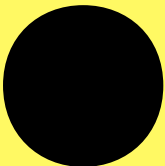
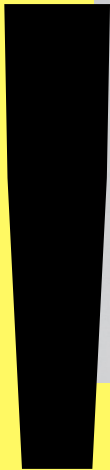




Do-It-Yourself, with the community

Eco-friendly mobility



Sono Motors and their
user-friendly DIY repairs
and customizations

About: Sono Motors

Sono Motors was founded in 2016 by three friends sharing the goal of making the mobility of the future new, better and more sustainable. The crowd funded startup is developing the Sion, an electric car that can be charged via both the power grid and through integrated solar cells. In addition, the Sion can be charged at any public charging station, household socket or via another Sion.



A phone holder designed for the Sion.



The Challenge

For SonoMotors, their customers have been a central part of the company from the beginning and the community is heavily involved in the development of the company and the Sion. However, a particular challenge for Sono Motors is how to use the Sono community for better products and services, and how to align the interests and goals of the community and with those of the company.

As part of the OPENNEXT project, Sono Motors is developing a type of workshop concept called Open Service System. Its goal is to build an open, efficient, affordable, and community-based after-sales model and network.

Open Source Implementation



With the Open Service System, the company wants to introduce affordable and user-friendly customizations, DIY repairs, and a workshop information system so that every Sion driver can reorder any part of their car, install it themselves, or have it installed inexpensively by the mechanic around the corner. In addition, the Sion pilot product is helping to build a network of professionals around the world familiar with the vehicle's technical know-how, which in turn will encourage collaboration and the sharing of experiences.

Taking an open-source approach, the main principle of the Open Service System is to enable customers to repair their Sion themselves using online manuals and data, while workshop owners can access repair manuals and data openly - For example, repair manuals and CAD designs for 3D printing along with assembly instructions.

To engage their community, Sono Motors launched a survey on preference in selecting 3D printed parts, designed an open development contest, and conducted feedback loops with the community to shape and design workshop information.

LINKS

[Website](#)

[Wikifactory](#)

[Community Forum](#)

[Facebook](#)