

OEM Panel Discussion Panel

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Technology and connectivity can sometimes delight vehicle owners and help automobile manufacturers sell new cars because of the new technology.

However, service facilities are expected to help explain and repair these technologies and their related systems.

In this forum we will investigate some of the technology and the future of these systems.



OEM Panel Members

- Bob Stewart
 - Aftermarket Service Support, General Motors
- Jim Von Ehr
 - Manager, Serviceability, Nissan North America
- Nathan Knight
 - Regulator Affairs Engineer, Porsche Cars North America
- Jill Sanders
 - PQ & SS Technical information & Diagnostics, Toyota Motors Sales, USA., Inc
- Bob Gruszczynski
 - OBD Communications Expert, Volkswagen Group of America



Point 1

- Virtually every new vehicle is equipped with some sort of Telematics system – onboard communications system or APP interface to the driver's mobile phone
- Is there a common service or end goal to the types of Telematics systems in your company's vehicles?



Point 2

- Seems the instrument panel, sat/nav or radio is the human interface on these vehicles
- How secure is the drivers personal Information?
 - I am always leery of the rental car for example



Point 3

- How do you protect the owner/drivers information from ending up in the wrong people's hands?
- What information is considered personal?



Point 4

- What methods do you employ to protect the vehicle operating system from unwanted access? (hacked)



Point 5

- An increasing number of vehicles include a health check or diagnostic function for the basic systems.
- Do you know of an estimated date that all of the systems can be accessed via this function, or are they now ?
- Is the customer currently able to decide who receives the diagnostic data on their vehicle today?

Point 6

- Do you expect to see service and diagnostic routines being done via the human interface?



Point 7

- On the vehicle owner's side there is usually an internet page and account for the vehicle
- Do you envision an internet service account to monitor and check the vehicles onboard system for the service provider?



Point 8

- Is there a day from your perspective that when a vehicle comes to a service provider the data and information will be transmitted to shops network in advance?
- What type of standards are being developed to transmit this data in a universal standard to aftermarket facilities?



Point 9

- Are vehicles going to require physical connection to the vehicle to perform repairs for the foreseeable future.



Point 10

- If so, how are you intending on including the aftermarket service provider in your telematics ecosystem?

