

9th International CTi Forum | 13 and 14 March 2012, Stuttgart, Germany

Automotive Diagnostic Systems

Der Branchentreff zur Fahrzeugdiagnose | The meeting point for the industry

Make a diagnosis on site



Softing Automotive Electronics GmbH ©

This year's topics:

- Specific diagnostics concepts for electromobility – **what can be expected?**
- Possible applications of OTX in development, production and service – **experience reports**
- Testing strategies for model-based diagnostic systems – **heading towards fault diagnosis**
- Qualification of garage personnel – **a glance at diagnostics applications and training**
- Diagnostic communication with an OBD system – **analysis of a SCR control unit for heavy-duty diesel vehicles**
- Diagnostic quality in after sales services – **new concepts to improve diagnostics**
- Challenges for services and diagnostics through connected-car solutions – **more new things to deal with?**

Up-to-date presentations e.g. by:

ADAC • AVL DiTEST • BMW • Continental Engineering Services • Hyundai Motor Deutschland • Maschinenfabrik Bernard Krone • Robert Bosch • Schleifheimer Soft- und Hardwareentwicklung • University of Würzburg • Volkswagen

Chairman:

Prof. Dr Norbert Schreier,

Head of Automotive Engineering/Service (FASE), Automotive Engineering Faculty, Esslingen University of Applied Sciences;
Coordinator Automotive Engineering/Service at CDHAW, Tongji University, Shanghai

Diagnosesysteme für eine erfolgreiche Zukunft

Kosten durch zu späte Fehlererkennung heißt es unbedingt zu vermeiden. Daher sind verschiedene Diagnosetools über die gesamte Prozesskette hinweg entscheidende Erfolgsfaktoren in der Automobilindustrie. Doch die immer komplexer werdenden Elektroniksysteme fordern die Diagnose-Experten – während der Entwicklung, Produktion und im Aftersales – ständig aufs Neue heraus. Die Konzeption und Beherrschung zukunftsfähiger Diagnosesysteme ist daher wettbewerbsentscheidend.

Nutzen Sie diese etablierte Informations- und Networking-Plattform und tauschen Sie sich auf dem 9. Internationalen CTI Forum „Automotive Diagnostic Systems“ über alle relevanten Themen der Diagnosewelt aus.

Diagnostic systems for a successful future

Faults not detected in time result in costs that should be avoided. Different diagnostic tools used throughout the process chain are therefore important factors for success in the automotive industry. But the ever increasing complexity of electronic systems is a challenge for the experts in the vehicle diagnostics industry – in development, production and after sales. The design and control of future diagnostic systems are therefore dominant competitive factors.

Use the opportunity to exchange experience and discuss about current topics at the 9th International CTI Forum “Automotive Diagnostic Systems”, the well-established information and networking platform.

Erster Konferenztage, 13. März 2012

8.00–8.30 **Empfang mit Kaffee und Tee, Ausgabe der Tagungsunterlagen**

8.30–8.45 **Begrüßung und Einleitung durch den Vorsitzenden**

Prof. Dr. Norbert Schreier, Leiter Studienschwerpunkt Service (FASE), Fakultät Fahrzeugtechnik, Hochschule Esslingen; Fachkoordinator Fahrzeugtechnik/Service der CDHAW, Tongji Universität, Shanghai

Diagnose vor neuen Herausforderungen

8.45–9.00

Quo vadis Kfz-Diagnose? – Einige Thesen zur zukünftigen Diagnosearbeit

- Stellenwert der Diagnose in der zukünftigen Automobilwelt
- Anforderungen an Diagnosetechnik, Geschäftsprozesse und Kompetenzen

Prof. Dr. Norbert Schreier

Elektromobilität – Die Diagnosegemeinschaft geht neue Wege

9.00–9.30

Spezifische Diagnosekonzepte für die Elektromobilität

- Technologische Einflussgrößen alternativ angetriebener Fahrzeuge
 - Speichertechnologien
 - HV-Sicherheit
 - Ankopplung an Ladeinfrastrukturen
- Entstehung und Anforderungen neuer Wertschöpfungsketten
- Darstellung zukünftiger Diagnoselösungen für Elektromobilität – Anwendungsfälle für
 - den täglichen Betrieb
 - Produktion
 - Service und Reparatur

Toni Viscido, Leiter Vertrieb, Projektmanagement und Geschäftsfeldentwicklung, DSA - Daten- und Systemtechnik GmbH

