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Press release
Automotive Aftermarket

Presentation of Peter von Wartenberg, Executive Vice President CFO/CBO of Automotive Aftermarket at the trade press conference in Plochingen

October 2023
PI 11728 BBM

Good morning/afternoon everyone,

As Executive Vice President CFO/CBO of Automotive Aftermarket, I would like to join in offering you a warm welcome to our Service Training Center here in Plochingen. Today, we want to talk to you about a number of subjects and innovations that are currently at the top of the aftermarket agenda.
Ladies and gentlemen, if we look back on the nearly 140-year history of the automobile, we can see one theme that has dominated it more than any other: the ongoing shift and continuous evolution toward greater convenience and safety.

When Carl Benz filed the patent for his “vehicle powered by a gas engine” in 1886, nobody could have imagined what a success story lay ahead of this three-wheeler. Today’s car is far more than a spartan means of transport. It’s a powerful computer, an entertainment chest, a life saver, and a multifunctional everyday helper.

And alongside the automobile, the workshop market has experienced a dynamic development. Today’s mechanics frequently grab their PC instead of a spanner, solving tricky repair and servicing problems virtually by consulting remote technical support.

And I myself have been able to follow this fascinating development first-hand for nearly 30 years now, both in my professional and personal life. What fascinates me most of all is the extremely rapid pace of change and the huge variety of developments our industry has seen, especially in recent years.
Right now, all of us are witness to decisive developments that will once again bring fundamental change to cars, and also to workshops.

A few years from now – and of that I have no doubt – we will be able to say that

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- We saw with our own eyes how the history of the automobile was rewritten with the introduction of sustainable powertrain technologies
- We saw with our own eyes how mobility was reinvented and vehicles learned how to drive themselves
- And we saw with our own eyes how modern tools brought about a fundamental change in workshop processes, making them faster and simpler.

All it will take to successfully come through this change is the strength of will, courage, and far-sightedness to accept these changes and actively shape them. This applies to our entire industry, to workshops – and of course to Bosch as a company.

The automotive market is in a fundamental process of change that will also affect workshops' everyday operations. My message to independent workshops, therefore, is this: see this change as an opportunity, not as a threat. As an opportunity to simplify and accelerate processes. And as an opportunity to open up new areas of business and gain more customers. Or, to use a yachting analogy: we can't do anything about the wind, but we can change our tack.

Ladies and gentlemen, Bosch is on course to turn this change to its advantage and to shape it so that it offers its customers fantastic future opportunities. In the aftermarket context, we can especially benefit from our OE expertise, since this allows us to see early on what the aftermarket can expect to experience in the years ahead.

This head-start allowed Bosch Automotive Aftermarket to secure its business success over the past years of crisis, and to continue its supplies to customers uninterrupted even during the Covid-19 pandemic and the disruption to global supply chains. As a result, we again expect to improve our result in the current business year.

Let's focus now on our program for today. We're looking forward to taking a detailed look at two developments that are already playing an important role in today's workshops, and that will become even more important in the future: these are electromobility and the opportunities that arise for workshops as a result of the increasing digitalization of processes.

Most workshop owners now realize that electromobility is no longer a future scenario, but something that has long become a common sight on the lifting platforms of the independent aftermarket. This doesn't just apply to hybrid vehicles, but meanwhile also to fully electric vehicles. In this context, the question

that is increasingly being asked is this: what are the requirements a workshop has to fulfill to be able to provide an all-round service for the drivers of these vehicles as well?

We will be answering this question, as well as many others, in today's press briefing. We will show you how Bosch is using training courses to make workshops fit for electromobility, how our new repair set can be used for the resource-conserving repair of high-voltage batteries, and how we are giving our Bosch Car Service operations the practical means to prepare for market changes.

In addition, we will show you how digitalization opens up opportunities for workshops to accelerate and simplify their processes. With Bosch as a partner, the new digital world will not be more complex, but simpler, faster, and more convenient. So I would say that all of you can look forward to an exciting day with our experts.

