



VEHICLE HEALTH & DIAGNOSTICS DASHBOARD

Uncovering quality problems early

Before the advent of connected vehicles, consumers simply drove their new vehicles out of dealers and reacted to issues as they arose. By combining diagnostics and connectivity, dealers, manufacturers, fleet managers and service providers like rental car companies, are able to offer additional services to their customers. Ecosystem actors aggregate automotive data and provide contextual and advanced services like early field warnings, predictive maintenance, remote diagnostics and repair, fuel management practices. This reduces operations costs of the vehicle, reaction time to issues, accident liability and fines and also enhances customer experience.

Forming corrective action plans earlier

Vehicle Health & Diagnostics Dashboard service leverages the HARMAN Ignite platform for determining vehicle health. Insight into the vehicle health and diagnostics helps the driver and Automotive ecosystem actors in different ways.

- Helps reduce driver anxiety about unanticipated repairs and related costs, optimize driver behavior, lower operational costs and increase the resale value of the vehicle.
- Assists the dealer in balancing the load on their service center and increasing the customer stickiness by proactive maintenance initiatives.
- Allows an OEM to monitor vehicle quality, manage proper recall campaigns, provide software updates and inform supply chain partners about issues. It also provides detailed reporting by Diagnostic Trouble Codes (DTC) and vehicle failures across an OEM's vehicle production fleet.
- Helps fleet owners, managers and service providers monitor and collect vehicle performance data in real-time for use in maintenance management, remote vehicle diagnostics and driver behavior monitoring.

The solution is comprised of a component for vehicle data capture (based on the HARMAN Ignite Client), a consumer mobile application, a web-based portal and a cloud instance that is capable of segregating private user information from the aggregated anonymous database.

Top-line Benefits

- Reduces unscheduled vehicle downtime through automated remote diagnostics and alerts
- 'Just-in-time vehicle maintenance' saves money on unnecessary maintenance
- Reduces the risk of accidents, fuel expenses, insurance liability and fines by effective driver behavior monitoring
- Seamlessly integrates with existing backend solutions
- Facilitates remote monitoring, remote diagnostics and OTA updates
- Helps in deploying new services and generating aftermarket service revenue opportunities
- Improved management of overtime and cost accounting of jobs through regular review of trip data and overtime dashboard report

Why HARMAN?

Shortening Time-to-Market

Shorten your time from concept to delivery using our best practices, turn-key delivery models and rich talent pool.

Cross-platform

Take advantage of our experience in multiple industry verticals and leading platforms to rapidly exploit new market opportunities.

Global delivery footprint

Our skilled, talented engineers deliver solutions to companies like yours from centers throughout the world.

Solution accelerators

Get access to leading edge innovation and best practice by using our solution accelerators and global pool of partnerships.

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Features and Benefits

Vehicle health – DTC Reporting	<ul style="list-style-type: none">• Monitors remote engine diagnostics and supports DTC reporting• Daily email maintenance alerts and diagnostic alerts• Reports on every fleet vehicle's emissions system health.
Fuel management & driving efficiency	<ul style="list-style-type: none">• Monitors and controls fuel theft, fuel losses due to driver behavior and vehicle maintenance• Helps set maintenance reminders based on odometer, engine hours, date, etc.• Powerful diagnostic data helps ensure driver safety while decreasing fuel consumption• Drivers can be coached to improve driving behavior
Trip reporting	<ul style="list-style-type: none">• Daily trip log to analyze day-by-day usage patterns. These logs can also be used to compare vehicle use and driver performance. Fleet managers can drill down further to conduct more analysis using the trip details.
Live vehicle tracking	<ul style="list-style-type: none">• Helps parents to monitor new driver behavior (speed, number of passengers, time of day, etc.)• Allows drivers to turn on the safety features automatically, send out an alert if pre-set speed limit is exceeded• Provides ability to quickly set-up geographic boundaries around specific areas and provides alerts whenever the vehicle enters or leaves those boundaries
Remote vehicle management	<ul style="list-style-type: none">• Enables remote lock/unlock of the vehicle, remote start (vehicle and temp controls), remote light & horn (to find the vehicle)
Integration with dealership scheduling	<ul style="list-style-type: none">• Improves availability through better maintenance scheduling• Automatically sends appointment confirmations by text, phone, or email or to vehicle dashboard• Easily conduct campaigns related to recalls, software updates, deferred services, and service promotions
Accident record & notification	<ul style="list-style-type: none">• Helps notify an emergency response center as soon as an incident or collision is detected• Partnerships can also be made with Roadside assistance service providers to help drivers with a wide range of car problems including flat tires, dead batteries and more

Partner with an industry expert

HARMAN (harman.com) designs and engineers connected products and solutions for automakers, consumers, and enterprises worldwide, including connected car systems, audio and visual products, enterprise automation solutions, and services supporting the Internet of Things. With leading brands including AKG®, Harman Kardon®, Infinity®, JBL®, Lexicon®, Mark Levinson® and Revel®, HARMAN is admired by audiophiles, musicians and the entertainment venues where they perform around the world. More than 50 million automobiles on the road today are equipped with HARMAN audio and connected car systems. Our software services power billions of mobile devices and systems that are connected, integrated and secure across all platforms, from work and home to car and mobile. HARMAN has a workforce of approximately 30,000 people across the Americas, Europe, and Asia. In March 2017, HARMAN became a wholly-owned subsidiary of Samsung Electronics Co., Ltd.

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