

CARMD CORPORATE BACKGROUNDER

From Check Engine Light Pioneer to Connected Vehicle Health Platform

A VISION FOR MAKING VEHICLE HEALTH UNDERSTANDABLE

CarMD began with a simple belief: **understanding what's wrong with your vehicle shouldn't be harder than putting gas in it.**

That vision was championed by CarMD founder and CEO Leon C. Chen, who saw an opportunity to make automotive diagnostics more accessible to everyday drivers. In 2006, CarMD introduced one of the first consumer-focused check engine light diagnostic solutions, helping give vehicle owners access to information that had traditionally been much more difficult for consumers to obtain and understand.

The technology has changed dramatically since then, but the purpose has not. CarMD remains focused on helping drivers better understand vehicle health and make informed decisions throughout the life of their vehicles.

FROM DIAGNOSTIC DATA TO VEHICLE HEALTH INTELLIGENCE

As CarMD's repair and diagnostic database grew, so did its ability to identify trends affecting vehicles and drivers.

In 2011, CarMD launched the **CarMD® Vehicle Health Index™**, transforming real-world repair and diagnostic data into insights about vehicle reliability, repair costs and check engine light-related trends.

The Vehicle Health Index has since become an important part of CarMD's vehicle health expertise, helping consumers, journalists, manufacturers, aftermarket companies and automotive professionals better understand vehicle health and repair trends.

CarMD's long-term focus on vehicle health information has expanded its role beyond helping individual drivers understand vehicle problems to providing broader insight into the trends shaping vehicle ownership, maintenance and repair.

FROM VEHICLE INSIGHT TO ACTION

CarMD's goal has never been simply to identify vehicle problems. The broader vision is to help people make smarter decisions throughout the life of their vehicles.

Today, that vision continues through **CarMD Connect**.

The CarMD Connect app is designed to help drivers stay ahead of vehicle issues and make more informed car-care decisions. For drivers who want deeper ongoing vehicle connectivity, the CarMD Connect device works with the app to provide continuous vehicle health monitoring and real-time vehicle insights.

Together, CarMD Connect and CarMD's vehicle health expertise represent the evolution of the company's original diagnostic mission: turning complex vehicle information into insights people can understand and use.

CONNECTING DRIVERS AND THE AUTOMOTIVE ECOSYSTEM

Understanding that a vehicle needs attention is only part of the car-care journey. Drivers also need practical ways to take action when maintenance or repair is needed.

CarMD is evolving its connected experience around that broader journey, helping drivers move more confidently from vehicle insight to confident vehicle ownership. More than repair. CarMD is building an ecosystem around the entire ownership experience. Our goal is simple. Help drivers get more value out of ownership while helping businesses stay front of mind with ready-to-purchase customers.

Automotive service providers and aftermarket partners are an important part of that journey. By connecting vehicle health information with car care resources and service solutions, CarMD supports more informed interactions between drivers and the automotive professionals who maintain and repair their vehicles.

This approach creates value across the automotive ecosystem by helping drivers better understand their vehicles while creating meaningful connections with the service providers and industry partners that help keep those vehicles on the road.

LOOKING DOWN THE ROAD

From consumer diagnostics to vehicle health intelligence and connected car-care experiences, CarMD continues to evolve alongside the vehicles and drivers it serves.

Today, CarMD brings together vehicle health information, connected technology and automotive resources to help drivers better understand their vehicles and take the next step when care is needed.

The tools have changed. The purpose hasn't: help people better understand their vehicles, make informed decisions and confidently take the next step in caring for them.

ABOUT CARMD

CarMD is a vehicle health data and technology company helping drivers better understand, manage and care for their vehicles. Built on decades of diagnostic expertise and real-world repair information, CarMD serves drivers, automotive professionals and industry partners through the CarMD Connect platform and CarMD® Vehicle Health Index™.

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