

MOBILITY AND COLLABORATIVE WORK IN EUROPEAN VEHICLE EMERGENCY NETWORKS



MyCarEvent Overview

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The Mobile Service World...



Strategic Objectives in Automotive Aftermarket

- Increase collaboration of Multi Location Mobile Users & Workers
- Establish Innovative Remote Services in e-Europe
- Strengthen Competition and Competitiveness of European Aftermarket
- Provide Location & Circumstance based mobile services in Automotive Repair Sector
- Self-Adaptive Applications and Services for Mobile Users & Workers
- Generic Information Model and Intelligent Service Portal Architecture



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... in the European ...



Aftermarket Challenges

- Restricted Access to diagnostic & repair information to different service providers
- Rich diversity of interfaces to OBD Systems, Diagnostic Systems & Tools
- Limited collaboration amongst various key players – manufacturer's & independent, road side assistance service providers & workshops
- Traditional business models and processes do not facilitate interaction amongst diverse partners

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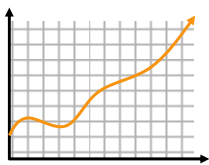
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... Vehicle After-Sales Market



MYCAREVENT Potential Impact

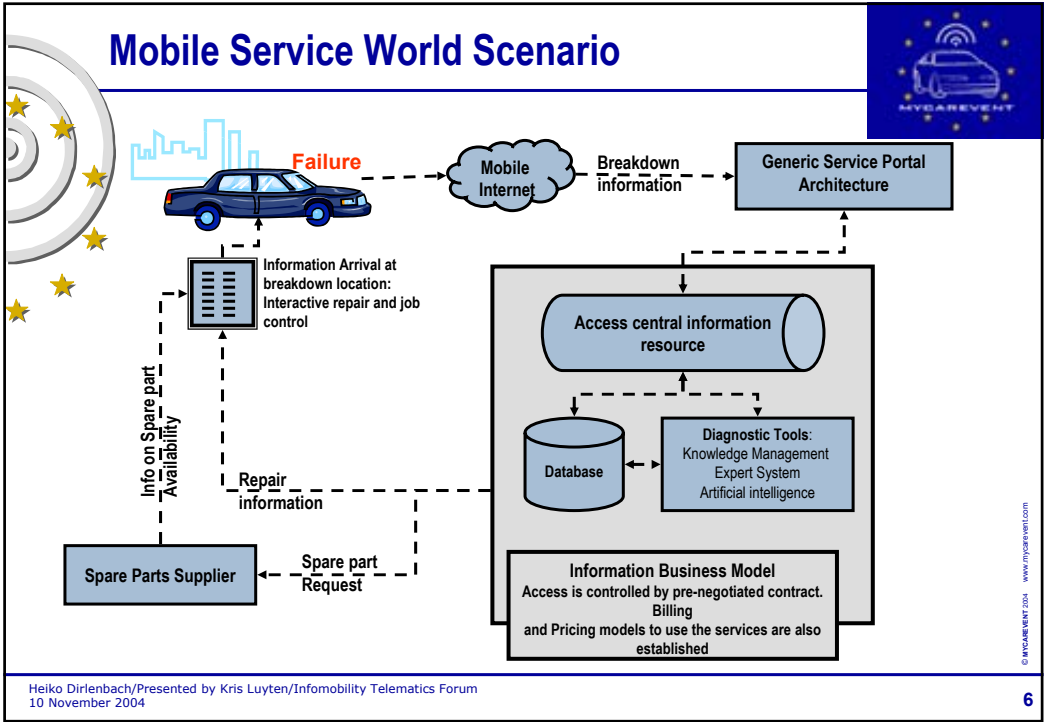
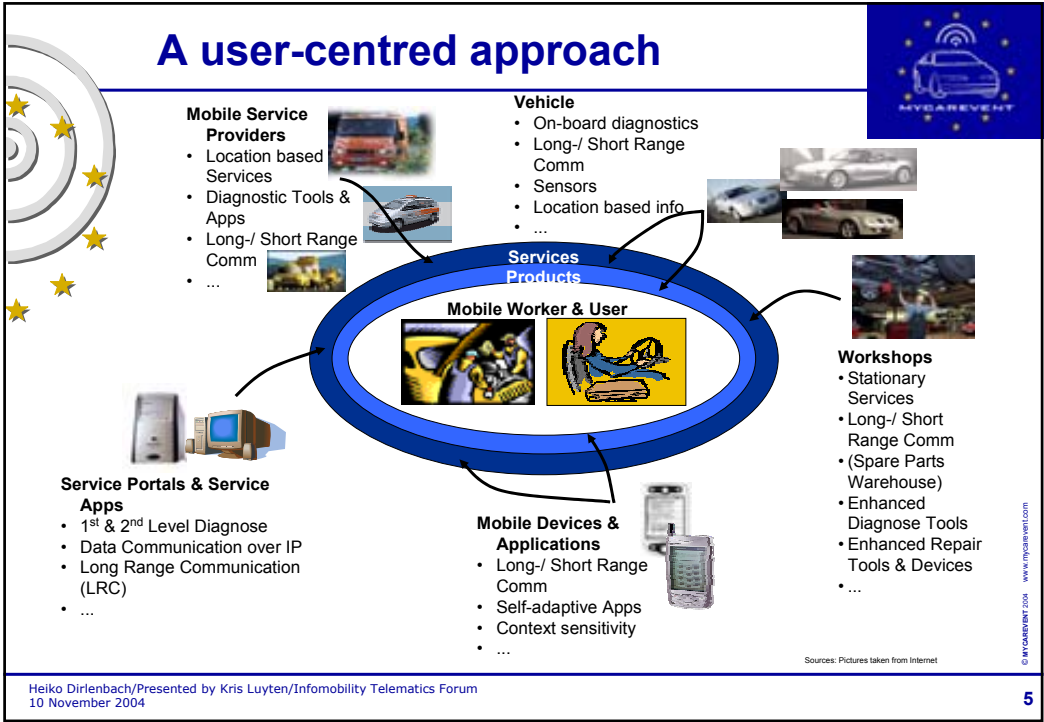
- Enable the **highest possible service-level** for the European mobile society
- Support **environmental protection** throughout Europe
- Create potential for **new jobs** in the mobile services society, not only for high-skilled
- Be a **benchmark** for other industries with a similar competitive aftermarket
- Fulfil the **block exemption regulation's** intention of increased competition



