

## AFCAR calls upon the EU legislator to act now!

Open and secure access to the vehicle telematics system will provide a positive framework for businesses of the entire aftermarket chain, its 848.300 small and medium-sized enterprises (SMEs) and the livelihoods of its 4.7 million employees in the automotive aftermarket.

Consistent European regulation will help to avoid a monopolistic situation and ensure that the benefits of telematics technologies are available to motoring consumers and independent operators.

Europe's businesses must have the ability to compete and provide the freedom of choice for e.g. breakdown and diagnostic services, fleet management programs, leasing options, spare parts supply and the maintenance and repair of their vehicles for 260 million EU motoring consumers.

**We therefore call upon the European legislator to maintain equal opportunities and a level playing field for all service providers in the automotive aftermarket. The right of equal access to equal information for competitive consumer services must be ensured.**

**Therefore AFCAR calls for EU Regulation that provides for:**

- Equal access to the same functionalities and to the same information at the same timescale for independent operators.
- A standardised vehicle telematics system that allows alternative, competitive and validated applications to be developed and uploaded into the vehicle, enabling the vehicle owner to connect the telematics system to different service providers of his choice. Such technical requirements are necessary to open up the telematics system, as currently they are 'foreclosed black boxes' and to ensure that the variety and complexity of these proprietary systems can be handled.

AFCAR calls on the European Legislators to ensure that the new telematics technology does not circumvent existing EU legislation. We ask the European Commission to swiftly implement the Recommendations of the European Parliament's eCall Own-Initiative Report of July 2012 and to create the technical conditions in the type-approval legislation for an open, interoperable and secure vehicle telematics platform for vehicle applications or services.

This would ensure true, open choices for motoring consumers and fair competition for all market operators throughout Europe.

### Telematics Functions

- eCall (emergency call)
- bCall (roadside assistance)
- Road congestion avoidance
- Email, web, networking and entertainment
- Remote vehicle diagnostics
- Vehicle servicing scheduling
- Fleet Management
- Parking locations
- Booking services



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# Telematics and the Automotive Aftermarket



## WIRELESS COMMUNICATION WITH THE VEHICLE

Maintaining equal opportunities for all participants in the automotive aftermarket

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# WIRELESS COMMUNICATION WITH THE VEHICLE

## Maintaining the right of equal access and to equal information for all participants in the automotive aftermarket

### Towards 'connected-mobility'

Wireless telematics technologies are rapidly becoming part of the new evolution of modern vehicles – we are entering the world of the 'smart connected car'.

The 'smart connected car' is about to change the way we drive and think about our personal mobility. New vehicle technologies support safety functionalities such as emergency assistance (eCall) and also breakdown assistance (bCall), but can also provide a wide-ranging array of entertainment and information services, such as route navigation, traffic information, e-mail, web browsing, social media, hotel bookings, or directions to the nearest available parking space or petrol station.

These services and the ability of the car to interface with other connected devices, means that the vehicle is increasingly becoming a part of our daily 'connected-mobility'.

### The 'communicating car'



Wireless telematics technologies allow the vehicle to be permanently accessed and monitored 'online' when it is on the road. The telematics system provides a remote bi-directional gateway to the vehicle and its data. The vehicle can send information on a regular basis about its technical status and is able to proactively communicate information about a problem as soon as a fault occurs.



Telematics functions have the great potential to support a wide range of innovative services that can benefit not only consumers and businesses, but also governmental authorities for traffic management.

### What does this mean for the multi-brand market of vehicle servicing and repair?

Currently, only vehicle manufacturers are able to access the full set of in-vehicle data when remotely communicating with the vehicle through their proprietary vehicle telematics systems and proprietary software formats.

This data can be used for remote diagnostics, for predictive maintenance or for checking if a service is required. This latter aspect becomes progressively more important as vehicles' service intervals are increasingly based on actual usage patterns, rather than on the traditional fixed mileages. Vehicle manufacturers are also able to remotely communicate with the vehicle to update vehicle settings or software applications without even having to bring it into a workshop (and often without the vehicle owner even being aware).

As such, the proprietary wireless access to the vehicle provides the manufacturers with privileged 'online' information; it gives them a significant competitive advantage of being able to identify potential problems much earlier compared to the 'offline' independent service providers.

### Direct impact on fair competition and free consumer choice

Vehicle manufacturers currently have full control of the in-vehicle data due to the design and functionality of their proprietary telematics systems. This leaves them with the sole discretion of how the data is analysed, managed, distributed and utilised and what services are offered to the consumer. Some vehicle manufacturers have started to offer 'open' systems, but only to selected business-model partners. Moreover, these still impose proprietary communication and access requirements that are unique for each vehicle model, making it impossible for independent operators to create practical applications across a range of vehicles. All this prevents equal access by independent operators and could thus limit consumers' freedom of choice to competitive repair and maintenance offers and other services.

### How is this different to the current situation?

Today, when the vehicle is in the workshop or broken down at the roadside, multi-brand operators are able to use a cable or 'local' wireless system to connect their diagnostic test equipment to the vehicle and offer accurate, timely, efficient and cost-effective services to motoring consumers. However, multi-brand operators are at present excluded from the new wireless communication to the vehicle and consequently their rightful access to in-vehicle data, repair and maintenance information and service information in the same timescales as the manufacturer. These challenges made it necessary to develop independent alternative systems, but there is still an inequality

of information, functionality and access to the vehicle and its data for independent operators.

### Risk of circumventing EU legislation

This exclusion undermines existing EU legislation and the right of equal access to technical information granted e.g. by the Automotive Block Exemption Regulation and the Euro 5/Euro VI Regulation for passenger cars and heavy duty vehicles.

### The role of eCall

AFCAR fully supports the Europe-wide introduction of eCall as an important initiative to reduce fatalities and the effects of serious injuries on Europe's roads. Although eCall is another (albeit a very important and prominent one) telematics service, the number of telematics systems and platforms built into vehicles is about to increase exponentially when eCall becomes mandated for all new vehicles throughout Europe, envisaged for 2015.

If these platforms are developed as closed systems, the undue information advantages for vehicle manufacturers become even more threatening. Such a threat has been recognised as part of the European Parliament's Own Initiative Report, which was adopted in July 2012.

AFCAR welcomes the Parliament's report which calls for the eCall in-vehicle system to be based on an interoperable and open-access platform for possible future in-vehicle applications or services.



Vehicles are becoming the 'internet on wheels'