9.30–10.00

Automotive Messtechnik im Wandel der Zeit –

Anforderungen durch neue Antriebskonzepte im Bereich HV

- Komplexe Messtechnikaufgaben und deren Integration in Fehlersuchstrategien
- Neue Diagnose-Herausforderungen durch High Voltage Fahrzeuge
- HV Offboard-Diagnose als zuverlässige Lösung: Möglichkeiten der Messung und deren Bedeutung

Anton Kohl, Director Global R&D, AVL DiTEST

10.00–10.30 Fragen an die Referenten und Diskussion

10.30–11.00 Pause mit Kaffee und Tee

Day 1, 13 March 2012

8.00–8.30 **Tea and coffee reception, handing out of conference material**

8.30–8.45 **Welcome and introduction by the chairman**

Prof. Dr Norbert Schreier, Head of Automotive Engineering / Service (FASE), Automotive Engineering Faculty, Esslingen University of Applied Sciences; Coordinator Automotive Engineering / Service at CDHAW, Tongji University, Shanghai

New Challenges for Diagnostic Systems

8.45–9.00

Quo vadis vehicle diagnostics? – some statements about future diagnostic

- Significance of diagnostics for the automotive industry of the future
- Requirements on diagnostics technology, business processes and experience and skills

Prof. Dr Norbert Schreier

Electromobility – New Ways for the Vehicle Diagnostics Industry

9.00–9.30

Specific diagnostics concepts for electromobility

- Technological factors of vehicles with alternative drives
 - Storage technologies
 - Safety of HVs
 - Connection to charging infrastructures
- Development and requirements of new value chains
- Presentation of future diagnostic solutions for electromobility – application in
 - daily use
 - production
 - service and repair

Toni Viscido, Manager Sales, Project Management and Business Development, DSA - Daten- und Systemtechnik GmbH

9.30–10.00

Automotives measuring technology in the change of time – demands by new drive concepts in the area HV

- Complicated measuring technology duties and their integration in fault diagnosis strategies
- New diagnosis challenges by high voltage vehicles
- HV Offboard diagnosis as a reliable solution: Possibilities of the measurement and their impact

Anton Kohl, Director Global R&D, AVL DiTEST

10.00–10.30 Questions and discussion with the speakers

10.30–11.00 Tea and coffee break



11.00–11.30

Breakout session: "Get active" Requirements and expectations on diagnostics for vehicles with alternative drives

Hybrid and electric vehicles – diagnostics in development, production and after sales. Join the session and help finding a solution. Choose one group to join in the breakout session and take part in a chaired discussion about the future challenges and how to meet them.

11.30–11.45

Kurze Vorstellung der Gruppen-Ergebnisse im Rahmen des Forums

Was ist eine gute Diagnose? Qualitätsprüfung das A und O

11.45–12.15

Auf dem Weg zur Fehlersuche: Prüfstrategien bei modellbasierten Diagnosesystemen

- Beispiel: Diagnosesystem für freie Kfz-Werkstätten • Probleme: Variantenvielfalt, vielfältige Wissensquellen • Lösung: hybrides modellbasiertes Diagnosesystem
- Methode in vielen Domänen einsetzbar

Prof. Dr. Frank Puppe, Lehrstuhl für Künstliche Intelligenz und Angewandte Informatik, Universität Würzburg und Nghia Dang Duc, Projektleiter Offboard-Diagnose, Robert Bosch GmbH

12.15–12.30 Fragen an die Referenten und Diskussion

12.30–13.30 Gemeinsames Mittagessen

Quo vadis Datenmanagement

13.30–14.00

Nutzung der Diagnosedaten zur Analyse beim OEM

Dieter Knolle, Fachreferent, Volkswagen AG

14.00–14.30

Datenanalysen und Datamining

Dr. Johann Prenninger, Leiter Fahrzeugdatenanalyse, BMW AG

14.30–15.00

Eingebettete Entwicklungsumgebung für Fahrzeugnachrichtenschnittstellen

Bernd Heppner, Vetronix Corp. and Bryan McGuan, Vetronix Corp. (USA)

15.00–15.30 Fragen an die Referenten und Diskussion

15.30–16.00 Pause mit Kaffee und Tee

16.00–16.30

Die Bedeutung der Diagnose in der Fahrzeugentwicklung

- Erweiterte Anforderungen an Entwicklungstools in Bezug auf Diagnose, komplexe Buskommunikation und Analyse • Idee einer herstellerunabhängigen Tool-Landschaft

