
Renault Group launches the Alliance Diagnosis Tool with Bosch Automotive Service Solutions

- Renault Group, in partnership with Bosch Automotive Service Solutions (part of Bosch Automotive Aftermarket division), is launching the next generation of vehicle diagnosis repair tool.
- The Alliance Diagnosis Tool (ADT) allows a direct connection “over the air” between repair workshops and vehicles even before they arrive in the network. The implemented artificial intelligence reduces repair operations lead time and increase repair quality and productivity for dealers.
- ADT is operative in Renault Group workshops from May 2021 and is the first step in a global plan to deliver a seamless, simple and transparent journey to the customers of the group.

Boulogne-Billancourt, June 21, 2021.

Renault Group and Bosch Automotive Service Solutions launch a partnership for the next generation diagnosis car repair tool: the Alliance Diagnosis Tool (ADT). This new digital tool, deployed in the Renault and Dacia network, is used for all the vehicles of the group launched with the new electronic architecture, starting this year with New Traffic and New Kangoo for Renault.

“The Alliance Diagnosis Tool is the first step in the digital transformation of the Renault Group's aftersales service. Our new ecosystem will change the aftersales customer experience, while bringing an increased productivity in our workshops. ADT should enable us to be best in class in diagnosis” said **Hakan Dogu**, SVP Aftersales Renault Group.

“At Bosch Automotive Service Solutions, we are proud to provide automotive manufacturers with innovative technologies and integration capabilities.

Successfully partnering with Renault Group's aftersales on its digital transformation journey, we are pleased to now see ADT being deployed and executed globally” said **Stefan Theobald**, VP OE Business Bosch Automotive Service Solutions.

ADT is the first step of Renault Group plan to reinvent aftersales journey for more simplicity, transparency and proximity. Adding ADT to vehicle connectivity, Renault Group aftersales is able to increase the service quality to the customers through anticipation of the different repair operations. Car immobilization reduction, easy quote, **Over The Air** diagnosis and repair raises customer satisfaction.

Beyond predictivity, through **Over The Air** diagnosis providing a vehicle State of Health (SOH), Renault Group offers optimized Aftersales solutions to customers even without any workshop visit. Thanks to

artificial intelligence, the aftersales network is able to accelerate the diagnosis and improve the repair quality.

Renault Group and Bosch Automotive Service Solutions have an extensive experience working together on complex and innovative solutions for a worldwide dealer network and ADT represents the latest example of our combined investment in next generation diagnosis. Bosch's unique expertise in innovative Diagnosis technologies combined with a global service support network will enable Renault Group to provide the best answer to the future needs of the repair industry.

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About Renault Group

Renault Group is at the forefront of a mobility that is reinventing itself. Strengthened by its alliance with Nissan and Mitsubishi Motors, and its unique expertise in electrification, Renault Group comprises 5 complementary brands - Renault, Dacia, LADA, Alpine and Mobilize - offering sustainable and innovative mobility solutions to its customers. Established in more than 130 countries, the Group has sold 2.9 million vehicles in 2020. It employs more than 170,000 people who embody its Purpose every day, so that mobility brings people closer. Ready to pursue challenges both on the road and in competition, Renault Group is committed to an ambitious transformation that will generate value. This is centred on the development of new technologies and services, and a new range of even more competitive, balanced and electrified vehicles. In line with environmental challenges, the Group's ambition is to achieve carbon neutrality in Europe by 2050.

About Bosch Automotive Aftermarket

The Automotive Aftermarket division (AA) provides the aftermarket and workshops worldwide with modern diagnostic and workshop equipment and a wide range of spare parts – from new and exchange parts to repair solutions – for passenger cars and commercial vehicles. Its product portfolio includes products made as Bosch original equipment, as well as aftermarket products and services developed and manufactured in-house. About 14,000 associates in more than 150 countries, as well as a global logistics network, ensure that spare parts reach customers quickly and on time. AA supplies testing and workshop technology, diagnostic software, service training, and information services. In addition, the division is responsible for the “Bosch Service” workshop franchise, world's largest independent chains of workshops, with some 15,000 workshops, and more than 1,000 “AutoCrew” partners.

Additional information can be accessed at www.boschaftermarket.com