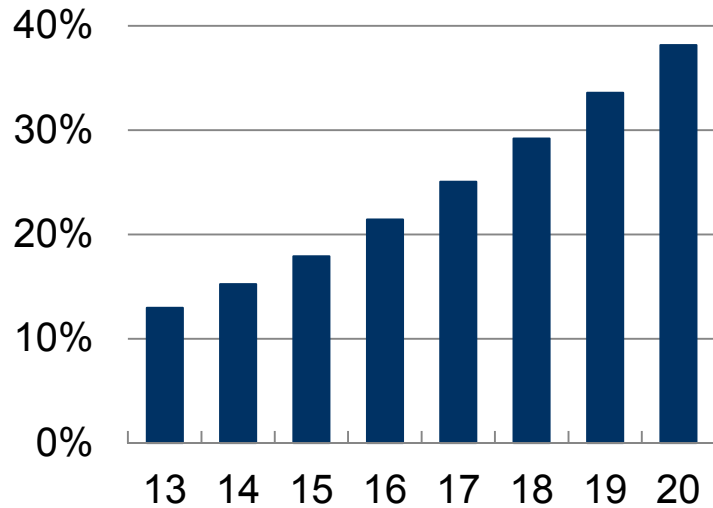
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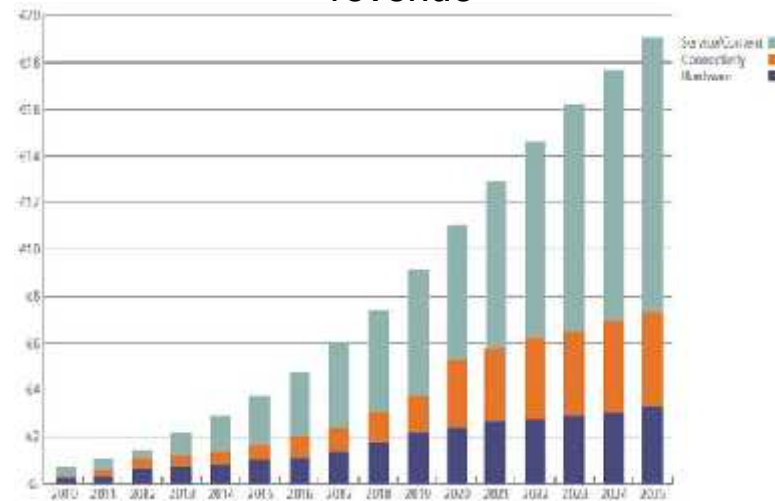
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Vehicles in Operation with Telematics



Telematics market revenue

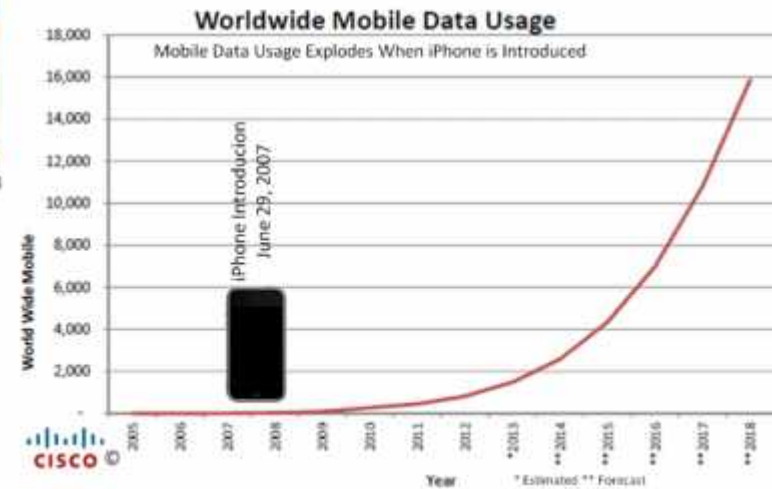
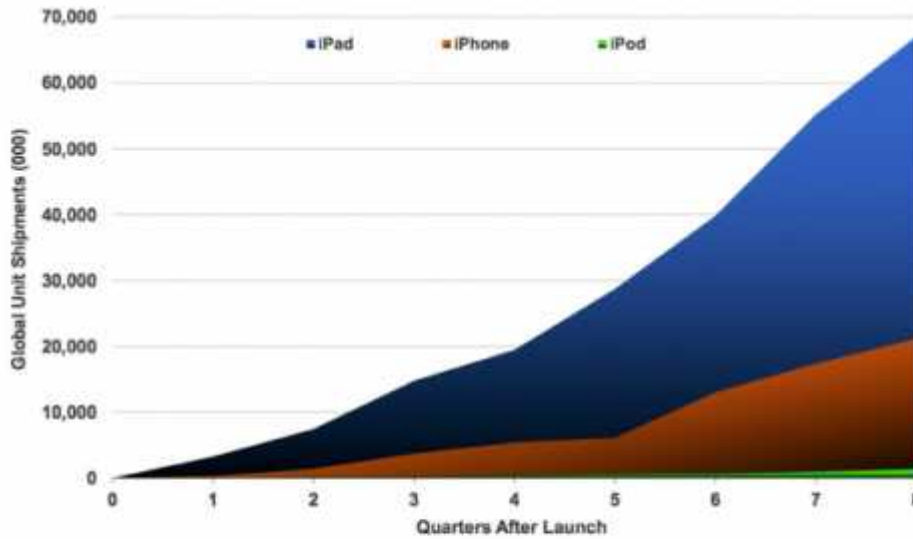


