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Road vehicles — Information for remote diagnostic support — General requirements, definitions and use cases

Véhicules routiers — Information pour support de diagnostic à distance — Exigences générales, définitions et cas d'utilisation

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Foreword

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This document was prepared by Technical Committee ISO/TC 22, *Road vehicles*, Subcommittee SC 31, *Data communication*.

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Introduction

Remote diagnostic support is used for diagnosing vehicles at a distance prior to repair work, thereby minimizing the time spent in workshops, reducing disturbances on the road network, reducing inconvenience for the vehicle users and reducing cost for vehicle owners.

This document defines remote diagnostic support and the constraints that need to be respected. This document may also serve as a reference for other standards that relate to remote diagnostic support.

This document will facilitate exchange of information for remote diagnostic support between the different stakeholders (including vehicle manufacturers and independent operators) of the vehicle repair industry.