

Convince customers and leverage business potential: the digital service tool SINDRI makes it...



PUBLISHED SEP 13, 2022
BY [CONTINENTAL AG](#)

SINDRI works very simply: plug in the VCI, start the app, and a clear, understandable description of the vehicle's condition appears on the tablet display after a few minutes. SINDRI reads out the control units, decrypts error codes and displays service-relevant information such as the oil level, battery voltage and upcoming inspections.

The advantage: customers can view all the data immediately on site, and upcoming repairs can be discussed and agreed upon. This strengthens trust in the workshop. "Digitalization has huge potential to make life easier for workshops and take their service to a whole new level. SINDRI continues our policy of using digital solutions to make workshops' everyday tasks easier, more efficient and more customer-friendly," says Peter Wagner, Head of the Automotive Aftermarket business segment in the Smart Mobility business area.

SINDRI also supports workshops in their efforts to open up additional business because the system detects problems, such as a lack of operating fluids, and it indicates service intervals that would not have been noticed during a routine inspection. SINDRI has already shown that this works in practice: During a test day in a Vergölst workshop, defects or service entries were found in almost every second vehicle (46 percent), thereby identifying potential additional business – in seven different vehicle brands. "SINDRI puts an end to the rather superficial exterior check of the vehicle shell and engine compartment. Thanks to its fast and comprehensive scan, it takes direct vehicle acceptance for independent workshops to a whole new level. This means that nothing stands in the way of direct vehicle acceptance on an equal footing with contract workshops," says Dominik Wrede, Head of the Workshop Solutions business unit at Continental. Continental's developers are already working on equipping SINDRI with interfaces to the spare parts trade and dealer management systems (DMS) catalogs. This will simplify the workflow even more. The drawing up of

customer and spare parts orders can then be done from a single source.

Press release distributed by Wire Association on behalf of Continental AG, on Sep 13, 2022. For more information subscribe and [follow us](#).

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Continental AG

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Website: <https://www.continental.com/>

Primary Email: silke.bernhardt@conti.de

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