

Title (en)

Device for automatically processing service orders

Title (de)

Vorrichtung zur automatischen Bearbeitung von Serviceaufträgen

Title (fr)

Dispositif de traitement automatique de commandes de service

Publication

EP 0978805 A3 20011004 (DE)

Application

EP 99112705 A 19990630

Priority

DE 19835562 A 19980806

Abstract (en)

[origin: EP0978805A2] The service requirements of a road vehicle are accessed by a control unit (4) that has inputs (1,2,3) and outputs (1,6,7) Also coupled to the control unit are a memory (5) and a mechanical storage facility for components. A dialogue can be established with a call center (11) to manage the process.

IPC 1-7

G07C 5/08; **B60S 5/00**; **G07F 7/00**

IPC 8 full level

B60S 5/00 (2006.01); **G07C 5/08** (2006.01); **G07F 7/00** (2006.01); **G07C 5/00** (2006.01)

CPC (source: EP)

G07C 5/085 (2013.01); **G07C 5/008** (2013.01); **G07C 5/0891** (2013.01)

Citation (search report)

- [XP] EP 0881602 A2 19981202 - VOLKSWAGEN AG [DE]
- [X] US 4803348 A 19890207 - LOHREY DAVID W [US], et al
- [A] WO 9827505 A2 19980625 - MCMAHON JOHN A [US]
- [A] PATENT ABSTRACTS OF JAPAN vol. 1995, no. 11 26 December 1995 (1995-12-26)

Designated contracting state (EPC)

AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

DOCDB simple family (publication)

EP 0978805 A2 20000209; EP 0978805 A3 20011004

DOCDB simple family (application)

EP 99112705 A 19990630