Expansion of telematics in the parc will enable new business models



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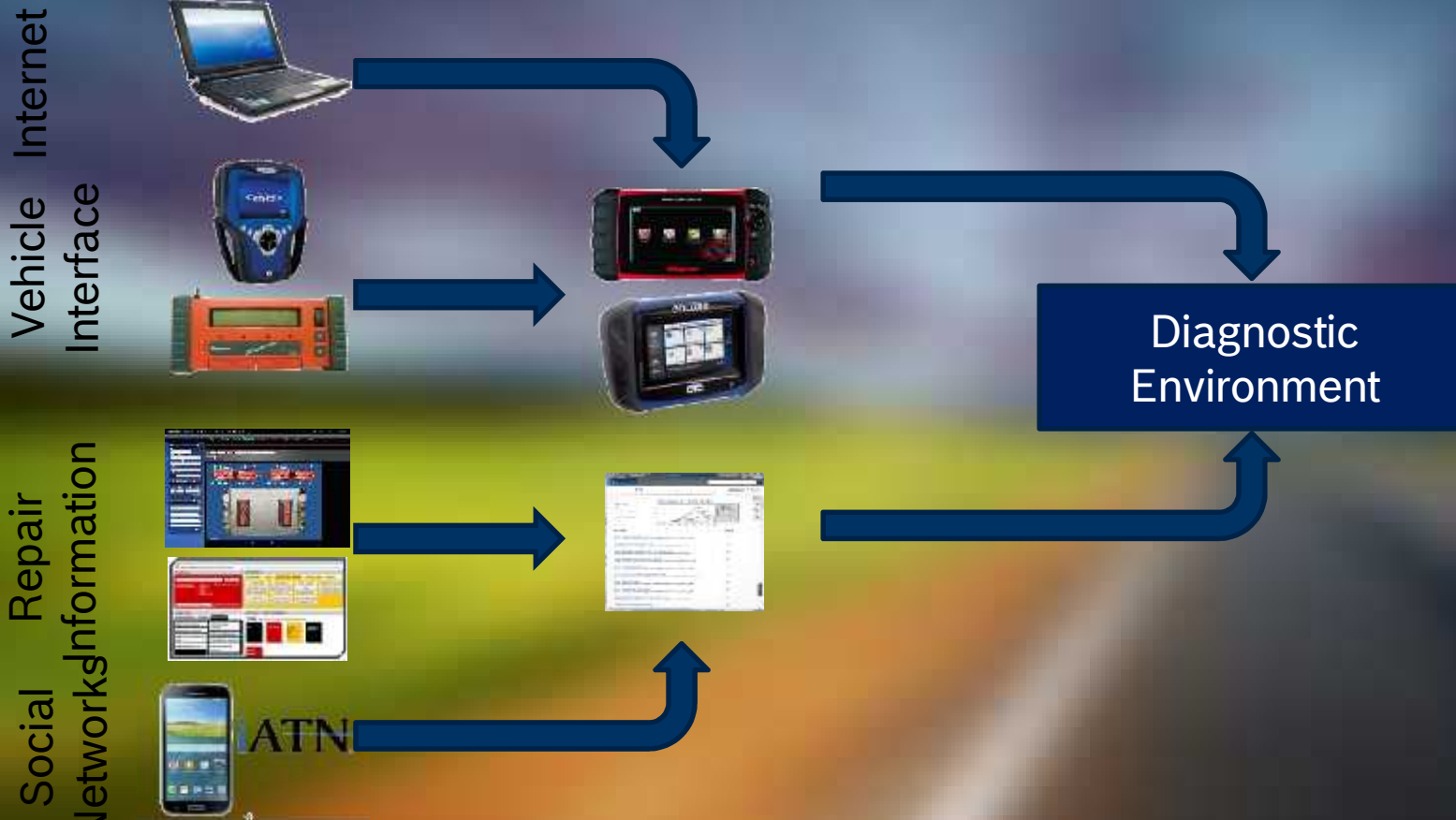


Is consumer / shop telematics on an iPad, iPhone or iPod curve?