Hans-Joachim SchleiBheimer, Geschäftsführer, SchleiBheimer Soft- und Hardwareentwicklung GmbH

Onboard-Diagnose

16.30–17.15

Diagnosekommunikation mit einem OBD-System am Beispiel eines SCR-Steuergerätes für Heavy-Duty Diesel

- Was ist SCR? • Was ist OBD? • Wie funktioniert die Diagnosekommunikation und was brauche ich dazu? • Vielfalt der Abgasanlagen • Anforderungen der OBD
- Anforderungen an das Steuergerät • Praxisbeispiel: Albonair SCR

Peter Subke, Business Development & Key Account Manager, Softing Automotive Electronics GmbH und Matthias Weber, Senior Manager, Continental Engineering Services GmbH

11.30–11.45

Brief presentation of the results

What Characterises Good Diagnostics? Quality Testing is most Important

11.45–12.15

Heading towards fault diagnosis: testing strategies for model-based diagnostic systems

- Example: diagnostic system for independent car repair shops • Problems: variety of versions, variety of sources of knowledge • Solution: hybrid, model-based diagnostic system • Methods can be used in many domains

Prof. Dr Frank Puppe, Chair for Artificial Intelligence and Applied Informatics, University of Würzburg and Nghia Dang Duc, Project Manager Offboard Diagnostics, Robert Bosch GmbH

12.15–12.30 Questions and discussion with the speakers

12.30–1.30 Lunch break

Quo vadis Data Management

1.30–2.00

OEM's use of diagnostic data for analysis

Dieter Knolle, Technical Specialist, Volkswagen AG

2.00–2.30

Data analysis and data mining

Dr. Johann Prenninger, Manager Vehicle Data Analysis, BMW AG

2.30–3.00

Embedded Development Environment for Vehicle Communication Interfaces

Bernd Heppner, Vetronix Corp. and Bryan McGuan, Vetronix Corp. (USA)

3.00–3.30 Questions and discussion with the speakers

3.30–4.00 Tea and coffee break

4.00–4.30

The significance of the diagnosis in the vehicle development

- Enlarged demands for developing tools concerning diagnosis, complex bus communication and analysis • Idea of a multivendor-capability tool scenery

Hans-Joachim SchleiBheimer, Managing Director, SchleiBheimer Soft- und Hardwareentwicklung GmbH

On-Board Diagnostics

4.30–5.15

Diagnostic communication with an OBD system – using a SCR control unit for heavy-duty diesel vehicles as an example

- What is SCR? • What is OBD? • How does diagnostic communication work and what is required? • Diversity of exhaust systems • OBD requirements
- Requirements on the control unit • Practical examples: Albonair SCR

Peter Subke, Business Development & Key Account Manager, Softing Automotive Electronics GmbH and Matthias Weber, Senior Manager, Continental Engineering Services GmbH

In die Ferne schweifen – Diagnose unter neuen Vorzeichen

17.15–17.45

Diagnose und Testsystem in der Landwirtschaft – Herausforderungen an die Diagnose hochmoderner landwirtschaftlicher Arbeitsmaschinen

- Was ist ISOBUS?
- Assistenzsysteme in der Landtechnik
- Diagnose in bzw. an landwirtschaftlichen Arbeitsmaschinen

Bruno Klöpffer, Leitung Diagnose- und Testsysteme, Maschinenfabrik Bernard Krone GmbH

17.45–18.15 Fragen an die Referenten und Zusammenfassung der Ergebnisse
18.15 Ende des ersten Konferenztages

Taking a View Beyond – New Preconditions for Diagnostics

5.15–5.45

Diagnostic and test systems used in the agricultural sector – challenges on diagnostic systems for state-of-the-art agricultural machines

- What is ISOBUS?
- Assistance systems in the agricultural engineering
- Diagnosis in or at agricultural machines

Bruno Klöpffer, Management diagnosis and test systems, Maschinenfabrik Bernard Krone GmbH

5.45–6.15 Questions and summary of the results
6.15 End of Day 1



Social event in the evening

After the first conference day, we would like to invite you to dinner. Use the opportunity for networking and to exchange ideas and experience in a relaxed atmosphere.

