Press release
Automotive Aftermarket

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Remote diagnostics service from Bosch can now be used with KTS 350, 560, and 590 diagnostic modules
Experienced Bosch workshop experts use remote access for vehicle diagnosis

- Fast and efficient help with complicated diagnostic tasks
- Remote diagnostics available as subscription or as pay-per-use service

Plochingen - In ever more rapid succession, new and complex vehicle systems are appearing on the market. For multibrand workshops in particular, this fast-moving development of new technologies is a problem. Multibrand diagnostic devices can also come up against their limits if the servicing of the latest vehicle models is only possible with the respective automakers' original diagnostic equipment. To assist workshops with such difficult servicing work as well, Bosch has developed RDS, its remote diagnostics service. Workshop mechanics can use this service to enlist the help of a Bosch expert who can remotely access the vehicle for diagnostic and servicing work such as the calibration of vehicle systems and parameter adjustment.

Connection to remote diagnosis via OBD interface

The remote diagnostics service can be accessed using either the special RDS 500 remote diagnostic device or, as a new development, the KTS 350, 560, and 590 modules. To do so, mechanics first have to log on with their personal Bosch global Single Key ID. Following that, they can either request the service on the RDS customer portal or use the Bosch Esitronic workshop software to describe the problem and arrange an appointment for remote support. At the arranged time, they will then be contacted by an experienced Bosch expert who first of all talks through the problem with them. If necessary, the Bosch Workshop Service Assist app can also be used for direct communication by video. After that, the Bosch expert uses the connection via the RDS 500 or the KTS modules to directly access the vehicle, and carries out the work remotely. While this is going on, mechanics can carry out other servicing or repair work on the customer's

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vehicle. They will be notified as soon as the remote diagnostics service has completed its task.

The remote diagnostics service can currently be used to book tasks such as replacing multimedia and headlight modules, calibrating ADAS sensor and radar, parameterizing components, and calibrating the brake system. In addition, the experienced Bosch experts can access the latest diagnostic technologies.

Clear price structure

Workshops that use the RDS 500 can use the remote diagnostics service as part of the subscription that comes with the remote diagnostic module. On a monthly or annual basis, this subscription contains a certain number of credits for accessing RDS. The new possibility of using the remote diagnostics service via the KTS 350, 560, and 590 diagnostic modules means that a subscription is no longer absolutely necessary. A free software update integrates the RDS function into the modules. In this case, the workshop pays separately for each service it consults remotely.

Press photographs: #66f157b2, #a43c662c, #34af51bf

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The Automotive Aftermarket division (AA) provides the aftermarket and repair shops worldwide with modern diagnostic and repair-shop equipment and a wide range of spare parts – from new and exchange parts to repair solutions – for passenger cars and commercial vehicles. Its product portfolio includes products made as Bosch original equipment, as well as aftermarket-specific products and services developed and manufactured in-house. About 13,000 associates in more than 150 countries, as well as a global logistics network, ensure that spare parts reach customers quickly and on time. AA supplies testing and repair-shop technology, diagnostic software, service training courses, and information services. In addition, the division is responsible for the "Bosch Service" repair-shop franchise, one of the world's largest independent chains of repair shops, with some 15,000 workshops, and more than 1,000 "AutoCrew" partners.

Additional information can be accessed at www.boschaftermarket.com

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