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Press release
Automotive Aftermarket

October, 2024
PI 11725 AA

New Bosch repair set for high-voltage batteries allows outworn battery modules to be replaced
Safe and resource-conserving solution for replacing high-voltage battery modules in Toyota and Lexus models

- Simple replacement of nickel-metal hydride modules without vehicle-specific tools
- Five-year warranty for entire repair set following replacement of all high-voltage battery modules
- Federal Motor Transport Authority has granted general operating license for the use of the high-voltage battery repair set.

Karlsruhe, Germany – Over the course of time, the performance of high-voltage batteries in electric and hybrid vehicles decreases as their modules wear out or become faulty. And generally, once the traction battery's storage capacity has become too low, the complete battery system is replaced. This is a very costly process. While replacing individual modules that are faulty or outworn is possible and less expensive, there is always the risk of the battery system breaking down again. However, a repair using the Bosch high-voltage battery repair set replaces all the traction battery's nickel-metal hydride modules. All the remaining components of the battery system, such as housing, blower, and electronics, are left in place. With its new high-voltage battery repair set, Bosch is now offering a solution for selected hybrid models made by Toyota and Lexus that is simple, reasonably priced, and above all conserves resources.

The entire repair set comes with a five-year warranty. There is no need for a special inspection following the battery repair, as the repair set has passed all the tests set by the vehicle registration authorities and been granted a general operating license by the Federal Motor Transport Authority.

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Market launch in Germany and selected European markets

Starting in the fall of 2023, Bosch will initially be offering its high-voltage battery repair set for the Toyota Prius III, the Toyota Yaris, and the Lexus CT 200h in Germany. It is expected that the repair set for the Toyota Auris will be approved in the fall of 2024. Finally, the Bosch solution for replacing high-voltage battery modules is also to be launched in other European countries.

Installation of repair set reserved for level 3 high-voltage experts

The work of replacing the modules starts by removing the high-voltage battery system from the vehicle. Once the module carrier plate and other components have been removed, the old modules can be replaced with the new nickel-metal hydride modules from the repair set. The battery is then reassembled and re-installed in the vehicle. No vehicle-specific tools are required for this work. By including the repair of high-voltage batteries in their portfolio, workshops can add another string to their bow in the important electromobility market. However, the repair set for high-voltage batteries can only be installed by workshop associates who have completed level 3 high-voltage training. The Bosch Service Training Center offers product-specific installation courses as well as courses working on live systems leading to a qualification as high-voltage expert.

Press photograph: #9aaeb8c3, #8d3d905e

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Press release
Automotive Aftermarket

October, 2023
PI 11726 AA

Successful pilot program shows Bosch Car Service associates how to repair high-voltage NiMH batteries
Further courses on how to use the Bosch high-voltage battery repair set planned for November

- Repair of high-voltage batteries is new terrain for Bosch Car Service operations
- Two-day introduction to the theory and practice of the Bosch high-voltage battery repair set
- Repair course also satisfies the requirements of the practical module of the refresher course for high-voltage experts

Karlsruhe and Plochingen, Germany – With a new repair set for high-voltage batteries, Bosch offers a reasonably priced and resource-conserving way of restoring the nickel-metal hydride (NiMH) module in the traction battery of selected Toyota and Lexus hydrid models. For the first time, this opens up the business of repairing high-voltage batteries to independent workshops as well. At the Bosch Service Training Center in Plochingen near Stuttgart, workshop associates from ten Bosch Car Service operations successfully passed a two-day pilot course that taught them how to use the new repair set to restore NiMH high-voltage batteries. To take part in the course, participants had to have attained high-voltage training level 3. High-voltage experts from across Germany were invited to take part in the pilot, which means that all regions now have a Bosch Car Service operation that can offer the new repair service.

Feedback from the participants was positive, with the result that the pilot program will be followed by further NiMH high-voltage battery repair courses in November this year. The courses can be booked online at the Bosch Automotive Campus. The courses will initially be open to operations in Germany, where the Federal Motor Transport Authority has already granted the Bosch repair set a general operating license. As it is expected that the Austrian authorities will follow

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Germany's lead and grant an operating license, the repair courses will also be open to Bosch Car Services from Austria.