Zweiter Konferenztag, 14. März 2012

7.45–8.15 **Empfang mit Kaffee und Tee**

8.15–8.30 **Begrüßung und Einleitung durch den Vorsitzenden**

Prof. Dr. Norbert Schreier

Day 2, 14 March 2012

7.45–8.15 **Tea and coffee reception**

8.15–8.30 **Welcome and introduction by the chairman**

Prof. Dr Norbert Schreier

Standardisierung – Warum? Innovative Methoden für moderne Diagnosesysteme

8.30–9.00

Das A und O der Diagnose-Entwicklung: AUTOSAR und ODX

- Diagnose in AUTOSAR • Beschreibungsformate • Erstellungsprozess

Dr. Klaus Beiter Group Manager und **Christoph Rätz**, Global Product Line Manager Diagnostics, Vector Informatik GmbH

9.00–9.30

OTX 1.0 – Was bringt der neue Standard?

- OTX eine Tür für die neuen Diagnosestandards • Version 1.0 – Status der Standardisierung • Potenziale von OTX in der Fahrzeugdiagnose und darüber hinaus
- Praktische Anwendung am Beispiel einer OTX-Entwicklungsumgebung

Dr.-Ing. Jörg Supke, Geschäftsführer, emotive GmbH

9.30–10.00

Einsatzmöglichkeiten von OTX im gesamten Diagnoseprozess

- OTX in der Entwicklung • OTX in der Produktion • OTX im Kundendienst
- OTX in der Praxis (Anwendungsbeispiele) • Ausblick

Ralf Ramrath, Senior Program Manager Diagnostics, In2Soft GmbH

10.00–10.30 Fragen an die Referenten und Diskussion
10.30–11.00 Pause mit Kaffee und Tee

Why Standardisation? Innovative Methods for Modern Diagnostic Systems

8.30–9.00

The most important aspects of diagnostics development: AUTOSAR and ODX

- AUTOSAR diagnostics • Description formats • Generation process

Dr Klaus Beiter, Group Manager and **Christoph Rätz**, Global Product Line Manager Diagnostics, Vector Informatik GmbH

9.00–9.30

OTX 1.0 – what can be achieved with the new standard?

- OTX – a way to new diagnostic standards • Version 1.0 – the state of the standardisation • Potential of OTX used for vehicle diagnostics and more
- OTX development environment as an example of practical application

Dr Jörg Supke, Managing Director, emotive GmbH

9.30–10.00

Possible applications of OTX throughout the diagnostic process

- OTX used in development • OTX used in production • OTX used in customer support • OTX used in practice (examples of application) • Outlook

Ralf Ramrath, Senior Program Manager Diagnostics, In2Soft GmbH

10.00–10.30 Questions and discussion with the speakers
10.30–11.00 Tea and coffee break

Qualifiziertes Personal ist alles!

11.00–11.30

Diagnose besteht nicht nur aus der Abfrage von Steuergeräten – Worauf es bei der Qualifizierung der Werkstattmitarbeiter ankommt

Andreas Zühlke, Unternehmer – Trainer für die Kfz-Branche, Zühlke Training

11.00–11.30

There is more to diagnostics than just data retrieval – what is important for the qualification of garage personnel

Andreas Zühlke, Entrepreneur – Trainer in the Automotive Sector, Zühlke Training



11.30–12.00 PANEL DISCUSSION: COMPETING DEMANDS OF SYSTEM AND USERS

Discuss with the speakers about the end users and the benefit of diagnostic systems. Exchange experience about different aspects of qualification. Do you think modern technologies support your daily work or do you think they are rather difficult to implement? Use the opportunity to ask questions, either in advance to the conference or during the discussion.

After Sales als wichtiger Baustein – Diagnose im Service

13.00–13.30

Fit für die Zukunft?

- Das schnelle Wachstum und die Handlungsfelder, die sich daraus ergeben
- Kann der Autohandel die zukünftigen Anforderungen noch bewältigen?
- Wie kann ein Importeur den Handel unterstützen?