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Technology continues to enable convergence of the vehicle repair process



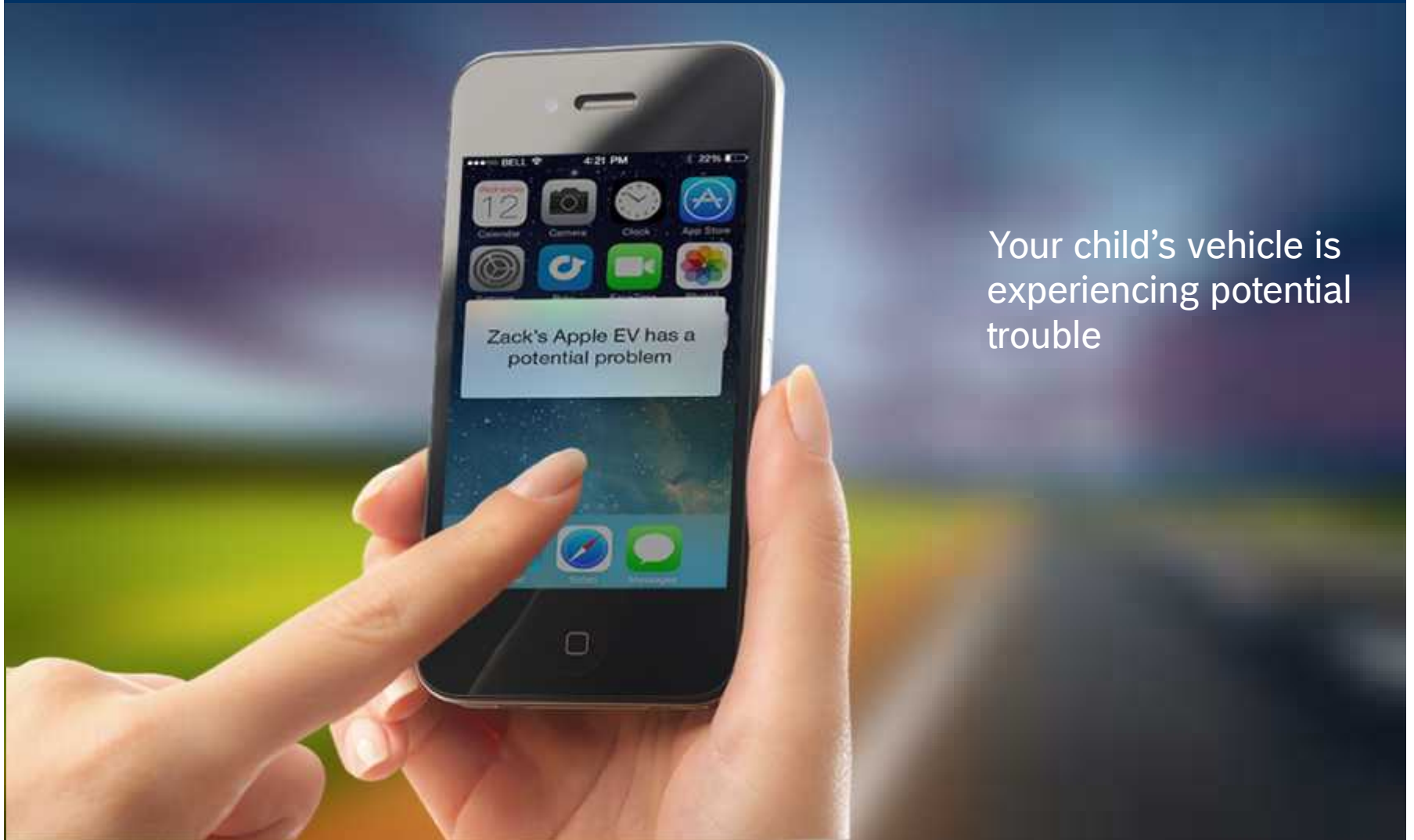
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April 16, 2025



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Problem is detected



Your child's vehicle is experiencing potential trouble



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Remote Diagnostics



A quick look at the controllers inside the vehicle tells you further information is needed



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Current Vehicle Status



You son told you that he had a nagging problem addressed yesterday afternoon – but the vehicle hasn't moved in almost a full day...



