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Success Story

Program Launch Software Update

Customer Need

The launch team of a high-volume vehicle found a mechanical issue with a sourced HVAC system, resulting in a stop-ship on vehicles leaving two different production facilities. Approximately 10,000 vehicles and 30,000 yet to be integrated sub-assemblies were seen to be affected. New software code from the Tier 1 supplier would resolve the issue at both vehicle and sub-assembly levels, but implementing this would impact on final build operating profits and also result in high costs for the off-site storage of already assembled vehicles (e.g. specified as being in the order of \$100 per vehicle per day).

Several managers and engineers at the OEM were aware of Movimento's products, capabilities and agility in providing rectification solutions – Movimento had previously performed a similar task for the OEM and another Tier 1. Based on this successful history, both the OEM and Movimento were in a position to respond very quickly. The OEM internally compared several options for updating the software, determining that the unique, standalone functionality of Movimento Puma and E-script as by far the best solution.

Movimento's Solution

Movimento quickly developed an E-script that would update the configuration and firmware software as needed on three different versions of control module hardware. After testing the proposed solution, Movimento products and support services performed final updates and validation on vehicles at one of the two affected production facilities. Working around the clock and in partnership with the OEM, vehicle reflashing (and the reduction of on-cost) began within 48 hours of the issue becoming known. In parallel, the Movimento solution, which automatically updates the vehicle and sub-assembly once connected through OBDII, was provided on a loan/rental basis, further reducing the financial impact on the OEM. The solution was deployed across all OEM production sites and at the Tier 1 manufacturing location.

Achievement

Development, implementation and product costs to support the vehicle were minimised, with vehicle rectification activities completed within an accelerated time plan. Movimento is proud to be able to offer its mainstream OEM and Tier 1 clients with solutions which help those organizations dramatically save high warranty and corrective action costs.