Karl Hell, Bereichsleiter Aftersales, Hyundai Motor Deutschland GmbH

13.30–14.00

It's All About Speed: Ansätze zur Steigerung der Offboard-Diagnoseeffizienz

- Potenzialanalyse in der Anwendung von Offboard-Diagnose-Systemen
- Pragmatische und Hedonische Aspekte der Diagnose:
Von Systemattraktivität und Kundennutzen
- „Google is your friend“: Software-Algorithmen als Wettbewerbsvorteil
- Schneller Lernen: Automotive Diagnose und der Community Gedanke

Marcel Wendland, Leiter Forschung & Entwicklung, AVL DiTEST GmbH

14.00–14.30

Diagnose für Unterwegs – Herausforderungen aus Sicht eines Pannendienstes

- Anforderungen an die Diagnose auf der Straße
- Ergebnisse aus dem täglichen Geschäft – Diagnose in der Daueranwendung
- Weitere Entwicklungen im Pannendienst – Anregungen von ganz anderer Seite

Gerd Preuß, Technische Dokumentation und Diagnose, ADAC e.V.

14.30–14.45 Fragen an die Referenten und Diskussion

14.45–15.00 Pause mit Kaffee und Tee

Noch mehr neue Herausforderungen an die Diagnose

15.00–15.30

Nicht elektrische Diagnose – Störgeräusche & Co.

Johannes Malotta, Leiter Nicht elektrische Diagnose, BMW AG

15.30–16.00

IT im Fahrzeug der Zukunft und dessen Auswirkungen auf Produktionsmethodik

- Digitale Regelungstechnik – Der Motor für autonomes Fahren und wachsende Elektronik im Fahrzeug
- Die Herausforderung – Stark wachsende Fahrzeugbedeutung im Produktionsprozess
- Kommunikationstechnik im Fahrzeug – Neue Technik fordert neue Lösungsansätze

Berthold Mozar, Leiter Referenzprüffeld Fahrzeugelektronik, Volkswagen AG

16.00–16.30

Service- und Diagnoseherausforderungen durch Connected-Car-Lösungen

- Herausforderungen an die Werkstatt und das Testertool
(Identifizieren von Applikationsproblemen, Nachladen von Applikationen, Absicherung gegen Applikationsfehler)
- Herausforderungen an die Onboard-Diagnose, um diese Werkstattaufgaben zu unterstützen

Dr. Roman Cunis, Leiter Diagnose-Center, ServiceXpert GmbH

16.30–17.00 Fragen an die Referenten und Abschlussdiskussion

17.00 Ende des 9. CTI Forums

After Sales as an Important Module – Diagnostics in Service

1.00–1.30

Fit for the future?

- Rapid growth and resulting fields of action
- Will the car trade be able to meet future requirements?
- How can importers support the car trade?

Karl Hell, Head of Division Aftersales, Hyundai Motor Deutschland GmbH

1.30–2.00

It's All About Speed: Efforts to increase Offboard-diagnosis efficiency

- Potential analysis in the use of Offboard diagnosis systems
- Pragmatic and hedonic aspects of the diagnosis:
From system attraction and customer benefit
- „Google is your friend“: Software algorithms as a competitive advantage
- Quick learning: Automotives diagnosis and the community thought

Marcel Wendland, Head of Research & Development, AVL DiTEST GmbH

2.00–2.30

Diagnostics on the move – challenges from the point of view of a breakdown service

- Demands for the diagnosis on the street
- Results from the everyday business – diagnosis in the long-term use
- Further developments in the breakdown service – suggestions of quite different side

Gerd Preuß, Technical Information and Diagnostics, ADAC e.V.

2.30–2.45 Questions and discussion with the speakers

2.45–3.00 Tea and coffee break

More Challenges for Diagnostics

3.00–3.30

Non-electronic diagnostics – disturbing noises etc.

Johannes Malotta, Manager Non-Electronic Diagnostics, BMW AG

3.30–4.00

IT in the vehicle of the future and the effects on the production methods

- Digital control technology – the drive for autonomous driving and increasing number of electronic systems in the vehicle
- The challenges – increasing number of vehicle parameters in the production process
- Communications technology in the vehicle – new technology, new solutions

Berthold Mozar, Manager Reference Test Field Vehicle Electronic Systems, Volkswagen AG

4.00–4.30

Challenges for services and diagnostics through connected-car solutions

- Challenges for garage employees and testing tool
(identification of application problems, refreshing applications, protection against application errors)
- Challenges on on-board diagnostics in order to support the garage employees

Dr Roman Cunis, Director Diagnosis-Centre, ServiceXpert GmbH

4.30–5.00 Questions, final discussion and summary of the results

5.00 End of the 9th CTI Forum

Who will you meet at the conference?