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What to do with the vehicle



You know that professional help is now needed



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Turn control over



You authenticate the repair shop to take control of your son's vehicle



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Repair Shop Interrogates Vehicle



Examining recent trips, location, service performed and current status



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Vehicle Summary Screen



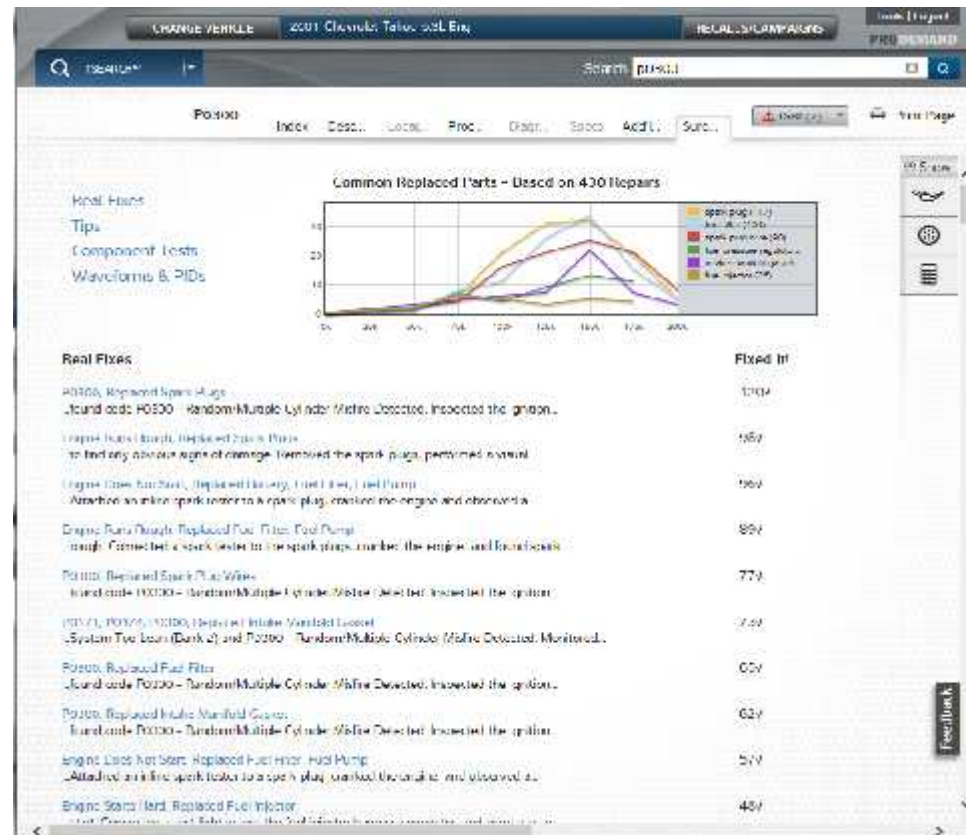
Repair facility determines need to bring vehicle to their shop for service – and they order the vehicle to navigate itself to their shop



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“Big Data” Enables Repair

- Experience based assets enable shop prep for final diagnosis while the vehicle is enroute



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Now on to Parts...

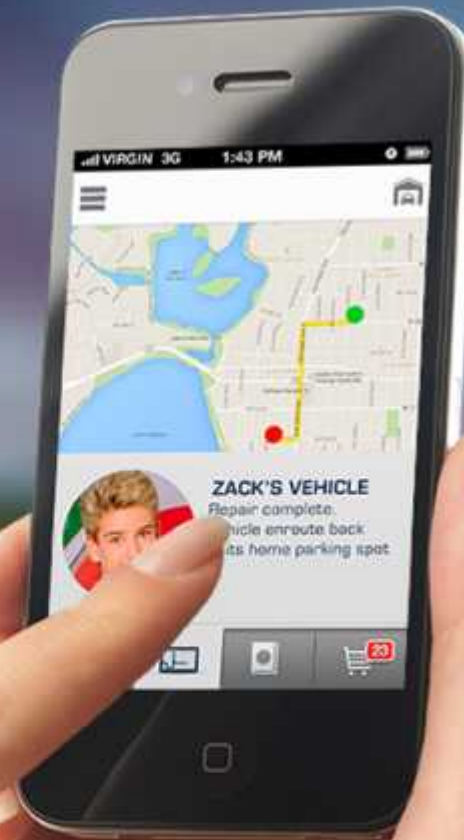


Repair shop indicates parts needed to repair the vehicles, you approve the repair with parts pricing



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Repair Complete



Repair is complete
and the vehicle is on
its way back to your
son's location



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Now...

- How will legal and ethical issues be resolved?
- Who should control the vehicle's data?
- Storage of what types of data?
- Who will have access to datasets?
- How will data be made available?
- How will data be used?



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