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MYCAREVENT Consortium

DK: CARE2WEAR

D: BMW, DCAG, VW, VU, ESG, EMIC, DIN, ComNets (AU)

UK: RAC, OMITEC, CSW

NL, B: IKAT, LUC EDM, EURO IT&C

E: Telefonica I&D, RACC

F: RENAULT (LoI)

AUT: PORSCHE Austria

CH: ETH Zürich

I: Centro Ricerche FIAT

Dedicated Core Partners: fir, ETH, RAC, DAIMLERCHRYSLER, PORSCHE AUSTRIA GMBH & CO, RACC, VISIO, EURO IT&C, Omitec, Microsoft, DIN, Telefonica, CARE2WEAR.

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Implementing the Mobile Service World

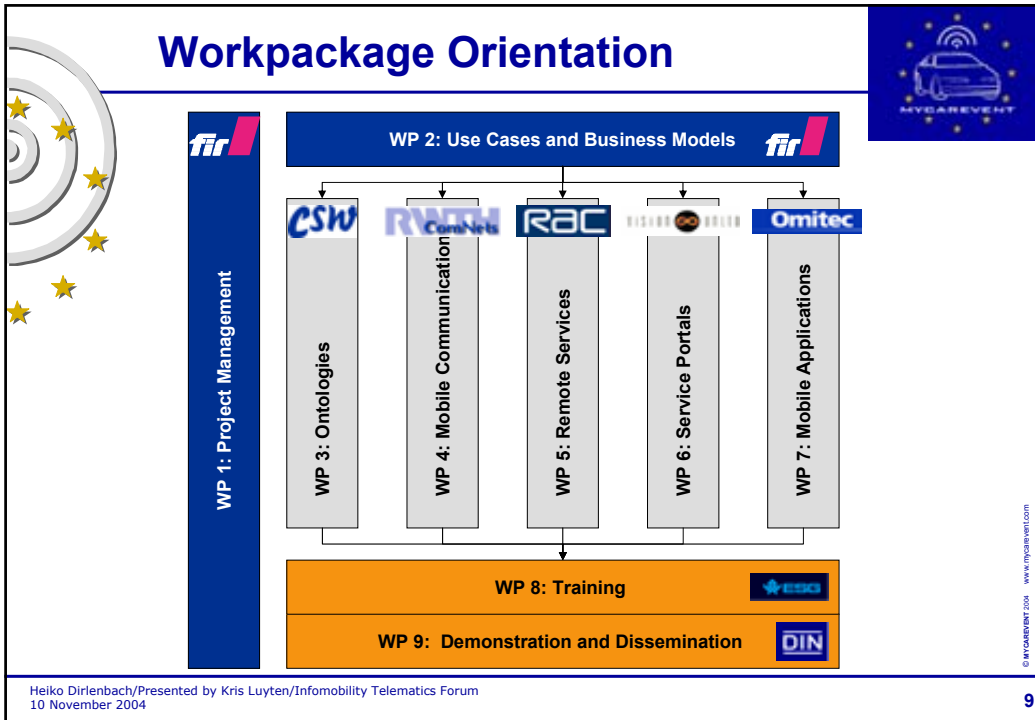
Pilot Areas: Germany, United Kingdom, Spain

Focus Areas: Manufacturer specific workshops, Manufacturer specific road assistance, Independent road side assistance, Independent workshops, Driver selfhelp

Sample Use Cases:

- Electric and electronic failures
- Emission related diagnostics
- Interactive failure discovery
- Multimedia supported repair

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- ## Mobile and Multi-Device User Interaction
- Car communication: Always-Best-Connection (WP4)
 - GSM-GPRS, UMTS, vehicle-to-vehicle DSRC, beyond 3G, Hybrid
 - Service Portals provide access to information (WP 5,6)
 - What kind of information/how is it structured? (WP 3)
 - End-user interacts with “On-board devices”
 - Multiple hardware platforms: OBD, PDA, Phone,...
 - Multiple roles interacting with (driver, road side technician, response centre, ASP, automotive OEM,...)
 - Design of interactive location-based services (WP 6, 7)
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Participate in your Future



- Consult the project website for news
- Sign-up to the public mailing list
- Participate in surveys and evaluation workshops
- Visit the pilot sites



Facts & Figures



Current Status: Running (Start: 1. October 2004)

Run Time: 36 months

Core Participant Number: 21

- 5 Research institutes and universities in different research areas (FIR, AU, LUC-EDM, IKAT, ETHZ)
- 4 Car manufacturers (BMW, Volkswagen, DaimlerChrysler, Fiat Research Center)
- 1 Car Sales Organization (Porsche Austria)
- 1 OBD-Devices manufacturer (OMITEC)
- 2 Independent Road Side Assistants (RAC Motoring Services, RACC)
- 1 Mobile solutions provider (Care2Wear)
- 1 Telecommunication solutions provider (Telefónica)
- 2 Consulting E-business companies (Vision Unltd., CSW Group)
- 1 Standardization body (DIN)
- 3 IT-suppliers (European Microsoft Innovation Centre, EURO IT & C, ESG)

Associated Partner: 3

- 2 Car manufacturers (RENAULT, OPEL)
- 1 Device Manufacturer (MOTOROLA)

3 Pilots with 5 Focus Areas