

App-Based Connected Services Considerations



Have you had an experience where the vehicle notified the owner that it was being moved while it was in your repair facility? App-based connected services are available from many vehicle makers and may require special considerations before beginning repairs.

Telematic systems such as OnStar have been offered since 1996. These systems are embedded in the vehicle and enable communication services to the driver, primarily while in the vehicle. The adoption of smartphones paved the way for app-based connected services, enabling the owner access to the vehicle from almost anywhere.

Vehicle makers may use different terms related to app-based connected services, including:

- Telematics
- Connected vehicle
- Communication system
- Service mode

App-Based Connected Services Considerations *continued*

App-based connected services can replace the functions of a key or key fob and more, including:

- Remote start
- Climate control
- Automatic emergency calling
- Remote control parking (vehicle prerequisites and the user must be nearby)

These apps can notify the owner about the status of the vehicle during a repair, like:

- Battery levels
- Positions of windows and doors, and their lock or unlock status
- Vehicle movement
- Airbag status

Vehicle owners increasingly appreciate the convenience and safety these systems provide. Many functions can be activated by a custom schedule, voice commands with integrated voice assistants, or remotely by the owner, even while the vehicle is being repaired.



Activating a service mode or disabling certain vehicle settings is often required to disconnect the vehicle from app-based connected services. Failing to enter a vehicle into service mode could cause additional damage and lead to unnecessary customer inquiries due to notifications they may receive.

In this series, we reveal where to locate OEM service information for app-based connected services, the terminology used by vehicle makers, and other essential information. Always remember to disable service mode and restore any modified vehicle settings before returning the vehicle to the owner.

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