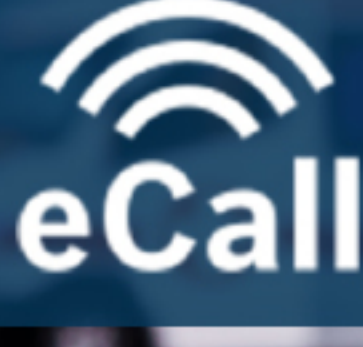


Bosch Service Solutions



Even with connectivity, safety features and driving assistance mechanisms, **accidents are still a major concern when it comes to mobility.**

Vehicle crash related figures

20-50 million

crash related injuries / year

1.3 million

driving accidents deaths worldwide / year

94%

of collisions are caused by driver error

10,000

could be saved annually if 911 could get the calls just 1 min faster in the US



These figures explicit an underlying relevance not only for solutions to help preventing accidents (ABS, stability control systems, driving assistance mechanisms), but also to minimize the impacts and support the victims when a fatality cannot be prevented.

Bosch is not only a major safety equipment supplier for all types of vehicles, but also for the leading global provider for automotive emergency call services.

Global Service Network



26 locations in 16 countries



40 languages



10,000 experts

~20% market share

in mobility emergency services in USA*

*as a percentage of new vehicle sales equipped with the solution

~3.3 million

additional connected vehicles per year



eCall- Statistics

100%

eCall are handled 24/7/365

1,200,000

eCalls per year

3 sec

Average response time to incoming calls

3,200

calls daily

>65,500

rescue team interactions per year. We manage PSAP contacts worldwide.

Our solution is based on three main pillars:

Right technology

Redundant IT infrastructure for fallback coverage and our Mobility Services Platform that integrates vehicles with complete services ecosystem, including first responders)

Right people

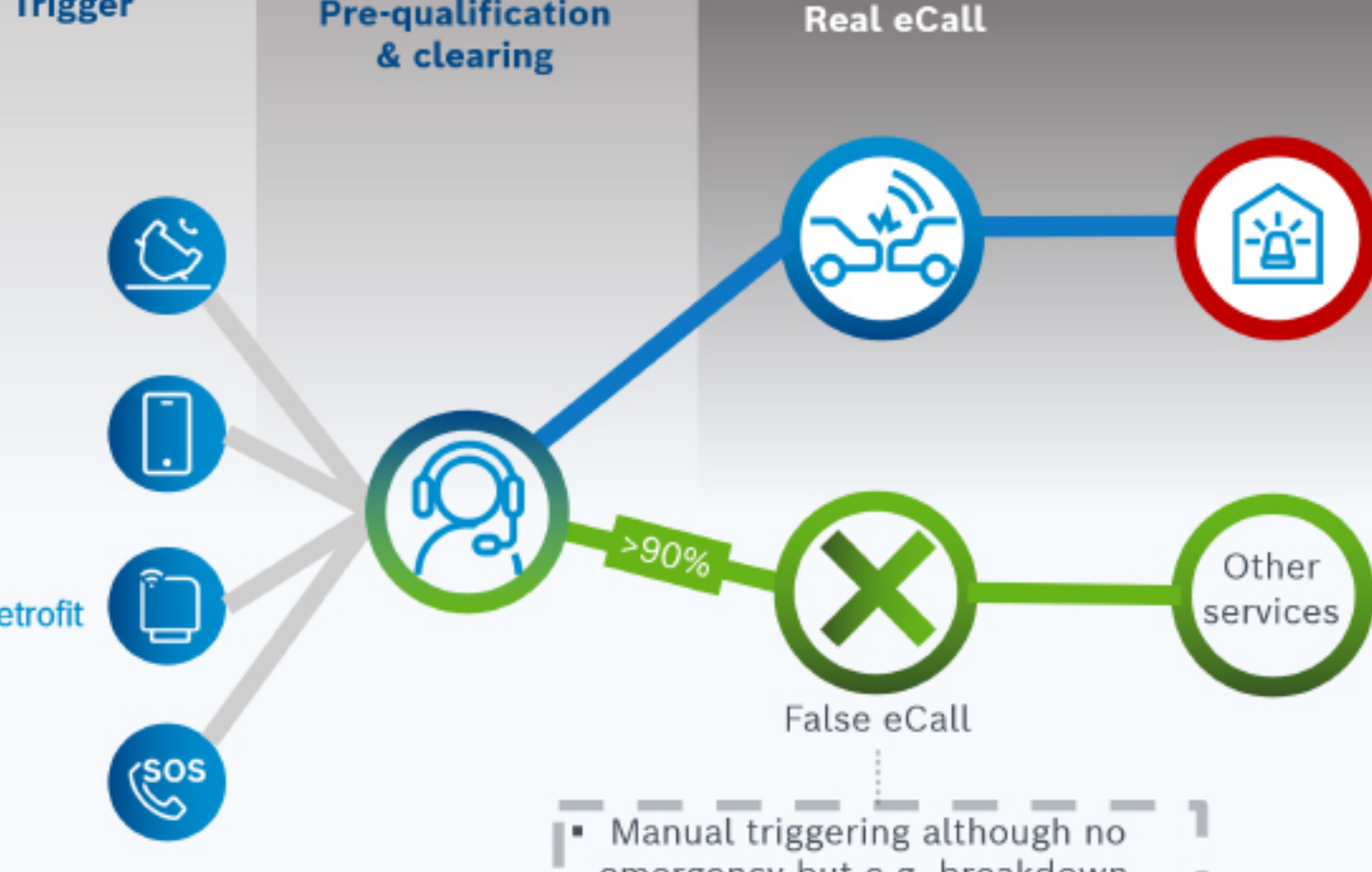
Helpful, cordial, skilled, alert and trained to deal with emergency situations when the caller is under stress.

Right process

Accurate worldwide standard operating processes developed over years of collaboration with public authorities in supporting emergencies

How we Increase speed in response

- Filtering non-emergency incidents
- 100% if Bosch PSAP calls relate to real eCalls
- Dedicated agent for PSAP communication
- Transfer of additional incident related data



Our systems are ready to communicate with the vehicle and first responders, exchanging meaningful information to enhance emergency support.

Bosch eCall enables extended use of data

Minimum Set of Data

- Vehicle location & direction
- Time stamp
- Vehicle ID
- Fuel type
- Control (e.g. automatic, manual activation)
- Message identifier & format version

Advanced Set of Data

- Driver's language
- Number of passengers
- Number of airbag deployments
- Direction of crash (e.g. front/side/rollover)
- Other activation types (e.g. emergency break)
- ... Other data extension by Bosch & client

Beyond mobility, our emergency services cover wherever users need us.



Home / Office



Trips



Pedestrian



Sports



Loved Ones



Ride Share

Connected Vehicle Services



Contact (additional info. and pricing)

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