

AuDaCon AG / AuDaConSOS presenteg at the Automechanika

Access to current service information

When a newly introduced vehicle has its first service appointments, very often not just only the usual service work is performed. Very often these workshop visits are used to arrange minor "touch-ups", to correct occurred defects or to install software updates. Until recently, information about these crucial activities was solely available to manufacturer-branded garages. With AuDaConSOS this will now change. The new web-based system allows every garage to access these service bulletins. During the Automechanika 2008 AuDaConSOS will be presented to the public.

For many years the Federal Motor Transport Authority takes responsibility of the official and safety-relevant manufacturer recalls. Additionally, however, so-called service bulletins to resolve small non-safety-relevant problems are handled by the manufacturers. Until now it was a major problem that these issues were published only within a manufacturer's dealer system. The question how to make these service bulletins available to all garages motivated AuDaCon's data specialists to develop a feasible solution – The perfect answer is AuDaConSOS.

This newly developed system bundles all manufacturer-related service bulletins in one common user interface. Vehicle manufacturer service bulletins, clearly arranged and described in detail, can be accessed via AuDaConSOS around-the-clock. However the system does not only give access to the pure technical information, it also describes possible symptoms and demonstrates adequate repair methods.

Service bulletins are available through AuDaConSOS in many different languages and structured user-friendly in meaningful topics. At present followings categories can be offered: engine mechanics, power transmission, chassis, body, engine and vehicle electrical system, safety system and air conditioning. During the past months a lot of energy went into completing AuDaConSOS, according to AuDaCon's COO Ralf Pelkmann. AuDaConSOS will continue to expand its in depth-performance. Pelkmann continues: "With the web-based platform we are able to present another innovative approach, again in compliance with the terms of the Block Exemption. We contribute to the availability of crucial information in all garages to service and maintain new vehicles."

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