



Bosch expands the Remote Diagnostics Service to include new functions and cover additional vehicle makes

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Online support from Bosch experts for complex workshop tasks now also available without appointments

- ▶ Bosch continues to develop its Remote Diagnostics Service and the vehicles it covers
- ▶ Remote Diagnostics Service on demand improves workshops' service readiness for complex servicing tasks
- ▶ Workshops in additional European countries outside Germany can now also benefit from online support from Bosch experts

Plochingen, Germany – As today's vehicle systems are becoming ever more complex, they present increasing challenges – especially to multibrand workshops. It's not unusual for servicing work to require the use of the manufacturer specific diagnostic equipment. For such technically complex servicing tasks, Bosch offers fast and effective support with its Remote Diagnostics Service (RDS). Seasoned experts at Bosch assist with diagnostics and servicing by means of direct remote access to the vehicle in the workshop. Bosch is now adding new functions to this helpful service and further expanding the markets and vehicle brands it covers.

On-demand support improves workshops' service readiness

Up to now, a workshop wishing to use the Bosch Remote Diagnostics Service had to first book an appointment via the RDS customer portal or the ESI[tronic] diagnostic software. Now, workshop mechanics can also make an ad-hoc service request via chat at any time. Customers are then placed into a virtual queue and served on demand as soon as an expert becomes available. For that, the chat function – previously offered solely in the RDS customer portal – has now been integrated into the ESI[tronic] software. That means the workshop has an opportunity for fast assistance even when the next available appointment is some time off. Thanks to this rapid support, the workshop is better able to carry out diagnostics, maintenance, and repair, especially for time-critical customer orders.

The function is already available in Sweden, Norway and Finland and will be introduced in further countries within the upcoming months. For comfortable planning, workshops of course still have the option of booking an RDS appointment, at which the Bosch expert will then reliably get in touch.

Beyond this new function, Bosch continues to expand the market coverage for the Remote Diagnostics Service. The company is currently focusing on Chinese OEMs such as MG and BYD. Bosch is also working on enabling RDS to support servicing on vehicles with Diagnostics over Internet Protocol, or DoIP – starting with vehicles from Mercedes, Volvo, and Volkswagen. Thanks to the increasing market coverage provided by the ESI[tronic] diagnostic software together with the Remote Diagnostics Service, workshops are less and less likely to have to turn to brand authorized workshops for support on complex technical tasks. This speeds up their day-to-day work and makes it more efficient.

Remote support via RDS 500 or KTS module

Access to RDS requires that the vehicle in the workshop first be connected via the OBD interface using one of two Bosch solutions: the special RDS 500 remote diagnostic device or the KTS 560 or 590 diagnostic module. To do so, mechanics first have to log in with their personal Bosch global Single Key ID. They can then arrange an appointment for remote support either on the RDS customer portal, via the Bosch ESI[tronic] software, or using the Workshop Service Assist App on their smartphone. At the arranged time, or now also on demand, an experienced Bosch expert will get in touch by phone or chat to identify the problem. Alternatively, the Bosch Workshop Service Assist app can be used for live communication by video. The Bosch expert then accesses the vehicle directly via the RDS 500 or the KTS modules and carries out the work remotely. During this time, mechanics can take care of other servicing or repair work.

Online support from Bosch experts is now available to additional workshops in European countries outside Germany. The service has recently been expanded to the three Baltic states, the Czech Republic, and Slovakia, with Portugal, the U.K., and Ireland to follow by the end of the year.

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Additional information can be accessed at www.boschaftermarket.com

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