Members of the management board, technical directors, operations and plant managers and executives dealing with:

- Diagnostics
- Electronics and electrics
- Research and development, advanced engineering
- Software / hardware
- Engineering and design
- Service engineering
- Purchasing and procurement
- Sales and marketing
- After sales service

as well as

- Development service providers
- Hardware and software providers
- Research institutions

Fachbeirat dieser Tagung | Technical Advisory Board:



Prof. Dr. Norbert Schreier,
Head of Automotive Engineering / Service (FASE),
Automotive Engineering Faculty, Esslingen University of
Applied Sciences; Coordinator Automotive
Engineering / Service at CDHAW, Tongji University, Shanghai



Peter Biermann,
Managing Director, Softing Automotive
Electronics GmbH



Dr. Walter Lehle,
Development Powertrain Diagnosis,
Robert Bosch GmbH



Thomas Wolf,
QS – Diagnosis, Volkswagen AG

Brigitte Wörthmann
Senior Manager Diagnosis Systems
Development, Daimler AG

The conference offers an excellent overview of the present and future of the diagnostic systems market.
(R. Kolberg, Hella Gutmann Solutions GmbH)

Professional event, very well organized. Delivered a comprehensive view on the complexity and challenges facing the combined entity of OEM's and diagnostic tool vendors in the Automotive Diagnostic Sector.
(W. Doig, SPX Service Solutions)

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The following exhibitors have already signed up



AVL DiTEST is one of the world's leading suppliers of vehicle diagnostics. Customer focus and leading technology have led to market leadership in most of its business fields, including:

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emotive GmbH is an independent expert for automotive diagnostic systems. Based on the new diagnostic standards OTX (ISO 13209), ODX (ISO 22901), and the MVI D-Server (ISO 22900) emotive offers modern and innovative software products for the diagnostic process chain. Emotive supports their customers to implement their diagnostic concepts through consulting, training, and custom developments.

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Haben Sie Fragen zu diesem Forum?
Wir helfen Ihnen gerne weiter.

If you have any questions about the forum,
we will be pleased to help you.



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Software free from defects

IFS offers flexible diagnostics solutions for the automotive and automation industry. Automobile manufacturers employ Serviceplattform Taurus® for diagnostics and repair of complex ECU networks worldwide. Authoring tool Auriga and vehicle emulation Virgo allow them to provide software free from defects, based on GRAFCET (DIN EN 60848).

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In2Soft is expert for diagnostics and telematics in the automotive industry. Since 1999, leading vehicle manufacturers and suppliers such as Audi, BMW, Bosch, Continental, Daimler, MAN, Porsche, Siemens, Volkswagen or ZF rely on powerful and high-quality software- and hardware-solutions of In2Soft.

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IT-Designers GmbH – innovative automotive testing

IT-Designers GmbH is based in Esslingen, Germany and offers engineering services and tools for the automotive industry.

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The **Softing Group**, based in Haar near Munich, is a reliable system partner to vehicle manufacturers, system and ECU suppliers and provides powerful tools and solutions for more than 30 years. Softing with around 230 employees is the specialist for ECU communication, diagnostics and measurement in the vehicle. Long-term customers of Softing include all leading automobile manufacturers. Softing is one of the top suppliers with around 70,000 installations in the growth market for test and diagnostic systems in vehicle electronics.

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Vector Informatik is the leading producer of software tools and components for networking in electronic systems based on CAN, LIN, MOST and FlexRay. Specifically for the development of automotive diagnostics, Vector offers a comprehensive and process-oriented tool chain. Concerted tools increase efficiency and improve simultaneously the quality in the diagnostic development process. Furthermore Vector supports ODX in all diagnostic-related products and services.

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Conditions of participation

The attendance fee (plus VAT) per person, which includes conference documentation, lunches, tea/coffee is payable on receipt of the invoice. Once your registration has been received you will be sent a confirmation slip. Registrations can be cancelled (in writing please) free of charge up to 14 days before the event. When a cancellation is made within 14 days of the conference date, half the participation fee will be reimbursed. In the event of cancellation on the day of the conference, or failure to attend, the full fee will be payable. The registered delegate may of course send a substitute at no additional cost. The organisers reserve the right to amend the programme of events if necessary.

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Conference Venue and Accommodation

13 and 14 March 2012, Le Méridien Stuttgart, Germany
Willy-Brandt-Straße 30, 70173 Stuttgart, Phone: +49 (0)7 11/2221-0



After the first conference day, the Le Méridien Stuttgart would like to invite you to a reception.

Änderungen vorbehalten/Subject to alteration

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