Theory and practice in small groups

The two-day course in the repair of NiMH high-voltage batteries is taught at the Bosch Service Training Center in groups no bigger than twelve, and comprises a theoretical and a practical module. The course starts with the fundamentals of nickel-metal hydride modules and the structure of high-voltage batteries. It also teaches how to handle, store, and recycle them safely, as well as how to deal with warranty claims. For the practical module, the high-voltage experts move to the workshop, where they familiarize themselves with the procedure for using the high-voltage battery repair set and learn how to use it in practice. Once the battery status has been diagnosed, the complete high-voltage battery is removed. Then the repair set is used to replace all the old battery modules with new nickel-metal hydride ones. All the remaining components of the battery system, such as housing, blower, and electronics, are left in place. Finally, the high-voltage battery is re-installed and the vehicle restarted.

A refresher course in handling high-voltage batteries

The NiMH high-voltage battery repair course also satisfies the requirements of the practical module of the refresher course that high-voltage level 3 experts have to take. They only have to supplement this with a theory module – via a webcast at the Bosch Automotive Campus, for example. The DGUV (German social accident insurance) calls for regular refresher courses, and recommends that they be taken every four years. In line with this recommendation, four years after workshop associates have trained as high-voltage experts at the Bosch Service Training Center, Bosch sends them a reminder that a refresher course is due.

Press photograph: #bea9de4e, #9f0e1f8f, #2abcd342

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Press release
Automotive Aftermarket

October, 2024
PI 11727 AA

Bosch Car Service network turns its focus to electromobility

Bosch Car Services to extend their servicing and repair portfolio to include electric and hybrid vehicles

- Focus on electromobility to be accompanied by technical training courses, special workshop equipment, service hotline, and customer communications
- Continuous improvement of service offer for electric and hybrid vehicles
- Regular workshop inspections ensure the quality of servicing and repair work done on electric and hybrid vehicles

Karlsruhe, Germany – In light of the growing significance of electromobility, Bosch has launched an electric and hybrid vehicle campaign in its Bosch Car Service network. The initiative is already well underway in Europe. Its concept for electric and hybrid vehicles includes technical training courses in the Bosch Service training centers, hotline support, and special workshop equipment. In addition, an extensive communications package will inform consumers and fleet operators about the Bosch Car Service workshops' outstanding electromobility competence. Customers who have so far visited their workshops with their combustion-engine vehicles and have now switched to an electric or hybrid vehicle will therefore be able to rely on the same quality they have come to expect from the Bosch Car Service.

"Thanks to new outdoor signage, customers will be able to see which Bosch Car Services offer repairs and services for electric and hybrid vehicles. Many vehicle owners still have no idea which independent workshops they can visit to have their electric and hybrid cars repaired and serviced," says Thomas Winter, Global Vice President Workshop Concepts. Bosch will also provide the workshops with a wide-ranging communications package, including print materials and a comprehensive range of online and social media content.

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With this extended service offer, the Bosch Car Services are paving the way for a successful future with electric and hybrid vehicles. Customers who have switched from a combustion engine to an electrical powertrain will therefore have a reliable partner to turn to in the future as well.

High-voltage workplace with extensive equipment

In addition to the regular training courses available on high voltage systems. the Bosch Car Service workshops fulfill the requirements for the new electric and hybrid vehicle service standard, such as the provision of a high-voltage workplace to predefined standards and the availability of special workshop equipment. Moreover, the standard diagnostic scope of the Bosch Esitronic 2.0 Online workshop software already includes far more than 200 electric and hybrid model series – with diagnostic and servicing data as well as vehicle-specific instructions for disconnecting the high-voltage system. For additional technical support, the technical hotline provides access to knowledgeable Bosch experts. And as a leading supplier of original electric-vehicle equipment, Bosch can support workshops with state-of-the-art know-how. In this way, the service offer for electric and hybrid vehicles will be continuously improved, both with the latest technical knowledge about new makes and models, and with additions to the communications packages.

In regular workshop inspections and audits by Bosch Car Service headquarters, the new service standards for electric and hybrid vehicles will continue to be checked in the future, thereby ensuring the high standard of work done by the Bosch Car Service workshops. Special outdoor signage will show that the workshop fulfills all these standards and is a competent electromobility partner.

Press photograph: #1dd97b13, #78319357

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